

iplicit
Finance & Accounting System

Service Definition

G-Cloud 15



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Introducing iplicit

iplicit was founded with a mission: to offer an affordable route to the benefits of true cloud accounting software for organisations that were stuck with outdated or entry-level systems.

We provide advanced cloud-based accounting software that is ideal for users transitioning from basic applications or frustrated with on-premises solutions.

Designed for mid-market organisations in commercial, nonprofit and education sectors, iplicit offers powerful multi-dimensional reporting, comprehensive analysis and automation capabilities, enabling users to convert complex financial data into insightful, actionable intelligence which helps drive growth.

It does so with a competitively priced product that can typically be implemented in weeks rather than months, contained within a single calendar quarter.

iplicit is the UK's fastest-growing midmarket accounting software, having grown by an average of more than 100% each year since its launch in 2019. It has won a string of awards and featured among the top 20 UK companies on the FT1000 list of Europe's fastest growers, published by the Financial Times and Statista.

That phenomenal rise has been achieved by challenging the business model that has overcharged customers for unnecessarily complex systems and held them hostage with multi-year contracts.

This document will outline how iplicit has transformed finance departments and become a part of daily life for more than 48,000 users as of January 2026.

“If you come at it with an open mind, iplicit is head and shoulders above any other system I’ve had proposed or have dealt with previously.”

Michael Blades, Head of Finance, The Students’ Union at UWE

“All the finance team have said to me, at one point or another, that the best thing I’ve ever done was bringing in iplicit.”

Narinder Uppal, Finance Director, The Recruitment Group

“We’ve been happy to recommend iplicit to other people who are looking at it. I think iplicit is a good option that they should be considering.”

Andrew Brownlie, Head of Finance, Edinburgh International Festival

Numerous case studies can be found at iplicit.com/resources/case-studies

iplicit's Track Record

iplicit was created out of decades of experience implementing high-end ERP systems. Its founders wanted to offer all the benefits of enterprise-level financial systems without the high price tag and lengthy, disruptive implementation process.

From a standing start in 2019, iplicit has grown to serve more than 48,000 daily users and has won a series of industry awards:

- **Best Mid-Market and Enterprise Accounting Software** – Accounting Excellence Awards, 2020.
- **Enterprise Accounting/ERP award** – Accounting WEB Top Products of 2021.
- **Growing Business of the Year (Up to £10m)** – Growing Business of the Year Awards, 2023.
- **FinTech of the Year and Dorset Cluster Award** – Tech South West Awards, 2023.
- **MAT-Tech Company of the Year** – National MAT (Multi-Academy Trust) Awards 2024.

In both 2024 and 2025, iplicit earned a place on the *Financial Times* and Statista's FT1000 list of Europe's fastest-growing businesses. In 2026, it was named in the *Sunday Times* 100 Tech, a ranking of Britain's fastest-growing technology companies.

Customers are served by the best talent from all over the UK thanks to iplicit's remote and hybrid working model, with UK-based development and support teams dedicated to the needs of UK organisations. iplicit achieved a top 10 position in the *Sunday Times* Best Places to Work.

With 200 employees as of January 2026, it continues to grow at pace and in line with the market demand for a product of this nature.

"I can see anything, at the click of a button, in any country, across the entire organisation. It means that I can proactively tackle issues quickly and not wait for departments to report problems at a later date. It also means that these issues can't 'hide' in the various departments."

Sandra Tcheumeni Boschet, Head of Finance and Administration, Health Poverty Action

"The real-time reporting has been business changing. We've been able to consolidate all the businesses at once so we can grab very realistic and up-to-date snapshots at a moment's notice."

Sarah Smith, Group Operations Director, A-One Insurance

"iplicit has saved us at least 15 days each month."

Marc Brady, Head of Finance, Walking With The Wounded

iplicit Key Features

AI that supports people

Our approach to artificial intelligence at iplicit is responsible, human-led and designed to increase confidence – not risk. The AI features we've added to our product are designed to support people, strengthen judgement and reduce burden – never to replace accountability or remove control.

