

IRIS ParentMail – Service Definition

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IRIS ParentMail is a comprehensive parental engagement platform serving over 3,000 schools and reaching more than 1 million parents across the UK. The solution combines instant communication, payment processing, and administrative automation into a unified system designed specifically for the education sector.

Research demonstrates that active parental involvement directly correlates with improved student outcomes, increased attendance, and better behaviour. IRIS ParentMail provides schools with the tools to make this engagement effortless through one platform, one login, and one mobile application that parents already trust and use daily.

Supporting primary schools, secondary schools, and multi-academy trusts, IRIS ParentMail addresses the operational challenges of modern school communication by consolidating multiple functions—messaging, payments, consent management, and booking systems—into a single secure, cloud-based platform. This integration eliminates the need for schools to manage multiple vendors and disparate systems, reducing administrative burden while significantly improving parent engagement rates.

IRIS ParentMail reduces administrative workload by automating routine communications and payment processes that traditionally consume significant staff time. The platform's mobile-first approach meets parents where they are, with push notifications, in-app messaging, and digital payment options that consistently achieve higher engagement rates than traditional paper-based or email-only communications.

The system supports evidence-based decision-making through integrated reporting on parent engagement, communication delivery, payment status, and form completion rates. School leaders gain visibility across all communication channels and transactions, while staff benefit from streamlined workflows that free time for direct support of teaching and learning.

Solution Functionality

Instant Communication

IRIS ParentMail enables schools to reach parents through multiple channels from a single interface. Staff can send messages, newsletters, event notifications, and urgent alerts that reach parents via the mobile app, email, or SMS simultaneously. Schools maintain complete control over communication settings, choosing to enable replies for two-way conversations or broadcasting messages where responses are not needed.

Message targeting allows staff to communicate with entire year groups, individual classes, specific pupil groups, or individual families as required. This granular targeting ensures relevant information reaches the right families without overwhelming parents with communications

meant for others. The system tracks message delivery and read receipts, providing visibility into which families have received and viewed important communications.

Templates for common communication types accelerate message creation while maintaining consistency across the school. Schools can schedule messages for future delivery, enabling staff to prepare communications in advance during quieter periods. The message archive provides a complete record of all school communications, supporting continuity when staff change roles and providing an audit trail for important announcements.

Urgent messaging functionality ensures critical information reaches families immediately through push notifications, regardless of whether they have the app open. This capability proves invaluable for emergency communications, unexpected school closures, or time-sensitive safety information.

Multilingual Translation

IRIS ParentMail breaks down language barriers instantly with support for over 130 languages across every message and feature. When schools send communications, the system can automatically translate content into parents' preferred languages, ensuring every family stays informed and connected regardless of their first language.

This functionality extends beyond simple message translation. Forms, surveys, payment descriptions, and all system interfaces operate in the parent's chosen language, creating an inclusive experience that respects linguistic diversity. For schools serving multilingual communities, this removes a significant barrier to effective engagement and ensures compliance with equality obligations.

Translation operates automatically based on parent preferences, requiring no additional effort from school staff. The system maintains message intent and tone across languages while adapting to cultural communication norms where appropriate.

Payment System

The integrated payment processing system enables schools to create new payment items in seconds, whether for school meals, trips, clubs, uniform, or any other chargeable item. Staff can configure payment items with custom descriptions, images, amounts, deadlines, and availability restrictions, then publish them instantly to relevant parent groups.

Parents access a unified payment interface showing all outstanding and historical payments for their children. The secure payment gateway processes card transactions, with funds settling directly to school accounts according to configured schedules. The system supports various payment structures including one-off payments, instalments, voluntary contributions, and recurring charges like school meal accounts.

Balance tracking provides real-time visibility for both parents and staff. Parents receive low balance alerts for meal accounts, enabling proactive top-ups that prevent children arriving at

lunch without funds. Staff can monitor payment status across all items, identify outstanding debts, and generate targeted reminders to families with overdue payments.

For school meal management specifically, the system handles complex scenarios including free school meal entitlement, dietary requirements, daily menu selection, and allergen tracking. Integration with cashless catering systems ensures seamless operation at point of service.

