

ABYASA SERVICE DEFINITION DOCUMENT

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Service Overview

Abyasa Centralised Placement Management System (CPMS) is a specialised SaaS solution designed to streamline student placement and progress tracking for institutions involved in Initial Teacher Education (ITE), school-based training, and work experience programmes. Trusted by 15+ UK universities, SCITTs, and training providers, it simplifies the complex operation of managing placements, mentor feedback, and student development all in one secure, cloud-based platform.

Features & Functionalities

- **Placement Management:** Automate and manage student placements across schools or work environments with real-time visibility and control.
- **Progress and Evidence Tracking:** Tutors, mentors, and trainees can collaboratively set goals, review progress, and record evidence of development.
- **Customisable Workflows:** Tailor the platform to match the institution's unique placement structure and reporting needs.
- **Hours and Attendance Tracking:** Supports hours log with automated alerts on absence patterns.
- **Self-sourced Placement:** Ability for students to identify and research possible placement providers and job advertisements to demonstrate independent thinking with regards to their learning and career aspirations.
- **Manage Placement Providers and Job advertisements:** Ability for placement providers to record offers and job advertisements.
- **Integrated Communication:** Built-in messaging and notification tools keep all stakeholders informed and aligned.
- **Mentor Training Qualification:** Customisable training modules and event participation with tracking hours and certification.
- **Secure & Scalable:** Hosted on Microsoft Azure, Abyasa ensures enterprise-grade security, scalability, and compliance with UK data protection standards.
- **Integrations:** Support integration with Student Record System such as Tribal SITS and Banner, Mentor training providers such as The National Association of School-Based Teacher Trainers (NASBTT), Reporting tools such as Power BI etc.
- **Analytics & Reporting:** Generate insightful reports on placement outcomes, student performance, and mentor feedback with the help of Power BI tool.

Benefits

- **For Administrators:** Automate manual processes and gain strategic oversight of placement operations thereby reducing administrative burden.
- **For Academics:** Improves transparency and efficiency through clear communication among students, mentors, and coordinators. Enables cohort overview, curriculum design, and targeted student support.
- **For Students:** Enjoy a streamlined, flexible learning tool that aligns with career goals and institutional requirements.

- **For Employers:** Engage with institutions through a professional, template-driven platform that supports student development.
- **Ensure Compliance:** Meet Ofsted, DfE, and institutional requirements with robust audit trails and reporting.
- **Flexible & Scalable:** Suitable for universities, SCITTs, colleges, and training providers of all sizes.

Service Levels

Abyasa shall use commercially reasonable endeavours to make the software available 24 hours a day, seven days a week, except for: planned maintenance, unscheduled critical maintenance performed outside Normal Business Hours. To ensure a high standard of service, all queries are responded to within 4 hours during business days (Monday to Friday). Each query will be assigned with a tracking number for easy tracking and follow up.

We guarantee a minimum of 99.5% uptime. The SLA chart below include provisions for service credits in case of non-compliance with the agreed-upon uptime percentages.

Service levels and credits:

Service Level	Key indicator	Performance measure	Service Credit
Service availability	Service availability uptime 24x7x365 from mobile and desktop devices in all locations	At least 99.5%	Less than 99.5% but equal to or greater than 99.0%, 10% Service Credit Less than 99.0%, 20% Service Credit.
Failover	Instant failover in real-time such that there are no noticeable loss of availability and no loss of data	At least 99.5%	Less than 99.5%, 10% Service Credit
Recovery	Recovery point objective of no more than 2 hours following failover	At least 99.5%	Less than 99.5%, 10% Service Credit

Customer Support	Access to our customer support during the Business Hours from agreed contact methods	At least 99.5%	Less than 99.5%, 10% Service Credit
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Fault reporting and response time:

Fault category	Description	Response Time	Fix Time
P1	Showstopper, Licensed Software outage or Software completely unavailable or substantially unavailable with significant business or user impact	60 minutes	6 business hours Status updates every hour
P2	High priority, key features and functionality not available impacting effective use of the Licensed Software for a significant number of users, no workaround available	120 minutes	3 business day Status updates every 4 hours
P3	Normal priority, service impaired for a small number of users	1 business day	15 business days or mutually agreed upon timeframe
P4	Low priority, service not functioning as expected but not significantly affecting use	2 business days	60 business days or mutually agreed upon timeframe

