



Service Definition

1. Overview of the Service:

Byte is a modern, cloud-based cashless catering system designed specifically for schools. It provides features such as pre-ordering, payment processing, kitchen management, analytics, and more. It supports different configurations such as Pre-Ordered Meals, Cafeteria Style, and Hybrid Models to cater to varying needs.

2. Data Backup and Recovery:

Byte employs a robust cloud-based infrastructure for backup and recovery. It is scalable, resilient, and designed for disaster recovery. Automatic backups and redundancy measures ensure data is safeguarded.

3. Onboarding and Offboarding Support:

We provide tailored onboarding and offboarding support, including data migration and integration with existing systems such as Management Information Systems (MIS).

4. Service Constraints:

The service will have planned maintenance windows during out-of-term times to minimise disruptions. Customisations are supported to a certain extent to tailor the solution for each institution.

5. Service Levels:

Performance: The system is designed to handle high concurrent usage and is optimised for school environments.

Availability: 99.9% uptime target ensures the service is available during critical school hours.

Support Hours: Core support hours are from 08:00-17:00, Monday to Friday during term-time, with critical response mechanisms for emergencies.

6. After Sales Support:

After-sales support includes regular review meetings, helpdesk access, and escalation protocols to resolve issues promptly.



7. Technical Requirements:

The system is cloud-native, requiring minimal local infrastructure. The EPOS application supports integration with Windows 10 and 11.

8. Outage and Maintenance Management:

Outages: Proactive monitoring ensures that issues are identified and resolved quickly.

Maintenance: Regular updates and maintenance are conducted outside of core school hours to avoid disruptions.

9. Hosting Options and Locations:

The system is hosted in GDPR-compliant Tier 1 data centres within the EU, ensuring data sovereignty and compliance with UK regulations.

10. Access to Data Upon Exit:

Clients can access and export their data upon contract termination. Comprehensive offboarding processes ensure a smooth transition while safeguarding data integrity.

11. Security:

Data Security: The platform uses SSO, encryption, and multi-factor authentication to protect sensitive data.

Compliance: Regular audits and adherence to GDPR ensure data protection compliance.

This service definition outlines the key aspects of Byte's offering, ensuring clients understand the features and support available to them.