

Service Definition

Schoolcomms



Service definition: Engage

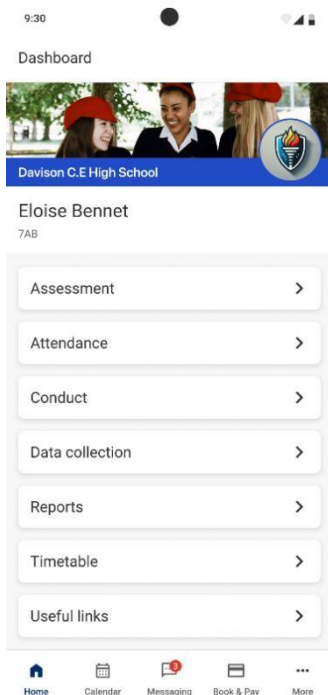
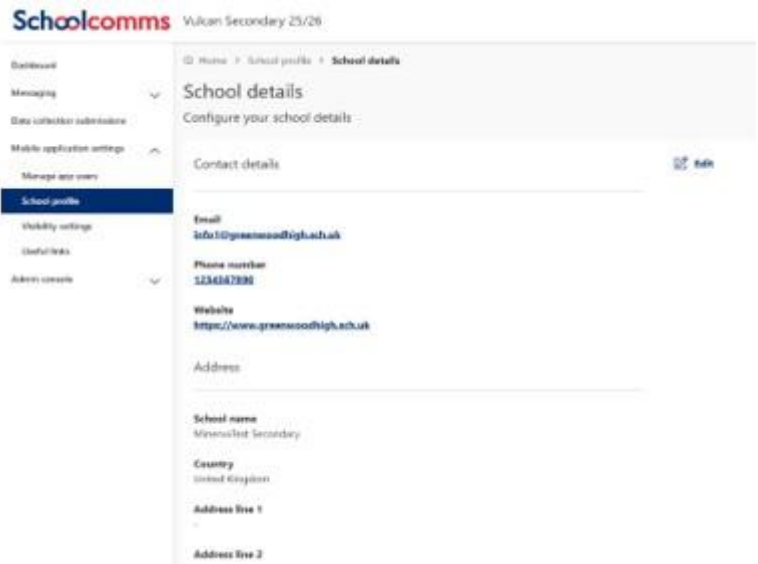
Introduction to Schoolcomms

One app for parents. One back office for schools.

SIMS Engage (powered by Schoolcomms) is a unified parental engagement platform designed to help schools and MATs communicate clearly, consistently and efficiently with families. It brings messaging, payments, forms, calendars and consent together into a single parent app, supported by one centralised back office for school staff.

By simplifying how schools connect with parents, SIMS Engage strengthens relationships, improves visibility and reduces the administrative burden on busy school teams.

Schoolcomms can be operated as a standalone or integrated with your MIS.



Designed to reduce admin and improve engagement

SIMS Engage streamlines day-to-day communication and engagement workflows, helping schools save time while improving outcomes. Automated syncing with SIMS ensures parent contact details, attendance, behaviour and key school data stay up to date without additional admin.

Built-in features such as messaging, parents' evenings, homework, clubs, trips and meal payments work together seamlessly, enabling faster processes and clearer communication with families.

Secure, compliant and trusted at scale

SIMS Engage is fully GDPR-compliant, with encrypted messaging and role-based access controls to protect school and pupil data. The platform supports auditable communication trails, improving safeguarding and accountability.

Trusted by over 3,000 schools, SIMS Engage helps ensure important information reaches the right people at the right time, while providing schools with confidence that communications are secure and compliant.