Escalation process:

There may be occasions when additional resources or focus needs to be applied by the Customer to assist us or there is the possibility that the Fix Time is likely to be exceeded. In such circumstances, the escalation process outlined below will need to be invoked:

- Level 1: escalation to occur at the end of the Response Time and to the Supplier delivery manager
- Level 2: escalation to occur after a further time-period dependent on the call priority defined in the table below:

Level	Escalation process during Business Hours	Escalation process outside Business Hours
P1	Stage 1 Escalate after 4 hours to the Abyasa delivery manager Stage 2 Escalate after 24 cumulative hours to the Abyasa senior manager or Director	Stage 1 Escalate after 6 hours to the Abyasa on-call duty manager Stage 2 Escalate after 24 cumulative hours to the Abyasa on-call duty senior manager or Director
P2	Stage 1 Escalate after 8 hours to the Abyasa delivery manager Stage 2 Escalate after 24 cumulative hours to the Abyasa senior manager or Director	Stage 1 Escalate after 12 Business Hours to the Abyasa on-call duty manager Stage 2 Escalate after 24 cumulative hours to the Abyasa on-call duty senior manager or Director

Disaster Recovery and Business Continuity Plans

We are committed to ensuring uninterrupted service and safeguarding customer data through robust business continuity and disaster recovery practices. Our solution is hosted on Microsoft Azure's UK South data centre, with backups replicated in the UK West region for resilience and compliance with UK DPA, GDPR, and other applicable regulations.

Security and Preventive Measures

- We implemented Azure Firewall, Web Application Firewall (WAF), DDoS protection, and Network Security Gateways with active vulnerability detection.
- Data is encrypted at rest and in transit, and access is strictly controlled through secure authentication processes.
- The application and its annual version upgrade will be delivered after a successful Penetration testing by a third-party provider.
- Our data team performs regular security assessments and automated system scans to further strengthen our application security.

Backup and Recovery Strategies

- Transactional backups are retained for at least 30 days, while long-term backups are securely stored for a minimum of one year.
- Backups are replicated across sister zones to guarantee availability even in the event of regional outages.
- Data integrity is verified through validation processes, and configuration data including system settings and customisations is prioritised during recovery.

Disaster Recovery Scope

- Our disaster recovery plan covers all critical components of the solution, including configuration data, attachments, and media files.
- In the event of a system failure, data restoration typically occurs within a few hours and no longer than one day, depending on the nature of the incident.
- For customers requiring faster recovery, we offer an optional auto-recovery feature at an additional cost.

Recovery Objectives

- Recovery Point Objectives (RPO) are maintained through frequent backups and replication strategies.
- Our technical team will communicate with the customer to set timeline and agree with the recovery process
- The technical team ensures efficient recovery within agreed timelines

Maintenance and Reliability

- Scheduled maintenance is carefully planned to minimise disruption, typically lasting only a few hours during off-peak periods.
- Unplanned maintenance is handled outside regular working hours to avoid impacting business operations.
- Over the past 12 months, our system recorded only 46 minutes of downtime, primarily during scheduled upgrades, demonstrating our commitment to high availability.

Compliance and Data Governance

- We enforce strict data retention and deletion policies aligned with legal and institutional requirements.
- Automated tools manage data lifecycles, and compliance is regularly audited with detailed reports.
- Data deletion requires explicit authorisation from the data owner, verified through secure authentication, ensuring both security and compliance.

Onboarding & Offboarding

Onboarding Summary

The implementation of our solution will require a project manager or officer from the Customer's end to oversee implementation, coordinate stakeholders, and ensure timelines are met. Over a 12-week period, the project progresses through structured phases covering environment setup, training, integrations, customisation, and final deployment to production.

Specific administrative staff will need to be trained and actively involved in configuring and using the system modules according to customer's requirements.

Key Roles:

- Project Manager: Oversees implementation, coordinates stakeholders, monitors progress, manages risks, and handles communication.
- Administrative Staff: Participate in configuration, attend training, test system modules, and prepare forms/templates required for operation.
- IT Team: Supports setup and technical integrations, including SSO, SMTP/email configuration, environment preparation, and system customisation.