Financial reporting provides comprehensive visibility into payment activity. Schools can generate reports by payment type, period, year group, or individual pupil, supporting budget monitoring, financial planning, and audit requirements. The system tracks transaction history with complete audit trails, protecting both schools and families.

Parents' Evening Booking

The online booking system transforms parents' evening management from a manual, paper-based process into a streamlined digital experience. Staff configure available appointment slots, set appointment durations, and define any special arrangements such as virtual appointments, different locations, or specific teacher requirements. The system then opens booking to families through the app or website.

Parents view teacher availability in real-time and book appointments with their child's teachers directly. For families with multiple children, the system can group sibling appointments to minimize family travel and scheduling conflicts. Automatic spacing prevents back-to-back bookings that leave no time for teachers to prepare between appointments.

The system prevents double-booking, manages appointment spacing, and respects any configured constraints. Automated reminders notify families of upcoming appointments, significantly reducing non-attendance rates compared to paper-based systems. For virtual appointments, the system can provide video conferencing links and joining instructions automatically.

Teachers receive organized schedules showing all appointments, pupil information, and any notes. Integration with student information systems can surface relevant data such as recent assessments, attendance patterns, or current targets to support productive conversations. Post-event, the system can prompt teachers to record brief notes from discussions, maintaining continuity for future reference.

The platform supports various event formats including face-to-face, virtual, and hybrid arrangements, giving schools flexibility to adapt to circumstances while maintaining the same streamlined booking experience for families.

Surveys and Forms

Digital forms eliminate paper-based processes for collecting parent responses, permissions, and feedback. Staff create forms using an intuitive builder interface with options for multiple choice questions, text entry, file uploads, conditional logic, and electronic signatures. The

system includes a library of ready-made templates for common scenarios like trip consent, medical information, and feedback surveys.

For schools seeking efficiency, an AI-powered writing assistant helps create custom forms in moments. Staff describe what they need, and the assistant generates appropriate questions and structure, which staff can then review and customize as needed.

Response tracking provides real-time visibility into completion rates, with automated reminders prompting families who have not yet responded. This significantly improves response rates compared to paper forms while reducing staff time chasing missing permissions. Graphical reporting summarizes results, identifying patterns and trends that inform school decision-making.

Electronic consent provides a complete audit trail of parent permissions for trips, activities, medical treatment, photography, and data usage. The system time-stamps all responses and maintains secure records accessible during activities and emergencies. When permissions expire or require renewal, automated processes ensure schools maintain current, valid consents.

Conditional logic enables sophisticated forms that adapt based on parent responses. For example, a trip consent form might display additional questions about medical conditions only if a parent indicates their child has specific needs. This creates cleaner, more relevant experiences for families while collecting comprehensive information for staff.

Direct MIS Integration

IRIS ParentMail connects with leading Management Information Systems used across the education sector, synchronizing pupil data, contact information, and groupings. This integration eliminates duplicate data entry, ensuring accuracy across systems while reducing administrative workload. When pupil details change in the MIS, updates flow automatically to IRIS ParentMail, keeping parent contact information, class assignments, and communication groups current.

The integration operates bidirectionally where appropriate. For example, attendance information can flow from the MIS to IRIS ParentMail for targeted absence communications, while payment data can feed back to the MIS for financial reporting and pupil records.

Data synchronization occurs automatically on configured schedules, typically overnight, ensuring information remains current without requiring manual exports and imports. Schools retain control over synchronization settings, choosing which data elements sync and how frequently updates occur.

The integration respects data protection requirements, transferring only necessary information and maintaining appropriate security throughout. Schools can review integration status through administrative dashboards, with clear visibility of sync timing, record counts, and any exceptions requiring attention.

For schools using multiple systems, IRIS ParentMail's integration architecture supports connections to various platforms simultaneously, enabling comprehensive data flow across the school's technology ecosystem.