Fully integrated with SIMS and the wider ParentPay Group ecosystem

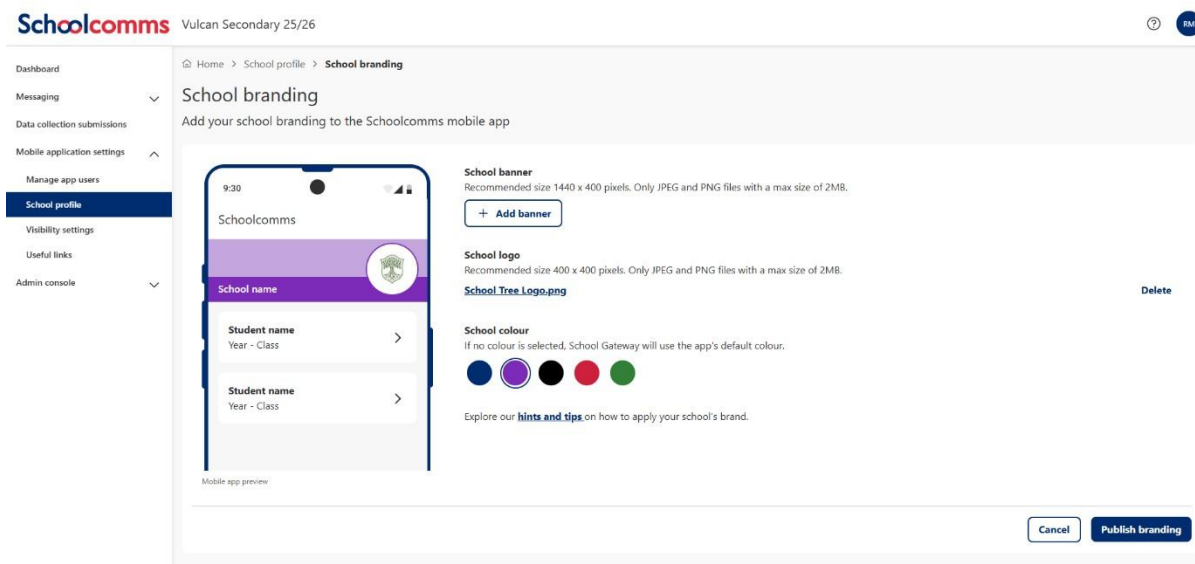
SIMS Engage integrates seamlessly with SIMS MIS and the wider ParentPay Group ecosystem, including payments, catering and finance solutions. This joined-up approach means data flows smoothly between systems, reducing errors and improving the experience for both staff and parents.

The result is a connected engagement experience that supports well-run schools — where communication, payments and information work better together.

A flexible, future-ready engagement platform

Customisable school branding, accessibility features and configurable settings allow schools to tailor SIMS Engage to their community, while cloud-based delivery ensures access anytime, on any device.

Together, these capabilities deliver a modern, scalable engagement solution that helps schools build stronger relationships with families, reduce admin overhead and operate more effectively.



“Schoolcomms has saved so much time, releasing me to do other things. It pays for itself!”

Todmorden CofE Primary School

Class View Classroom Management

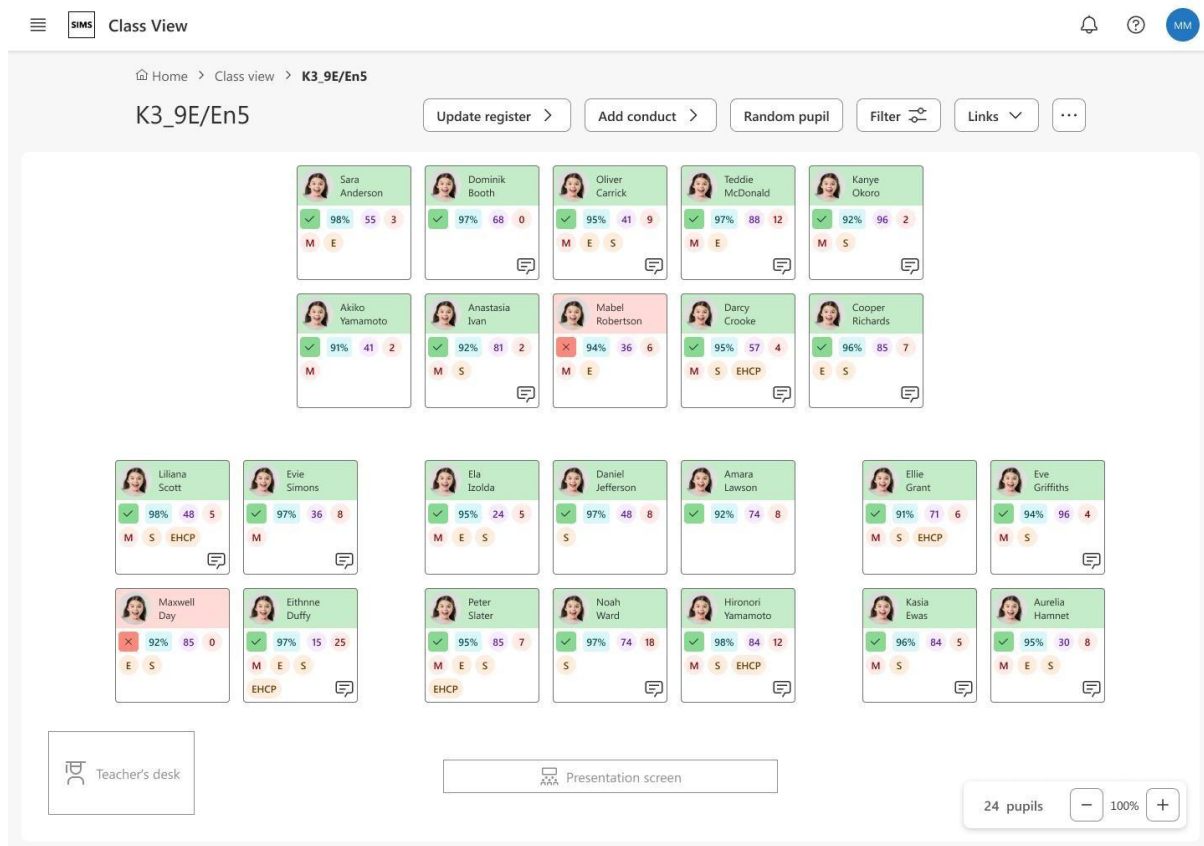
Also included within the Engage package, SIMS Class View is an all in one interactive classroom management tool for teachers. Class View provides pupil data at a glance, seating plans as well as the ability to, recording conduct, attendance, medical incidents and assessments.