Limitless general ledger analysis and comprehensive business intelligence

Customisable dashboards and reports show financial data in real time and allow you to zoom in from the big picture to the close-up detail. With an unlimited number of general ledger dimensions, you can “slice and dice” the data in as many ways as you wish.

End-to-end ‘purchase to pay’ system

iplicit keeps everything up-to-date and accurate in a single system – from the moment an order is generated to the settling of an invoice.

Accounts payable and receivable automation

Accounts payable tasks can be automated in iplicit – as can accounts receivable, with the system generating the correct credit control message, from friendly reminder to legal warning.

Advanced budgeting and planning

There is no longer any need for decisions to be made without complete data. iplicit provides accurate, real-time information, without the delays caused by lengthy period-end close processes.

Approval workflows and expenses authorisation

Budget holders can review and approve invoices on any internet-connected device, while expenses can be submitted through a mobile app and promptly authorised for payment.

Comprehensive automation features powered by AI

iplicit automates time-consuming processes such as bank reconciliation, invoicing, credit control and intercompany eliminations, with the aid of automated workflows and AI.

Integration with other business tools

iplicit can be integrated with a host of other business systems in three ways:

- “Out of the box” integrations with partner applications
- An open API (application programming interface) allowing integration with the software of your choice
- “No code” integration with thousands of applications through iPaaS (integration platform as a service) systems such as Zapier and Besyncly.

Powerful and flexible reporting

Comprehensive, consolidated reports can be produced in real time and tailored for different stakeholders, complying with international accounting systems and standards such as SORP 2015 (FRS102) and SOFA.

Partial VAT features

For organisations that combine commercial and charitable activities, iplicit can calculate and apply the correct rate of partial VAT.

Fixed assets

Fixed assets can be capitalised instantly and iplicit can automatically apply depreciation, in a straight line or according to the user's chosen rule. Related documents such as guarantees and manuals can be stored with the asset record.

Reliability and data security

iplicit is based on Microsoft's Azure platform, ensuring reliability and data security, with 99.8% "uptime".

No infrastructure or hardware required

The system can be accessed quickly and securely through a browser, from any internet-enabled computer or mobile device.

Customisable user roles and permissions

Users can be given access to the elements of the finance system that are relevant to them – allowing them to "self-serve" and see the data they need, subject to the restrictions you choose.

Multi-currency and multiple tax jurisdiction features

A live FX feed ensures that your data is correct, in real time, in your preferred currency. The system can also apply VAT rates in the relevant territories for smooth global financial management.

A single source of truth

By eliminating manual processes and integrating with other systems, iplicit offers your organisation a single source of truth, with no data lurking in silos outside the financial system.

Project and job costing

With an unlimited number of accounting dimensions, iplicit allows users to record spending and income against individual jobs and projects, as well as tracking related timesheets and analysing profitability.

Live integration with Excel

For users who prefer to work in spreadsheets, live integration ensures that the information in Excel remains accurate and in sync with what's in iplicit.

Group consolidation and intercompany transactions

iplicit automates sales and purchases across the different entities in a group, producing consolidated accounts in real-time.

Revenue recognition

Deferred revenue can be calculated automatically over the required time period. It can be spread over a straight line or according to the user's chosen deferment profile.

Easily scalable

Whether your organisation grows through acquisitions or organic growth, the system scales with it, with new users or legal entities added easily.

Quarterly product releases

iplicit's product is continually evolving under our UK-based development team. Many of the improvements in our quarterly updates come in response to customer feedback.

Online and phone support

Help is available 24/7 via our online support portal, user guides and iplicit's AI assistant, with UK-based telephone support Monday to Friday, 9am–5:30pm GMT.

iplicit Benefits

Real-time management information across single and multiple entities

iplicit puts accurate data into the hands of decision makers immediately, empowering them to make better-informed decisions. That applies whether you are responsible for a single operation or need to see consolidated information for multiple entities.

Less time on manual tasks, fewer errors

iplicit's automation features and its integration with other systems do away with manual rekeying of data. This can save weeks of staff time every month and eliminates opportunities for human error to creep in.