The screenshot displays the IRIS ParentMail dashboard. At the top, the header includes the IRIS ParentMail logo, a search bar, and user profile icons. A left sidebar contains navigation links: Home, App Area, Parents Area, Pupil Area, Payments, Staff Area, and Settings. The main content area is titled 'Your Subscription Usage' and shows a 'Using 100%' status. Below this, there are six cards for different features: School Website Manager, Parent Communications, Parents Evenings, Parent Surveys, Payments in IRIS ParentMail, and Translations. Each card indicates 'Using' status and includes a 'View all' link. Further down, there are four cards for unprocessed items: Unprocessed Items (728), Unprocessed Items Total (£221.70), Unprocessed Clubs/Lunches (725), and Unprocessed Vouchers (79). Below these are sections for Parent Messaging (with a 'Send Message' button), Parent Surveys (with a '+ New' button), and Absence Requests (with a 'View All' button). The bottom section shows 'News Items' and 'Website Blogs' with tables listing titles and dates. A 'Trash Can' icon is visible in the bottom left corner.

Real-World Service Operation



Implementation and Training

Implementation and training are structured around each school's desired launch plan, with the product typically launched within 2-3 weeks upon receipt of order. The streamlined approach reflects the platform's design for rapid adoption, enabling schools to realize value quickly.

The process begins with an onboarding call where IRIS ParentMail's implementation team works with school leaders to define the launch plan and understand current communication processes, pain points, and priorities. Together, you'll develop a phased rollout timeline that addresses the most pressing needs first while building toward comprehensive platform use.

During this initial consultation, the team schedules all necessary setup and training appointments according to the agreed launch plan. This structured approach ensures all stakeholders understand the timeline and can plan accordingly.

Configuration includes setting up the school's organisational structure, defining user roles and permissions, establishing communication groups based on year groups, classes, and activities, configuring payment items and pricing, and integrating with the school's MIS. IRIS ParentMail's team provides guidance throughout this process, drawing on experience with thousands of schools to suggest effective approaches.

To support successful parent adoption, IRIS ParentMail provides comprehensive launch materials including template letters to parents explaining the new system, parent welcome packs with registration instructions and feature overviews, promotional materials for noticeboards and newsletters, and step-by-step guides for common parent tasks. These materials can be customized with school branding and distributed according to the launch plan.

Training delivery adapts to school needs and available time. Core training covers essential functions for administrative staff, with role-specific guidance for teachers, office staff, and leadership as needed. Short, focused training modules respect busy school schedules, with video tutorials and written guides supporting ongoing learning.

The typical 2-3 week implementation timeline from purchase to launch reflects IRIS ParentMail's design for simplicity. Schools with straightforward requirements and strong project coordination often launch faster, while those implementing the full feature set or managing complex parent communication requirements may benefit from the longer end of the timeline.

Ongoing Support

Once operational, schools access support Monday to Friday, 08:00-17:00 UK time. Support is available through multiple channels:

- **Live chat:** Available through the IRIS ParentMail platform for immediate assistance during support hours, with 90%+ of inbound chats answered within an average of 30 seconds or less
- **Email/Ticket system:** Available 24/7 for logging requests, with the team responding during support hours according to priority level

The highly trained Customer Service Advisors team handles both system usage and technical queries. Where necessary, and with permission, support representatives can remotely connect to school systems to assist with investigation and diagnosis, accelerating resolution of complex issues.

Support tickets provide case numbers for tracking, with customers able to update cases through the ticket logging system. The team updates cases following any customer interaction to maintain accurate logs of issues and resolutions. This systematic approach ensures continuity even when multiple team members engage with a case.

Service Levels and Priority Definitions

IRIS ParentMail operates priority-based support that balances urgency with impact, achieving 88%+ of support requests resolved within 2 working days and maintaining a 93%+ customer satisfaction rating in post-ticket surveys.

Technical Support Priorities:

- **P1 - System Outage/Data Loss/Security Breach:** These critical issues affect the entire school community's ability to use the platform or represent security/data concerns requiring immediate attention.
- **P2 - Major Feature Failure/Degraded Performance:** Significant functionality issues that substantially impair but don't completely prevent platform use.
- **P3 - Minor Bugs/Non-Urgent Issues:** Problems that have workarounds or limited impact on daily operations.
- **P4 - General Inquiries/Cosmetic Issues:** Questions about functionality, minor visual issues, or enhancement requests.