By bringing together key pupil information and essential teaching tasks, Class View empowers teachers to make faster, informed decisions for early intervention, improving education outcomes for children.

Using Class View teachers can:

- Improve learning outcomes by creating a seating plan
- Take the register and get an overview of attendance at a glance
- Add conduct events, spot patterns, and provide appropriate feedback and support
- Complete Report Cards
- Track key student information such as EAL, Pupil Premium, or SEND
- Monitor student performance, identify areas for improvement, and plan targeted interventions
- Keep a record of medical incidents during school hours

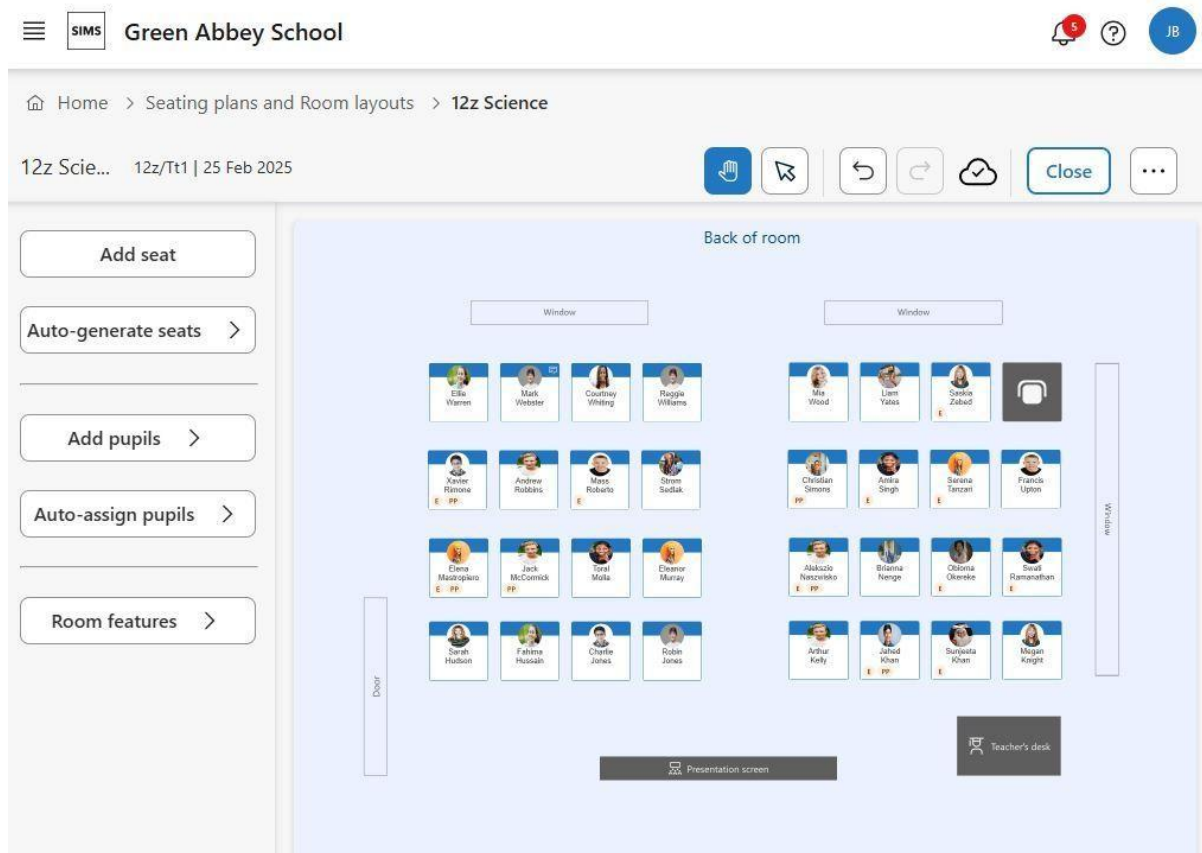
A view of each pupil in Class View showing key indicators:



The screenshot displays the SIMS Class View interface for a class named K3_9E/En5. The interface includes a top navigation bar with a menu icon, the SIMS logo, and the class name. Below the navigation bar, there are several action buttons: 'Update register', 'Add conduct', 'Random pupil', 'Filter', 'Links', and a three-dot menu. The main area contains a grid of 24 pupil cards, each showing a pupil's name, profile picture, and various indicators (attendance, conduct, medical incidents, etc.). The indicators are represented by colored icons and numbers. For example, Sara Anderson has a 98% attendance rate, 55 conduct points, and 3 medical incidents. The interface also includes a 'Teacher's desk' section at the bottom left and a 'Presentation screen' section at the bottom center. At the bottom right, there is a '24 pupils' indicator and a zoom control set to 100%.

Pupil Name	Attendance (%)	Conduct Points	Medical Incidents	Other Indicators
Sara Anderson	98%	55	3	M, E
Dominik Booth	97%	68	0	
Oliver Carrick	95%	41	9	M, E, S
Teddie McDonald	97%	88	12	M, E
Kanye Okoro	92%	96	2	M, S
Akiko Yamamoto	91%	41	2	M
Anastasia Ivan	92%	81	2	M, S
Mabel Robertson	94%	36	6	M, E
Darcy Crooke	95%	57	4	M, S, EHCP
Cooper Richards	96%	85	7	E, S
Liliana Scott	98%	48	5	M, S, EHCP
Evie Simons	97%	36	8	M
Ela Izolda	95%	24	5	M, E, S
Daniel Jefferson	97%	48	8	S
Amara Lawson	92%	74	8	
Ellie Grant	91%	71	6	M, S, EHCP
Eve Griffiths	94%	96	4	M, S
Maxwell Day	92%	85	0	E, S
Eithne Duffy	97%	15	25	M, E, S, EHCP
Peter Slater	95%	85	7	M, E, S, EHCP
Noah Ward	97%	74	18	S
Hironori Yamamoto	98%	84	12	M, S, EHCP
Kasia Ewas	96%	84	5	M, S
Aurelia Hammet	95%	30	8	M, E, S

Unlimited seating plans can be created to suit any classroom layout. Pupils can be placed manually, automatically, or using AI-driven recommendations through Smart Seating Plans, which analyses MIS data to propose the most effective arrangement:



ParentPay Group IT operations

- ParentPay Group operations and infrastructure is fully resilient and prepared to handle a comprehensive set of serious failures. These are exercised regularly through various mechanisms
- All critical systems are replicated between data centres and backups are encrypted and replicated to cloud storage in our UK Data Centres
- Our RTO for all unscheduled service outages is 4 hours and RPO is near real-time
- Office locations have redundant internet connectivity to ensure continued service for telephony and SaaS systems used for the delivery of the service
- Telephony and Support systems are cloud based and are resilient to failure, with Disaster Recovery capability
- ParentPay Group operates a secondary datacentre for use in a disaster scenario
- All staff within ParentPay Group are able to work from any location, with all systems enabled for remote access. This ensures that all functions of the company can operate without the risk of a physical location being lost

Onboarding support

- We have 15 years of experience, rolling out multi-site projects across the UK
- Our Project team work to Prince2 methodologies
- Schools are supported by our Onboarding team, who will manage their site configuration and training programme
- We offer training for the MAT/caterer/local authority, to ensure they understand how to support their schools and use the central administration tools and processes

Offboarding support

Schools wishing to end their ParentPay Group contract should contact our Support Desk. We will then agree a suitable end date for the school. Our support team will then guide the school through the close down process.

Service constraints

Schoolcomms will seamlessly integrate with all leading MIS providers to import student and staff data (due 2027). Alternatively, schools can upload via excel/csv files in exceptional circumstances (e.g., nurseries without a MIS).