Standard Implementation Phases (12 weeks)

Phase 1: Initial Setup (Weeks 1–4)

- Configure cloud environment and system settings
- Integrate Single Sign-On (SSO) with Customer's IT team
- Apply branding (logos, colours, layout)
- Share training plan and project schedule
- Collect required forms and templates (e.g., weekly review, observation, assessment, mentor training modules).

Phase 2: Testing & Training (Weeks 5–8)

- Establish test environment and complete initial user logins
- Conduct bi-weekly training sessions with the administrative staff including help sheets, videos, user guides etc.
- Encourage administrative users to explore system workflows
- Finalise SMTP/email configuration and resolve IT issues
- Test Student Record System (SRS) and other third-party integrations
- Provide alternative methods for student/applicant data import (Excel uploads).

Phase 3: Final Deployment (Weeks 9–12)

- Migrate from test to production environment (starting with first-year students).

- Complete training and offer follow-up sessions as needed
- Deploy fully configured production system

Offboarding Summary

Offboarding ensures secure, compliant, and coordinated closure of services at the end of the contract. The process includes appointing a project lead, agreeing on exit timelines, returning all Customer data in an appropriate format, and completing certified data destruction within our systems.

Offboarding Process

- Customer assigns a project lead to coordinate the exit.
- Establish exit goals, transition timelines, and service switch-off date.
- Conduct meetings covering risks, communications, and any outstanding contractual items.
- Return Customer data in a documented, agreed-upon format
- Perform permanent, standards-compliant data destruction/sanitisation
- Provide verification or certification confirming secure data disposal
- Collaborate closely with the Customer to minimise operational impact and ensure a smooth transition (including transitions to in-house systems, if applicable).

Pricing

Our pricing consists of two elements:

1. Support and Maintenance - it is an agreed fixed charge invoiced annually till the contract is cancelled.
2. Hosting cost - it is a varied charge depending upon the resource band i.e., the resource consumption and Microsoft costings will be involved but reviewed and billed annually.

A resource band (as mentioned in the point number 2) combines various resource metrics, including storage space, computational power, and availability criteria. These bands can be switched without disrupting end-users. We have tested these resource bands with our educational customers, who use them for all their placement activities within our software.

Here are the resource bands we offer based on an expected students count:

- i. 0-100: 100 DTUs or equivalent
- ii. 100-500: 2 vCores with 8 GB RAM or equivalent
- iii. 500-1000: 4 vCores with 16 GB RAM or equivalent
- iv. 1000-2000: 6 vCores with 16 GB RAM or equivalent
- v. 2000-3500: 6 vCores with 32 GB RAM or equivalent
- vi. 3500-5000: 8 vCores with 32 GB RAM or equivalent

Each resource band is set so that a customer with maximum number of students should receive an acceptable performance at peak times. The band 100-500 for instance, does not mean that all 500 students can log on concurrently but that a client with normal usage patterns and placement scheduling should get a satisfactory user experience having capped to 40% concurrency usage.

This is not a per-student model, and we will NOT charge extra if the customer scale up over their estimated students count but the performance may degrade at peak times. This will be reviewed regularly and communicated well with the customer.

Support

Customer support is available from Monday through to Friday excluding national holidays in both the UK (England) and India. Live chat support is provided between 08:00 to 13:00 UK time with email support offered between 08:00 - 17:00 UK time. Additionally, we provide a 24-hour emergency contact number for critical cases.

There will be a team of support staff who will address each query with a tracking number and an assignee. Once a query is raised, it is assessed by customer support and escalated based on criticality and urgency. Escalation levels range from low to critical, while business urgency levels are categorised as low, moderate, or major.

Additionally,

- The support staff provide unlimited shared desktop support for named users (fair use assumed). This usually focusses on the task that the user is undertaking at that time.
- Each session is followed up with a summary of what was covered, and any help notes that are appropriate.
- We have extensive banks of help notes and videos which can be sent to users on request.
- We encourage new users to join our monthly webinars where they can ask questions to other users and let others share their advice on achieving the task.
- We arrange for other customers using our software to host sessions to demonstrate how they use our software.
- We conduct semi-annual review meetings with named admin users to get feedback and address any concerns or outstanding queries they may have.
- We keep users up to date with new features that will be available in the updated version.
- We also offer on-site training sessions if required, further supporting the seamless integration and usage of our solution. On-site training which will be charged at £1,000.00 per day.