Non-Technical Support Priorities:

- **P1 - Business Critical Issue:** Matters affecting school operations, regulatory compliance, or urgent communications requiring immediate attention.
- **P2 - High-Impact Issues/Account or Billing Issues:** Important matters requiring prompt attention but not immediately threatening operations.
- **P3 - Important but Non-Urgent Issue/Minor Disruptions:** Issues that should be addressed but can be managed through normal workflow.
- **P4 - Non-Urgent Inquiries/General Product Questions:** Information requests, feature questions, or minor concerns.

Response times reference business days and support hours. When awaiting information from the school to progress issue resolution, timers pause until the school provides requested details.

Knowledge Base and Self-Service

IRIS ParentMail maintains a comprehensive knowledge base with regularly updated content addressing common issues, feature guides, and best practice recommendations. The knowledge base operates as a first-line resource for schools seeking quick answers to common questions without needing to contact support.

Content organisation follows intuitive categories reflecting how schools think about tasks and challenges. Search functionality enables quick location of relevant articles, while featured content highlights important updates or seasonal information.

Release notes accompany all new features, providing clear explanations of functionality, configuration options, and any changes to existing workflows. Schools can subscribe to release notifications, ensuring they stay informed about platform evolution.

Account Management

Each customer is assigned a dedicated account manager who provides ongoing support beyond technical assistance. Account managers proactively reach out to ensure schools maximize platform value, suggest new features that might benefit their specific context, and coordinate any additional services required.

Account managers serve as escalation points for complex issues requiring coordination across multiple teams or involving strategic decisions about platform use. They maintain awareness of each school's goals and challenges, enabling them to provide contextually relevant guidance.

For larger multi-academy trusts, account management operates at both trust and school levels. Trust-level account managers work with central teams on strategic planning, rollout coordination, and optimization across multiple schools, while individual schools maintain direct relationships with support teams for day-to-day needs.

Data Security and Information Assurance

IRIS ParentMail adheres to UK Data Protection Act and GDPR regulations, maintaining PCI DSS compliance for payment processing. The platform employs multiple security layers to protect school and family data:

- **Encryption:** TLS 1.2+ encryption for all data in transit; AES-256 encryption for data at rest
- **Authentication:** Secure authentication with password complexity requirements, email verification for parent accounts, and optional multi-factor authentication for staff
- **Access Controls:** Role-based permissions ensure staff access only appropriate data and functions, with granular permission levels for different administrative roles
- **Payment Security:** PCI DSS-compliant payment processing with tokenization preventing storage of sensitive card data
- **Security Testing:** Regular penetration testing by qualified security professionals, with immediate remediation of identified issues
- **Monitoring:** Continuous monitoring for suspicious activity, with automated alerts for potential security incidents

All data is stored and processed in UK-based, ISO 27001-certified data centres. Geographic redundancy ensures service continuity while maintaining data sovereignty within UK jurisdiction.

IRIS ParentMail staff complete mandatory data protection and information security training. The company maintains comprehensive information security policies covering incident handling, access management, encryption standards, and security awareness. Regular security awareness training helps staff identify and respond to potential threats.

Business Continuity and Disaster Recovery

IRIS ParentMail maintains robust continuity arrangements to ensure service availability even during significant disruptions:

Backup and Recovery: Daily encrypted backups protect against data loss, with backups retained for 30 days. Backups are stored in geographically separate locations from primary data. Recovery procedures are tested regularly to validate restoration processes and maintain confidence in recovery capabilities.

High Availability: The platform operates across multiple servers with load balancing, eliminating single points of failure. If one component experiences issues, traffic automatically routes to healthy systems, maintaining service availability. This architecture has been tested during various scenarios including scheduled maintenance, unexpected failures, and traffic spikes.

Disaster Recovery: Should the primary data centre become unavailable due to catastrophic failure, failover processes redirect traffic to the secondary site. Recovery Time Objective is less than 4 hours, meaning service restoration targets within this timeframe. Recovery Point Objective is 24 hours, meaning the maximum data age would be from the most recent daily backup.

Offline Resilience: For core communication functions, IRIS ParentMail maintains offline resilience capabilities. Critical alerts can still be processed during brief outages, with queuing mechanisms ensuring delivery once connectivity restores. This design acknowledges that communication platforms must remain functional during the precise moments when schools most need them—emergencies and unexpected situations.