Customisation

Our Schoolcomms mobile app can be completely white-labelled to match the branding of your school. The following can also be easily configured by your school using the admin functionality within Schoolcomms:

- School Branding (banner, logo, colour)

School details:

- Map, Address
- Telephone number
- Email address
- Website
- School mission statement
- Facebook / X (Twitter) link

Useful Links:

- Links to external websites can be shared on a per-user basis

Service availability

Service availability target is 99.5% for all applications and services. Service availability is provided as per service levels defined in the Customer Service Agreement. This is 24/7/365, with documented maintenance windows agreed with the customer. These maintenance windows take place outside of normal school hours.

System availability is monitored and reported on a monthly basis and can be reported to the customer as required.

Support

School and Parent Support:

We provide omnichannel support for queries via our robust knowledge base of help articles. Any queries that can't be answered can be raised easily via email, telephone, online forms. Operational support hours are available Monday to Friday, 8.30am to 4:30pm and extended to 5pm for certain support teams, however email and online forms are available to be submitted 24/7/365 days a year.

We aim to resolve all standard priority requests within 6 hours, although in reality most telephone/chat enquiries are resolved during the initial contact.

Target response timetable:

Priority		Contact method	SLA Response time (business hours)	Resolution time (business hours)	
1	Critical - Entire system failure impacting all users	Phone	30 seconds	75% within 60 minutes	90% within 120 minutes
		Portal/ Email	Immediate escalation and Analyst response within 20 minutes		
2	High - Key system failure with no workaround, impacting some users or one part of the system	Phone	30 seconds	75% within 120 minutes	90% within 6 Hours
		Portal/ Email	Analyst response - 20 minutes		
3	Medium - An issue causing impact, but a workaround is available or only some users/records affected	Phone	30 seconds	50% within 2 hours	90% within 8 hours
		Portal/ Email	Analyst response within 2 hours		
4	Low - System usage assistance/guidance is required	Phone	30 seconds	50% within 6 hours	90% within 8 hours
		Portal/ Email	Analyst response within 6 hours		

After sales support

- All users will have access to our online knowledge base. This includes technical details of our systems, FAQs, details of version updates and a portal to submit and manage ticket requests
- We provide ongoing Account Managers for the MAT/caterer/local authority. Our Account Managers manage the process of regular business review meetings, supported by a Strategic Business Plan. They will also collaborate with cross brand subject matter experts to cover the technical and commercial aspects of the products and services whilst taking proactive and tactical measures to ensure the successful delivery of the contracted services and ensuring customers maximise their return on investment

Technical requirements

Schools will need to use the most up-to-date versions of internet browsers to access the site, ensuring maximum security. Schoolcomms can be accessed via all standard internet browsers.

The Schoolcomms mobile app is available on iOS and Android. These applications support all recent versions of these platforms and are upgraded to support new features and security requirements when new platform SDKs are released.

Maintenance management

ParentPay Group communicates any downtime due to planned system maintenance with all users, well in advance of the maintenance window. These are scheduled to take place late at night, to avoid disruption to users. Any software releases are carried outside of school opening hours and again, are communicated in advance to appropriate users.

System monitoring

Systems are monitored 24/7/365, dependant on the severity of an incident and user type, customers are informed via email or in app notification.

Hosting locations

Our platforms are hosted solely within the UK. A number of sub-processors process data from within the EEA. All such transfers are fully safeguarded as required by the EU GDPR and UK Data Protection Law.

All data centre locations are managed by dedicated specialist third party data centre operators. All data centre locations are certified by specialist third parties, independent to the datacentre provider. All locations are subject to PCI-DSS and ISO 27001 Standards.

Access to data (upon exit)

Our Support team will advise schools on how and when to access and download relevant data, as part of the closedown process. Data can be exported in Excel or .csv format.

Security

- ParentPay Group has a dedicated team of qualified security experts
- ParentPay Group is fully ISO27001 Certified
- ParentPay Group is PCI-DSS Level 1 Certified (the highest level of compliance available), we were the first UK school payments provider to achieve this level of certification
- ParentPay Group is also Cyber Essentials Plus certified, at time of writing, we are one of just a few (if not the only) CE+ certified supplier across UK EdTech
- ParentPay Group undertakes a comprehensive suite of penetration tests (approx. 80 tests per year); each product is tested at least once per year
- We operate industry leading network and host-based intrusion detection systems and best in class endpoint security technologies – including 24x7x365 Managed Detection and Response (MDR) with unlimited incident response support from highly regarded global cyber security specialists