

Admit Service Definition

Service Overview

Admit is a cloud-based application management and decision support platform designed to support admissions processes across early learning and childcare, primary, and secondary education. The service helps local authorities reduce administrative effort, improve consistency in decision-making, increase visibility of applications, and provide a clearer digital experience for parents and carers.

Data Backup, Restore and Disaster Recovery

Data is hosted within managed cloud services with built-in resilience and backup capabilities. Backups are maintained to support data integrity and recovery in the event of system failure. Disaster recovery procedures are in place to support service restoration and continuity.

Onboarding and Offboarding Support

Onboarding: Customers are supported through assisted setup and configuration, including organisation-specific settings and guidance on core workflows. User documentation is provided, and support is delivered remotely.

Offboarding: At the end of the contract, customers can request a data export. Data is securely handled and deleted in line with contractual and data protection requirements following service termination.

Service Constraints

Maintenance: Planned maintenance is carried out during scheduled windows and communicated in advance where possible.

Customisation: The service supports configurable workflows, scoring and prioritisation rules, reporting, and organisation-specific settings.

Service Levels

The service is designed for high availability using resilient cloud infrastructure. While no formal uptime percentage SLA is provided, availability is monitored and issues are addressed promptly. Support is provided during standard UK business hours.

After Sales Support

Ongoing support is provided to assist customers with operational queries, configuration support and issue resolution. The service is updated periodically to maintain security, performance and functionality.

Technical Requirements

Users access the service via a modern, standards-compliant web browser and an internet connection. No local software installation is required.

Outage and Maintenance Management

Service outages and significant incidents are communicated to customers via email and, where appropriate, through in-platform notifications displayed to users when they log in. Maintenance activities are communicated in advance where possible.

Hosting Options and Locations

The service is hosted in UK-based cloud infrastructure, using AWS London (eu-west-2) and managed database services.

Access to Data (Upon Exit)

Customers can request an export of their data in commonly used formats, such as CSV, prior to service termination. Exports are provided securely to support onward use and retention.

Security

The service applies appropriate technical and organisational measures to protect customer data, including encryption in transit and at rest, role-based access controls, audit logging and compliance with UK data protection legislation.