The Business Continuity Plan addresses various scenarios including technical failures, facility issues, security incidents, and staffing challenges. Annual testing validates procedures and identifies improvements, with findings incorporated to strengthen resilience continuously.

Data Retention and Exit Strategy

While schools maintain active subscriptions, data remains within IRIS ParentMail systems according to school requirements and regulatory retention schedules. Schools control data retention through platform settings, deleting information when no longer needed for operational or compliance purposes.

Upon contract termination, schools have a 30-day window to extract data. During this period, schools can:

- **Export communication records:** Download sent messages, newsletters, alerts, and communication history with delivery status
- **Retrieve payment data:** Export complete transaction records, payment history, balance information, and financial reports in CSV format
- **Save form responses:** Export survey results, consent records, parent submissions, and associated documents
- **Download audit logs:** Retrieve complete audit trails of administrative actions and system access
- **Extract contact information:** Download parent contact details, preferences, and communication settings

Export formats include CSV files for structured data and standard file formats for documents and attachments. IRIS ParentMail provides assistance with export processes, ensuring schools receive complete, usable data during the notice period. Documentation accompanying exports explains data structure and field definitions, facilitating import to alternative systems.

After the 30-day window, IRIS ParentMail securely deletes school data in accordance with GDPR requirements and platform terms and conditions. The deletion process removes data from production systems, backup systems, and all redundant copies, with cryptographic erasure ensuring data cannot be recovered. Confirmation of deletion is provided upon completion.

For schools with specific retention requirements extending beyond contract termination, custom data retention arrangements can be negotiated during the notice period, subject to agreement on security measures and fees.

Service Constraints and Limitations

IRIS ParentMail is designed for schools and multi-academy trusts in the UK education sector, with functionality aligned to typical school communication and payment requirements. The platform configuration options allow schools to adapt the system to their specific needs within defined parameters, but source code modification and custom feature development are not supported.

The mobile application requires parents to download and install from iOS and Android app stores. While most families have smartphones and find app-based communication highly convenient, a small minority may prefer alternative channels. IRIS ParentMail provides web-based alternatives for core functions, ensuring accessibility for all families regardless of device ownership, though the full experience is optimized for mobile use.

Payment processing integrates a specific PCI DSS-compliant gateway. While this provider offers competitive rates and excellent reliability, schools cannot substitute alternative payment processors. For schools with existing payment provider relationships or specific banking arrangements, this represents a change from current arrangements. The platform does support various payment methods through the integrated gateway including debit cards, credit cards, and direct debit.

MIS integration depends on the school's Management Information System. IRIS ParentMail maintains connections with leading school MIS platforms including SIMS, Arbor, Bromcom, and others. Integration capabilities and data elements vary by provider. Schools using less common systems should verify integration availability during procurement. Where direct integration is not available, IRIS ParentMail supports CSV import/export workflows, though these require more manual administration.

Message volume limits apply based on subscription tier and school size. While limits are generous and accommodate normal communication patterns, schools planning very high-volume campaigns (e.g., sending multiple messages to entire school populations daily) should verify their usage falls within plan parameters. SMS messaging incurs per-message costs beyond included allowances.

EDUCATION

Platform Design Principles

IRIS ParentMail distinguishes itself through proven adoption and engagement rates. With over 3,000 schools and more than 1 million active parent users, the platform benefits from network effects and parental familiarity. Parents who have used IRIS ParentMail at previous schools already understand the interface and expect the convenience it provides, accelerating adoption when schools implement the platform.

The mobile-first design philosophy recognizes how busy parents engage with school communications. Push notifications reach parents immediately on their smartphones, the devices they carry throughout the day. In-app messaging provides convenient responses without email threads, and mobile-optimized payment and booking processes respect parents' time.

The platform's education sector specialization ensures functionality aligns with how schools actually operate. From year group structures and class communications to school meal payment patterns and statutory consent requirements, every feature reflects deep understanding of school needs. This specialization contrasts with generic communication platforms adapted for school use or corporate messaging tools that require significant customization.