Reports that took weeks can be compiled in a day

iplicit does away with the need to manipulate data laboriously in spreadsheets before reports can be produced. It allows reports to be presented in real-time, the way you want, tailored for the audience in question.

Rapid implementation

iplicit is designed to be implemented as quickly as possible, without prolonged disruption to your operations. Implementation times are measured in weeks rather than months, contained within a calendar quarter.

Easy onboarding

The intuitive nature of iplicit makes training and onboarding easier and encourages users to fully engage with the process of change.

Adaptability for business needs and growth

iplicit is flexible and scalable, with users and legal entities easily added to the system as the organisation grows. This enables greater productivity without the need to greatly expand the staff team.

Consistency and accuracy across data sources

iplicit offers a "single source of truth", eliminating the risk that the information in the finance system might be contradicted by data hidden elsewhere.

Fast-tracked ROI

iplicit was designed to bring efficiency benefits straight away, with return on investment seen within months rather than years.

Improved financial controls and optimised cash flow

With complete and accurate data available in real-time, budget holders can make sound decisions without waiting for lengthy month-end or quarter-end closes.

Integration with core systems

iplicit can be connected with other core business software through open API or native, pre-built integrations, reducing duplication and improving efficiency.

Business continuity

iplicit's true cloud software, using Microsoft's Azure platform, guarantees near-100% "uptime".

iplicit In Operation

The highly configurable nature of iplicit makes it suitable for most organisations that have outgrown entry-level or on-premises software systems – whether through scale, complexity or volume of transactions.

iplicit Finance for Multi-Academy Trusts (MATs)

A finance solution for Multi-Academy Trusts of all sizes, iplicit has a modern, user-friendly interface that will resonate with busy finance teams and MAT leaders. As you grow, iplicit empowers you to add new schools within minutes, and without the disproportionate costs and disruption associated with legacy, on-premises systems.

Its tailored product, iplicit for Finance for Multi-Academy Trusts (MATs), offers:

- Easy production of management and statutory reports, including SOFA and academy accounts returns.
- An instant, 360-degree view of your schools' and academies' financial data.
- Multi-dimensional general ledger, providing unlimited levels of analysis.
- An end-to-end, purchase-to-pay finance system.
- Automated accounts payable and receivable.
- Advanced budgeting, planning and forecasting capabilities.
- Automation of routine and time-consuming tasks, saving large amounts of staff time and releasing people to do higher value work.
- Automated approval workflows.
- Automated bank reconciliations.
- Simple integration with other applications through an open API.
- Quarterly product releases.
- Reliability, with 99.8% uptime.
- The ability to add new academies to the system cost-effectively and at the touch of a button.
- Unlimited accounting dimensions to compare departmental, school and academy spend.
- Seamless integration with other software including school management systems.
- Secure cloud technology replaces outmoded on-premises servers and enable remote working.
- Automated return of the accounts to the Department for Education.

"After a comprehensive and competitive tender process, we chose iplicit to help us transform and modernise our finance activities across the Trust. We were attracted by the iplicit's rich functionality, flexibility, ease of use and ability to grow with the Trust. We are looking forward to working with iplicit team in implementing the system."

Howard Nelson, Chief Finance and Operating Officer, Peterborough Keys Academies Trust

iplicit Finance for Further Education (FE) Colleges

iplicit for Further Education (FE) colleges provides robust financial management tools that streamline complex, multi-departmental operations.

Its real-time financial reporting and analytics aid strategic decision-making, while customisable dashboards address the specific needs of educational environments, enhancing financial transparency and operational efficiency.

iplicit offers a host of advantages for colleges, including:

- Invoice management to automate data entry, track statuses and store records digitally.
- Multi-level budgeting across unlimited dimensions, allowing you to analyse spending by department and project.
- Integration capability with many student enrolment systems.
- Real-time tracking of fees, funding and departmental budgets.
- Multi-dimensional general ledger with unlimited levels of analysis.
- An end-to-end, purchase-to-pay finance system.
- Automated accounts payable and receivable.
- Automated approval workflows.
- Comprehensive business intelligence including on-screen reporting and dashboards.
- Automated bank reconciliation.
- Controlled system access for budget holders and department heads.
- A single source of truth across the entire organisation.
- Real-time management information across single or multiple entities.
- Automation of routine and time-consuming tasks, saving large amounts of staff time and releasing people to do higher value work.

