

Equipple – Service Definition Document

Service Overview

Equipple is a cloud-based platform designed to streamline the organisation and delivery of parent–teacher meetings in primary and post-primary schools. It centralises scheduling, communication, and data presentation, making parent–teacher meetings more efficient for school leaders, teachers, and parents. Equipple is delivered as a fully hosted Software-as-a-Service (SaaS) solution accessible via modern desktop and mobile browsers.

Key features include:

- Automated scheduling and teacher allocation
- Customisable parent and pupil surveys
- Assessment data upload and structured meeting reports
- Intuitive dashboards for teachers and leaders
- Communication tools to guide parents through the meeting process
- Secure, role-based access

Data Backup, Restore and Disaster Recovery

Equipple is hosted on scalable UK-based cloud infrastructure with robust data redundancy practices.

Data Backup

- Automated daily backups of all application and customer data
- Multiple geographically separated backup locations
- Retention period: 30 days

Restore

- Backup restore upon request, typically completed within agreed service levels
- Full or partial data restoration options depending on need

Disaster Recovery

- High-availability architecture with failover capability
- Recovery Time Objective (RTO): < 4 hours
- Recovery Point Objective (RPO): < 24 hours
- Documented business continuity and disaster recovery procedures are in place and tested periodically

Onboarding and Offboarding Support

Onboarding

All new customer organisations receive:

- A welcome call and personalised onboarding session
- System setup and configuration support
- Staff training covering data upload, scheduling setup, and usage best practices
- Optional follow-up sessions prior to their first parent–teacher meeting
- Access to online resources and video tutorials

Offboarding

For organisations choosing to exit:

- Data export provided in a common, non-proprietary format
- Guidance on data extraction and user account deactivation
- Secure deletion of all customer data following completion of offboarding (in accordance with data retention policy)

Service Constraints

- The service requires an internet connection and a modern web browser.
- Planned maintenance windows will be communicated in advance, typically scheduled during off-peak hours.
- No customer-side customisation of core platform code is available; however, configuration options (surveys, meeting structures, data fields) can be tailored to each school's needs.
- Feature access is identical on desktop and mobile, though mobile users may see a condensed version of data to suit smaller screens. Key information is always displayed.

Service Levels

Performance

- Optimised for rapid page load times and responsiveness on both desktop and mobile devices.

Availability

- Target uptime: **99.5%** (excluding planned maintenance)
- Monitoring and alerting ensure rapid incident response.

Support Hours

- Standard support available **09:00–17:00 UK time, Monday–Friday**
- Email support included for all customers
- Priority incident escalation included for enterprise contracts

After-Sales Support

Equipple provides ongoing support throughout the customer relationship, including:

- Email-based technical support
- Access to help guides and resources
- Optional review meetings and training refreshers
- Proactive communication regarding platform updates and enhancements

Technical Requirements

To use Equipple, users require:

- A stable internet connection
- A modern web browser (Chrome, Edge, Safari, Firefox)
- Optional: CSV or XLSX data files for assessment upload

No installation or local software deployment is required.

Outage and Maintenance Management

- Planned maintenance will be communicated at least 48 hours in advance.
- Unplanned outages will be communicated promptly via email alerts to nominated contacts.
- Status updates are provided throughout any outage period until resolution.

Hosting Options and Locations

Equipple is hosted in a secure UK-based cloud environment to support data residency and compliance with UK GDPR.

All data processing and storage remain within the UK.

Access to Data (Upon Exit)

Customers may request:

- A full export of all school data in open formats (CSV/Excel)
- Teacher and parent survey results
- Meeting schedules and reports

Following export, data is securely deleted from active systems and backups according to the retention schedule.

Security

Equipple is built with security as a core principle and includes:

- UK GDPR compliance
- Encrypted data in transit (TLS 1.2+)
- Encrypted data at rest

- Role-based user access controls
- Regular vulnerability scanning and patch management
- Strict controls over administrative access
- Adherence to data minimisation and privacy-by-design practices