IRIS ParentMail's multi-channel approach provides appropriate channels for different communication types. Urgent safety alerts reach parents immediately via push notification and SMS. Newsletters and routine updates can be delivered via in-app messaging and email. Payment reminders can escalate from gentle app notifications to email to SMS based on urgency. This flexibility ensures the right message reaches parents through the right channel at the right time.

The integrated approach eliminates system fragmentation. Unlike solutions requiring separate platforms for messaging, payments, bookings, and forms, IRIS ParentMail consolidates these functions into a unified parent experience. Parents access everything through one app with one login, reducing confusion and increasing engagement. For schools, this integration means simpler administration, consistent reporting, and reduced procurement complexity.

Product Development and Roadmap



Development Approach

IRIS ParentMail's product evolution is driven by direct feedback from schools using the platform combined with observation of broader education sector developments. The development team maintains regular contact with users through various channels including user groups, support interactions, and direct feedback mechanisms within the platform.

Feature prioritization balances user demand, technical feasibility, and strategic alignment with education sector direction. High-impact features benefiting many schools receive priority, while niche requirements may be addressed through configuration options or partnership integrations.

Current Roadmap Items

- **Enhanced Analytics Dashboards** will provide deeper insights into communication effectiveness, payment patterns, and parent engagement. Enhanced visualization tools will help schools quickly identify trends and patterns, while predictive analytics may highlight potential issues before they escalate. For example, identifying families whose payment patterns suggest financial difficulty, enabling proactive support conversations.
- **Expanded Payment Options** will introduce additional payment methods and features based on user feedback. This includes exploring direct debit for recurring payments like school meal accounts, digital wallet integration for faster mobile payments, and enhanced instalment planning tools for higher-value items like trips and residential visits.
- **Improved Accessibility Features and Multi-Language Support** will enhance the platform's inclusivity. This includes enhanced screen reader support for visually impaired users, expanded audio alternatives for text content, simplified interfaces for users with cognitive disabilities, and additional language support beyond the current 130+ languages, focusing on languages most commonly needed by UK schools.

Development priorities may shift based on regulatory changes, sector-wide needs, or significant user feedback. IRIS ParentMail maintains transparency about the roadmap while acknowledging that specific features and timelines may evolve.

Service Information Summary

- **Support Hours:** Monday to Friday, 08:00-17:00 UK time
- **Implementation Timeline:** Typically 2-3 weeks from purchase to launch
- **Data Location:** UK-based ISO 27001-certified data centres
- **Security Standards:** ISO 27001, PCI DSS, GDPR-compliant
- **Service Availability Target:** 99.5% during support hours

- **Backup Frequency:** Daily encrypted backups, 30-day retention
- **Data Export Window:** 30 days following contract termination
- **Recovery Time Objective:** Less than 4 hours
- **Recovery Point Objective:** 24 hours
- **Support Performance Metrics:**
 - 90%+ of live chats answered within 30 seconds average
 - 88%+ of support requests resolved within 2 working days
 - 93%+ customer satisfaction rating on support tickets

Value-Added Services

Multilingual Communication Support

The platform's support for 130+ languages represents significant value for schools serving diverse communities. This functionality removes language barriers that traditionally required schools to manually translate communications, engage professional translation services, or rely on informal family networks. The automated translation operates at no additional cost, making comprehensive multilingual engagement accessible to all schools regardless of budget.

Enhanced Reporting and Analytics

Standard platform functionality includes comprehensive reporting on communication delivery, payment status, form completion, and parent engagement. Schools can identify patterns such as which families consistently don't receive messages (suggesting contact detail issues), payment trends over time, or engagement differences between year groups that inform targeted interventions and support.

Analytics dashboards visualize key metrics, making data accessible to school leaders who may not have time for detailed report analysis. Trend graphs show engagement over time, enabling schools to measure the impact of communication strategy changes.

Continuous Feature Development

IRIS ParentMail continuously evolves based on direct feedback from schools using the platform and developments in the education sector. Updates deploy automatically, ensuring schools always use the latest functionality without manual intervention or version management. New features and improvements become available to all schools as they're released, with appropriate guidance and training materials provided.