Security & Compliance

Our organisation strongly emphasises security to protect our operations and customer data, which aligns with the institution's requirements for business continuity and disaster recovery plans and contingency reports, ensuring uninterrupted services even during unexpected events.

- Our solution is hosted on Microsoft Azure cloud environment which supports enterprise-grade security, resilience, and scalability.
- The solution has anti-virus, anti-malware protection, and automatic system scans.
- Fully compliant with UK GDPR and DPA 2018. Data is encrypted in transit, at rest, and chosen sensitive table columns.
- We are both 'Cyber Essentials' and 'Cyber Essentials Plus' certified demonstrating our commitment to cybersecurity.
- We subscribed to regular training programs including an annual cybersecurity awareness training program, ensuring all our employees participate and understand their responsibilities.
- The solution undergoes an annual Penetration Testing by a third-party provider before being delivered to our customers.
- Role-based access controls and audit trails ensure only authorised users can access sensitive information.
- We monitor official sources for potential vulnerabilities and promptly implement necessary fixes.
- Our application ensures secure and efficient access for all users, including employment-based individuals (mentors), students, and Institution staff. This includes Single Sign-On authentication such as SAML, LDAP etc including multi-factor authentication (MFA) feature.
- The application supports the management of data subject rights, such as access, rectification, erasure, and data portability.
- We maintain Incident Response Plans (IRPs) and notify admin users when needed.
- We have a DPO appointed who oversees the GDPR measures within the team and the company.
- We have reviewed the international transfer of data flows and underpin the contractual documents using ICO's data transfer risk assessment (DTRA) tool.

We run internal audits as part of our ISO27001 process, and we aim to ISO certified by 2027.

Accessibility & Compatibility

The application can be accessed on desktops, mobiles, PCs and Macs. All the web applications can be shown on Android, Apple and Windows mobile operating systems in a web browser and will adapt to the screen and orientation.

The application is currently partially compliant with WCAG 2.2 accessibility standards, and we have a roadmap to achieve full compliance by 2027.

The application is designed to support modern web browsers such as Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari on desktop and mobile devices. We regularly update our applications to ensure compatibility with the latest browser versions and technologies.

Data Storage, Backup and Restore Process

We ensure that the Customer's database is backed up regularly as per the defined backup policy. These backups should be available for restoration on-demand as well in case of any disaster incident happens.

Our backup policy for the database includes several key features. First, database backups are encrypted, ensuring data security. These backups are stored in the UK South region, with a geo-redundancy in the UK West. Additionally, we log backups (Point-in-Time Recovery) every 5 minutes, retaining them for 35 days. Differential backups occur every 12 hours, also with a 35-day retention period.

For long-term retention, we follow a schedule of weekly, monthly, and yearly backups. Weekly backups are retained for 4 weeks, monthly backups for 12 months, and yearly backups for 1 year.

In addition to database backups, we also back up documents (file attachments) that users upload through the application. These backups are encrypted and stored in the UK South region, with a geo-redundancy in the UK West. Document backups occur every 4 hours, and soft deletion is set to 14 days.

For document retention, we maintain backups on a daily, weekly, monthly, and yearly basis. Daily backups are retained for 35 days, weekly backups for 4 weeks, monthly backups for 12 months, and yearly backups for 1 year.

The database log keeps the history of changes made by users. These changes encompass modifications to fields, contact details, and comments. Administrators can export these records, complete with timestamps and associated user identifiers. Additionally, robust security measures protect this sensitive information, ensuring audit logs are accessible only to authorised personnel.

In the unfortunate event of a system failure, data restoration can occur within a few hours or up to a day, depending on the specific issue. Our data recovery plan includes regular backups, off-site storage, and validation processes to verify restored data integrity. We prioritise recovering configuration data, including system settings, preferences, and custom configurations. Our disaster recovery plan extends to attachments and media files used within the solution, such as documents, images, and multimedia content.