“For an organisation as complex as ours, with 300-plus staff, there are a lot of workflows to put in place, from purchase order approvals to seeing your management accounts. But things have gone very well, the support team have been very responsive and we’ve had a great experience so far.”

Charlotte Backshall-McGregor, Interim Head of Finance, West Dean

iplicit Finance for Students' Unions

iplicit understands how complex students' unions finances can get, with multiple legal entities, fund management and differing VAT requirements for starters.

iplicit for students' unions simplifies matters; making light work of administrative tasks and providing accurate, real-time information to enable more effective decision-making across your finance team.

iplicit has become a popular choice for finance teams in students' unions, offering advantages including:

- Integration capability with students' unions software, including point-of-sale systems, CRM and a ready-made integration with the SUMS student union management platform.
- Automatic consolidation of finances across entities.
- The ability to track and manage different funds.
- Multi-dimensional general ledger analysis.
- An end-to-end, purchase-to-pay finance system.
- Automated accounts payable and receivable.
- Advanced budgeting, planning and forecasting.
- Automation of many time-consuming finance tasks, saving staff time and releasing people to do higher-value work.
- Simple, automated approval workflows.
- Comprehensive business intelligence, including on-screen reporting and dashboards.
- Automated bank reconciliation.
- A single source of truth across single or multiple entities.

“The switch to iplicit has saved a lot of time and put better data at users’ fingertips.

“We’re definitely making better business decisions because managers can easily access iplicit and look at the figures.”

Jane Williams, Head of Finance and Business Support, Reading Students' Union

“We installed the system just as I’d had to lose half a full-time post from the team. We absorbed the 20 hours that person had been doing and on top of that, I could quite comfortably say we’ve saved another 10 hours a week. And we’re still in the bedding-in period.”

Michael Blades, Head of Finance, The Students' Union at UWE

“We’ve already saved a lot of time on the balance sheet reconciliations – and when it comes to VAT, I would say it’s cut the time spent on that by at least half. It’s made us more efficient and effective.”

Kevin Pearson, Finance and Resource Manager, Hull University Students' Union

iplicit Finance For Nonprofits & Charities

iplicit empowers nonprofits and charities to simplify compliance, enhance transparency and optimise financial operations.

Its robust handling of complex funding structures and seamless integration capabilities make it an excellent choice for organisations focused on maximising efficiency and seeking to dedicate more resources to mission-critical activities.

iplicit includes a host of features designed to simplify the work of nonprofit and charity finance teams and provide better data, including:

- Easy reporting and analysis of restricted and unrestricted funds.
- The ability to manage funds and grants.
- Easy integration with donor, membership and grant management systems.
- A multi-dimensional general ledger, offering unlimited levels of analysis.
- An end-to-end, purchase-to-pay finance system.
- Automated accounts payable and receivable.
- Comprehensive budgeting, planning and forecasting capabilities.
- Automation of many time-consuming finance tasks, saving staff time and releasing people to do higher-value work.
- Simple, automated approval workflows.
- Automated application of partial VAT.
- An open API to allow seamless integration with other software.
- SORP compliant reporting.
- Swift production of reports for different audiences, including trustees and regulators.

“The time saving we experience with iplicit is enormous! Just take donor reports as an example. With our old system, each report would take three weeks to produce. With iplicit, if all data has been entered correctly, a report can be done in less than two days.”

Sandra Tcheumeni Boschet, Head of Finance and Administration, Health Poverty Action

“Producing our management accounts used to take between two and three days each month. Now, I would say it takes half an hour to an hour.”

“It’s also saved a lot of time on things like payment reminders. Instead of having to manually send out reminders, we can use iplicit to send the first, second and final reminders without needing any third-party software. That’s a job that used to take six or seven hours every time. Now, it’s a half-hour job.”

Alamgir Hossain, Head of Finance, Al-Khair Foundation

“We can pretty much run off a view of the data in any way people ask for. It’s massively improved our reporting.”