The development roadmap reflects both user requests and sector trends. Schools can suggest features through support channels, with popular requests prioritised for development. This responsive approach ensures the platform remains aligned with evolving school needs.

Additional Information

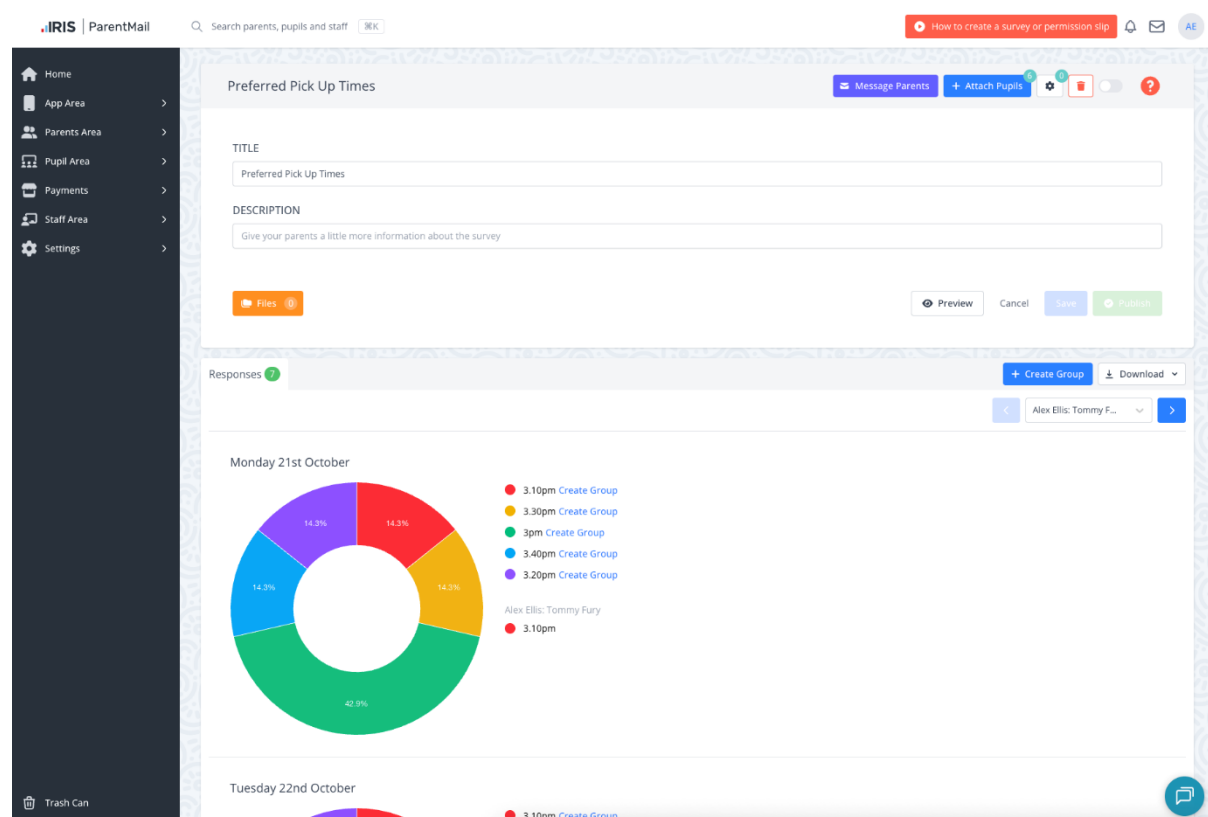


IRIS ParentMail serves schools of all types and sizes across the UK education sector, from small primary schools to large secondary schools and multi-academy trusts. All platform development, support, and guidance is informed by this focused mission on the UK education sector.

The platform's success in engaging over 1 million parents reflects its alignment with how modern families communicate and manage their school relationships. By meeting parents where they are—on their mobile devices—and providing the convenience they expect from consumer applications, IRIS ParentMail strengthens home-school partnerships that research proves essential for student success.

Further information is available at www.parentmail.co.uk.

General enquiries can be directed through the website contact form, while prospective customers can request demonstrations through the sales team. Technical support for existing customers is available through the support channels detailed in this document.





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