While our skilled technical team possess expertise in this domain, the recovery time will vary depending on the specific type of disaster and its impact on our services. We offer an optional auto-recovery feature for faster recovery, which comes at an additional cost.

Termination Conditions

The Customer may terminate the contract at any time on providing not less than 30 days written notice.

On termination of the Contract for any reason:

- All licences granted under these Conditions shall immediately terminate and the Customer shall immediately cease all use of the Licensed Software and/or the Documentation
- Each party shall return and make no further use of any equipment, property, Documentation and other items (and all copies of them) belonging to the other party
- We may destroy or otherwise dispose of any of the Customer Data in its possession unless we receive, no later than 30 days after the effective date of the termination of the Contract, a written request for the delivery to the Customer of the then most recent back-up of the Customer Data. We shall deliver the back-up to the Customer in a readily available machine-readable format and at no cost, provided that the Customer has, at that time, paid all fees and charges outstanding at and resulting from termination; and
- Any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination shall not be affected or prejudiced.

If termination should take place part way through the contract term, no element of the Software Hosting Fees that have been charged shall be apportioned on a daily basis and the Customer shall forfeit the whole of the Software Hosting Fee paid for the relevant period. To the extent that the Customer has paid the Subscription Fees in advance,

upon termination by the Customer that element of the Subscription Fees that relates to the period following termination shall be refunded to the Customer.

We shall be entitled to set-off any element of the Subscription Fees due to the Customer against any sums due and payable to us under the Contract.

Service Constraints

Maintenance Window

An annual release is typically announced six months in advance and aims to be delivered during the long summer vacation. This can be altered if Customer prefers.

This upgrade necessitates at least one day of downtime.

- The designated deployment manager from Abyasa will coordinate with the Customer to schedule the release dates and create a comprehensive documentation outlining the process.
- The documentation covers essential tasks such as taking backups, anonymisation, notifying end users about the downtime, conducting testing, rollback procedures, and handling post-deployment activities, including webinar sessions.
- Hotfixes are normally done with minimal downtime e.g. 2 hours and preferably done outside of working hours if access is provided such as 04:30-06:30 UK time.
- All maintenance tasks will be done outside busy working hours and after taking the written consent from the customer with prior notice and instructions.
- All scheduled deployments including hotfixes will have to go through the test system before being applied to the production environment.

Change requests and Customisation

Throughout the year, except during deployment periods, we actively welcome suggestions and change requests from our customers via the support inbox. All requested features are discussed during our internal weekly change control meetings, where the team assesses them in accordance with accessibility guidelines. We keep our customers informed of our progress and developments.

- All major and minor features come up with turn on/off settings
- Web pages, panels, Core Content Framework (CCF), training and review forms can be configured to have customers required fields and text
- Email templates support configuration including HTML formatting and signatures
- We facilitate branding and implement colour codes and themes according to customer specifications.

- We facilitate subdomain URLs if customer wishes to have different URLs for their academic partners including data visibility controls. We also support customisation of the logo/theme for each of Customer's partners.
- Before any changes are implemented, the design is mocked up and shown to our customers for review and feedback.

Technical and Operational Limitations

- A dedicated dashboard showing live data on system performance will be provided only on demand at an additional cost.
- Cloud set up has limit to take up to 40% concurrent usage although this can be altered upon request.
- The Customer shall not be required to accept annual upgrade for the period not greater than 24 months.
- We do not offer support to end users such as students but do provide support to Admin users and partner institutions.
- The customer support can be extended to weekends at an additional cost.

Additional Information

Product screenshots:

Placing screen:

The screenshot displays the 'Placing screen' in the Abyasa software. It is divided into several sections:

- Placement Details:** Shows information for 'Chalk Ridge Primary School - 116057'. It includes contact details (Phone: 1256461733, Address: Sullivan Road, Brighton Hill, Bristnottown, Location: Basingstoke), bus routes, and a list of students. The 'Offer' is 'Ph PGCE Development 23/24' with an 'Alternative' of 'Comments:'. The 'Status' is 'Offered: Good, Score 9'.
- Required Placement Placement/holder:** Shows details for 'Mr Trass Garwin, TRA98541'. It includes contact details (Postcode: RG30 4BZ, Address: Queens Road, Reading, RG30 4BZ), subject (English), age group (Tutor Group), and mode of transport (Car). The 'Status' is 'Offered: Good, Score 9'.
- Student Details:** A table listing students with columns for Name, Programme, Student Name, Student Status, Priority, Subject, School, and PI KS. The table shows 10 students, including 'Ph PGCE Development 23/24' and 'Ph PGCE Consolidation 23/24'.
- Map:** A map showing the location of the school and the student's home.