Marc Brady, Head of Finance, Walking With The Wounded

iplicit Finance for Housing Associations

iplicit is a sustainable and flexible solution that caters to the long-term needs of housing associations.

Its advanced automation features eliminate tedious data entry, reducing errors and simplifying intercompany accounting.

It facilitates timely, accurate management reports and detailed insights into financial data, enabling enhanced efficiency and improved decision-making for housing finance teams.

iplicit's product offers a host of features to improve efficiency in a housing association's finance team, including:

- Automatic calculation of partial VAT.
- Fixed assets features including automated capitalisation and calculation of depreciation, plus the ability to store related documents such as guarantees and manuals.
- A multi-dimensional general ledger with unlimited levels of analysis.
- An end-to-end, purchase-to-pay finance system.
- Automated accounts payable and receivable.
- Comprehensive budgeting, planning and forecasting capabilities.
- Automation of many time-consuming finance tasks, saving staff time and releasing people to do higher-value work.
- Simple, automated approval workflows.
- Real-time financial reporting.

Implementing iplicit

iplicit's team of implementation consultants draws on decades of experience, not only with iplicit but with other established ERP systems. The process includes plenty of opportunities for you to say how you want your system configured – with time for your team to become confident with iplicit by experiencing it in a “sandbox” version of your system.

1. Onboarding

At the commencement of onboarding, we will define specific goals, allocate responsibilities, create a timeline, identify important stakeholders and communicate the implementation roadmap to all relevant individuals. You will be granted access to introductory courses available on our Learning Management System to equip you for the upcoming design workshops.

2. Solution Design

During this stage, iplicit will conduct design workshops in collaboration with your team to adapt our product according to your organisation's unique requirements and preferences. This will involve configuring user permissions, workflows, reports, inquiries and interfaces. At the conclusion of this stage, you will receive an approved solution design.

3. Build & Walkthrough

After finalising the solution design, iplicit will set up the sandbox environment according to the approved design and import your organisation's data into the system. Subsequently, you will participate in build workshops with iplicit to refine the configuration according to your specific needs. Upon successful completion of unit testing by iplicit, your master data will be migrated into the system. You will then receive a guided walkthrough of the solution to familiarise yourself with the configuration and functionality. If any adjustments are desired, they will be impact assessed and addressed by the iplicit team. Following the walkthrough, you will gain access to the sandbox environment with your data available, enabling you to interact with the system hands-on and explore its capabilities.

4. Training

Your team will receive training through various methods to ensure they are proficient in using the system effectively:

- Hands-on experience in the sandbox environment, allowing for practical application and exploration.
- Self-guided learning resources are provided through our Learning Management System, enabling team members to learn at their own pace.
- Virtual classroom training sessions conducted by iplicit trainers, offering interactive learning and Q&A opportunities.
- Webinars on specific topics or features to deepen understanding and answer any questions.

Upon completion of the training, your team should have the knowledge and skills to use the system confidently. Additionally, if desired, iplicit can be engaged to provide extra end-user training sessions to ensure all staff members are fully equipped to leverage the system to its fullest potential.

5. User Acceptance Testing

After the system is built and your team has completed training on how to use it, you will proceed with User Acceptance Testing (UAT) to verify that the system functions correctly and meets your requirements. During UAT:

- Your team will test the system to ensure it aligns with your needs and functions as expected.
- Any identified issues or discrepancies will be reported to our team for resolution.
- Our team will promptly address and resolve any issues identified during testing.
- No system changes will be implemented or deployed until you have given your approval that the system is ready to go live.

By conducting thorough UAT, you can validate the system performance, functionality, and alignment with your business objectives before transitioning to live operations. This process helps ensure a smooth and successful implementation of the system.

6. Deploy

Once you have confirmed that you are ready to proceed, iplicit will initiate provision of the Live environment, copy the configuration from the sandbox, perform final system checks, complete data migration and provide introductions to the Support Team.

The Go-Live phase can occur all at once or in gradual stages based on your preference and requirements. Throughout the initial phase post-Go-Live, you will maintain close communication with iplicit to address any concerns or queries.

