



Service Definition – Submit Software Solutions

Submit Software Solutions provides a cloud-based application management service that enables organisations to design, publish, manage, and assess online application processes. The service supports use cases such as grants, funding schemes, licensing, registrations, and internal approval workflows.

The service is delivered as a secure, browser-based platform hosted in the public cloud. Customers access the service via standard web browsers without the need for local installation or specialist infrastructure. The platform allows customers to configure application forms, workflows, eligibility rules, user roles, and notifications to align with their specific processes.

Submit Software Solutions supports applicants, administrators, and reviewers through role-based access controls and provides dashboards, reporting, and data export functionality. Application data can be exported in CSV format and accessed via APIs for integration with external systems.

The service includes onboarding support, online training, documentation, and ongoing technical support. Security, data protection, and accessibility are built into the service design, with encryption, monitoring, and compliance with relevant legislation.

Submit Software Solutions is responsible for hosting, maintenance, updates, backups, and service availability, while customers remain responsible for managing their users and configuring the service to meet their operational and policy requirements.