Place using Maps:

The screenshot displays the 'Place using Maps' screen in the Abyasa software. It features a map of the Wokingham area with a route from a school to a student's home. The route is highlighted in blue. The map includes labels for various locations such as Wokingham, Camberley, and Woking. The route starts at 'Ph PGCE Development 23/24' and ends at 'Ph PGCE Consolidation 23/24'. The map also shows a list of schools and students, and a table of placement details.

Students e-Portfolio:

Abyasa software for learning

Accessibility Help Log

Admin Owner - Super Ac

Timeline Personal Details Portfolio Student Absence Travel claim Course Documents Job Advertisements

Heaps, Maynard (ABMD101) - Pri PGCE 24-25

Start Filter

Focused

Career Achievements, Skills, and Qualifications

Start

Weekly Mentoring Form 02/05/2025

Has the trainee made sufficient progress this week?: Incomplete Continue

P2 Formative Assessment

Start

P3 Safeguarding

Due date: 25/05/2025 Start

Sample Form

Start

Completed

Weekly Mentoring Form 16/04/2025

Has the trainee made sufficient progress this week?: Yes Complete View

Weekly Mentoring Form 11/03/2025

Has the trainee made sufficient progress this week?: Yes Complete View

Weekly Mentoring Form 10/02/2025

Has the trainee made sufficient progress this week?: No

Current Placement Details

School Name: Bucklebury C.E. Primary School
Date From: 28/04/2025
Date To: 13/11/2025
Academic Year: 24/25

For mentor details, please click on the below link: [View more...](#)

Recent Invitation Status

No recent invitations found.

[Invite Participant](#)

Current Weekly Focus

TS link 1,7, 8 Part 2 of TS Being a professional teacher: Attendance at all School INSET for the beginning of year will be required. Sessions may include:

- Vision for the School Year/ School Imp. Plan
- Safeguarding
- Data Analysis

[View A...](#)

All Current School Based Task

Weekly mentoring form (sample):

Abyasa software for learning

Heaps, Maynard (ABMD101) - Pri PGCE 24-25

Weekly Mentoring Form

This record is **Completed**.

Ref No: OWJ Go Back

Date: 16/04/2025

Link to a placement: Pri PGCE Development 24/25 - Ash Grange Primary School - Supervisor: -School Based Mentor:

Outcome from last week's targets

Evidence

New targets for coming week

Actions

Signature

Submit

Progress noted from last week's targets with reference to the Curriculum

Complete the daily review/risk assessment for continuous provision, indoors and out; complete the setting's record keeping of this and take a copy

Last updated: May 6, 2025 at 4:33AM

[Evidence of progress](#)

[Related](#)

Has the trainee made sufficient progress this week?

☒ Yes

☐ No

Last updated: May 6, 2025 at 4:33AM

[Related](#)

[Next >>](#)

Current Weekly

TS link 1,7, 8 teacher: Attendance beginning of year include:

- Vision for the School Year/ School Imp. Plan
- Safeguarding
- Data Analysis
- T & L pri

Next Weekly

Currently there

Next School Based

Currently there

Weekly Mentoring Form

Has the trainee made sufficient progress this week?:

Mentor Training

My Dashboard My Dashboard

▼ All ▾ All 24/25 Start Additional Activity U

Lead Mentor Training

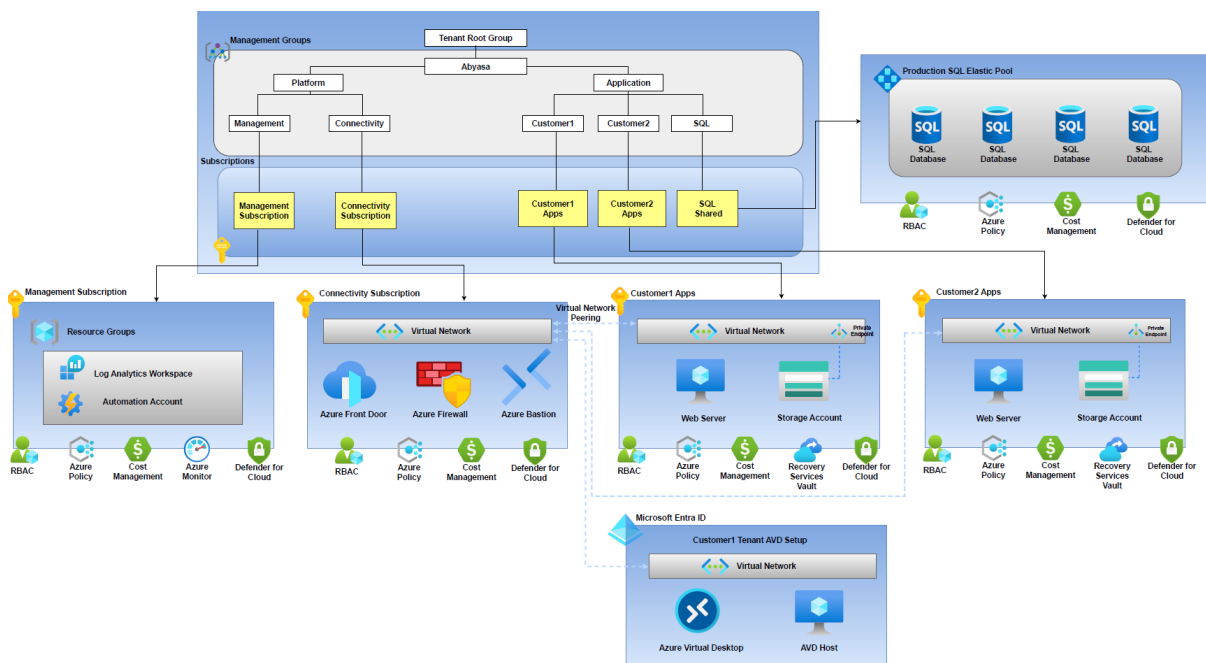
Lead Mentor Training Start >>
To Start

Pri 24/25 SBM and LT Group

Induction to Mentoring Start >> To Start | Mentoring a Trainee and Maintaining Professionalism Modules Start >> To Start | Primary ITAP Complete Cor

Complete Core Mentor Training Unit Continue > Draft Completion: 40%

Cloud infrastructure diagram:



Contact Us:

All general enquires should be sent to 'support@abyasa.net' and if the query needs to be treated as confidential, please send it to 'shashi@abyasa.net' or call on +441590479190.

Company No. 06071476 Registered Office Enterprise House, C/O Integrate Accountants, Ocean Way, Southampton, SO14 3XB.

Testimonials:

University of Exeter

“We have been working with Abyasa for the last three years and have found their customer service to be brilliant. Mayuri, Roma and the team are fantastic at responding to our numerous queries and always being available to support us in working through how we can use their software to make our work more efficient. We appreciate being part of the conversation when they are updating the software and feel that our feedback is taken onboard.”

Liverpool John Moore’s University

“We have been using Abyasa services for more than 12 years and we have always found them to be supportive, efficient and responsive to queries in a timely manner. Abyasa has enabled us to maintain effective links between students, schools and mentors and provide us with the ability to deliver an efficient and effective service to our students and schools. The system provides excellent record keeping facility and we are able to export data to share across the partnership. The Abyasa Team is always extremely professional, friendly and provides an efficient service, more recently we have really appreciated the time they have invested in developing a mentor platform to meet the 2024/25 DFE mentoring requirements. The team consistently develop the system to meet the needs of the clients and are conscientious when dealing with data protection and GDPR requirements. We would highly recommend them to support your placement activity”.

Sheffield Hallam University

“We have found the system to be invaluable to all users. The efficiencies we have realised have meant that we can spend the time saved focusing on a more personalised and individualised approach to education placements. I have no doubt that our student experience on placement has improved since we implemented Abyasa. The system has been tailored to fit our processes and the support we continue to receive from Abyasa customer support team is exceptional. I have no hesitation in recommending the system as an elegant and efficient system to support education placements.”