As you gain confidence in the system's operation, iplicit's implementation consultants will transition the support service to our UK-based support team to handle any future inquiries or issues effectively.

By following a structured deployment process and close collaboration between your team and iplicit, you can ensure a successful system implementation and ongoing support to address any future needs or concerns.

7. Project completion

Both your team and the iplicit team will closely monitor the performance and functionality of the implemented system.

A post-implementation review will be conducted to evaluate the overall success of the project, identify any lessons learned and address any outstanding issues or concerns.

This review is essential to ensure that the project goals have been achieved, that any improvements or adjustments are identified, and that both parties can reflect on the project's overall performance. By conducting a thorough post-implementation review, you can gather valuable insights, optimise project outcomes, and ensure that the project completion process is smooth and effective.

Technical Requirements - Accessing iplicit

iplicit works with the following browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari
- Opera

iplicit can also be accessed via iOS and Android mobile apps

Accessing iplicit through its mobile app offers a streamlined, optimised user experience tailored for on-the-go usage, with interfaces and features designed specifically for smaller screens and mobile interactions. This ensures enhanced usability and efficiency for key tasks and notifications.

Using iplicit via a browser, however, provides a comprehensive view of the platform's full capabilities, suited for in-depth tasks that require a larger visual workspace and more complex interactions. While the mobile app focuses on accessibility and core functions, browser access on a desktop or laptop allows for a broader range of activities, detailed data analysis and extensive configuration options.

Looking After Your Data - Past, Present & Future

Iplicit cloud accounting uses Microsoft's Azure platform. Your data is stored on multiple secure sites in the UK and backed up automatically. The software is a true cloud product, so updates and security fixes are applied seamlessly in the background while you work. Historical data can be imported in "read-only" form into the iplicit system – so there is no need to be tied to your previous vendor with expensive "right to use" licences. iplicit has ISO/IEC 27001:2022 (No. 246393) for information security management and ISO 9001:2015 (No. 210103) for quality management, certified by the British Assessment Bureau. iplicit is also a Registered Account Information Service provider with the Financial Conduct Authority (No. 07194134).

Business Continuity

Customer data is stored in Microsoft Azure UK data centres. These geographically dispersed data centres comply with key industry standards: ISO/IEC 27001, 27018, SOCI & II and NIST SP 800-53 related security certifications, for security and reliability. The data centres are managed, monitored and administered by Microsoft staff.

As part of its ISO 27001 certification by British Assessment Bureau, iplicit has a comprehensive audited Business Continuity plan (ISMSBCP-DOC-A17-2) and Business Continuity Incident Response Procedure (ISMSBCIRP-DOC-A17-1). These documents establish incident response policies and procedures to ensure iplicit can quickly and effectively address issues as they arise.

Data Backup & Disaster Recovery

Each client's data is held securely in segregated data stores, ensuring there is no overlap or mingling of information. iplicit also smartly routes traffic based on the geographical location of the client. This geolocation-based management not only guarantees the best performance by reducing latency but also ensures data residency requirements are met, enhancing security and compliance for every client.

We take a multi-tiered approach to data backup, ensuring both frequent snapshots and long-term retention:

- An "any point in time" backup captures data continuously, providing a granular recovery option for up to 14 days. This allows for almost real-time restoration of data, should the need arise.
- Weekly backups are maintained and stored for 12 weeks.
- Monthly backups are kept for a full year.
- Yearly backups are retained for seven years, with an option to extend this retention to 10 years by special arrangement.

The databases can be restored swiftly and on demand by iplicit, ensuring minimal downtime and swift recovery in case of any incidents. Continuous monitoring and proactive incident management help maintain the integrity of the system. Microsoft's data centres employ redundant power, cooling and networking facilities alongside other strict measures – and this multi-layered approach guarantees reliability and data security.

More details can be provided on request.

Restoring Data

In most cases, Azure will handle events that might occur in the cloud environment and will keep iplicit and its business processes running. However, there are some disruptive events – such as earthquakes and malicious attacks – that cannot be handled automatically by Azure, so iplicit has put comprehensive backup and restore measures in place.

These ensure your data is recoverable to the right level – and within the right timeframe – to get you back to normal with minimal impact on operations. Our Disaster Recovery Policy involves recovering iplicit's multi-tenant platform from any disaster with minimal impact on operations in line with our Recovery Time Objectives (within four hours of an incident) and Recovery Point Objectives (no data loss beyond 30 minutes before the incident).

iplicit commits to maintaining a comprehensive Disaster Recovery Plan that aligns with the ISO 27001 standard focusing on the confidentiality, integrity and availability of data and services. The plan is regularly reviewed and tested.

Data Security

Data in Transit

We place a high priority on securing data while it's being transmitted over networks. iplicit uses TLS 1.2, a widely recognised protocol that ensures data is encrypted during transmission, safeguarding it from eavesdropping or tampering. Our security certificates, provided by DigiCert, validate the authenticity and integrity of our connections, offering you confidence in the security of the data transmitted to and from our systems.

Data at Rest

Our stored data is encrypted using the AES 256 method. AES 256, or Advanced Encryption Standard with a 256-bit key length, is a globally recognised and robust standard. It ensures our stored data remains secure and protected against unauthorised access or potential breaches.

Configuration & Flexibility

iplicit offers extensive configuration options that allow organisations to tailor the platform to their specific needs without bespoke development or coding. This user-friendly approach enables a high degree of personalisation, aligning with the unique processes, workflows and reporting requirements of different organisations.

Users can adjust settings, preferences and parameters to suit their working practices. This includes configuring dashboards to display relevant metrics, creating reports to analyse data and defining workflows to streamline operations.

The platform's flexibility extends to financial setups, including ledgers, tax configurations and payment options, accommodating various business models. iplicit also provides a range of templates and pre-configured options covering common business processes and reporting needs, offering a solid foundation that users can adapt as required.

The intuitive interface ensures these adjustments are straightforward, requiring no technical expertise. As business needs evolve, the platform can be adapted accordingly – enhancing efficiency and effectiveness without custom software development or ongoing maintenance complexity.

iplicit Performance, Availability & Support

iplicit's support levels are set out in our Service Level and Support Agreement, ensuring users receive dedicated assistance as part of their subscription.

The agreement outlines a commitment to a 99.8% target availability of services, with detailed protocols for handling downtimes and maintenance. iplicit's UK-based Customer Support Team is available Monday to Friday, 9am–5:30pm GMT, to answer system-related queries by telephone. Our online support portal is available 24/7. Our Customer Success service ensures subscribers continue to receive support and guidance. This includes help with configurations, usage optimisation, and leveraging the system's full capabilities. All this support is included with your subscription.

Support response times

Level	Definition	Target Response Time
P1 Urgent	Critical failure - no workaround available	1 Hour
P2 High	Includes high-impact issues where a short-term workaround is available	4 Hours
P3 Medium	Issue limits the functionality of the System, but is not critical and has little or no operational impact	8 Hours
P4 Low	General usage questions affecting a small number of users and an acceptable workaround is available	24 hours

Off-boarding

iplicit boasts a customer “churn” rate of almost zero – despite refusing to hold customers hostage with multi-year contracts and penalties for moving. But here's what you need to know if you should decide to leave. On termination of the Licensing Agreement, iplicit will destroy or otherwise dispose of any of the customer data in its possession unless we receive, no later than 10 days after the termination, a written request for the delivery to the customer of the then most recent backup, or a single retained backup from a previous period as specified by the customer.

iplicit will use reasonable commercial endeavours to deliver the backup to the customer within seven days of receiving such a written request, provided that the customer has, at that time, paid all fees and charges outstanding at and resulting from termination (whether or not due at the date of termination). The customer shall pay all reasonable fees and expenses, as set out in the Backup Policy, incurred by iplicit in returning or disposing of customer data. iplicit will delete all the customer data in its possession no later than 14 days after receiving a written request from the customer to do so.

Get in Touch

You can see iplicit in action on our website

www.iplicit.com/quick-tour

For more information or to arrange a demonstration, visit

www.iplicit.com

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