



The service

Government departments and government-funded organisations operate in increasingly complex regulatory, operational, and delivery environments. Understanding what is really happening in practice – and where to focus improvement effort – requires more than assurance alone. It requires robust, intelligent diagnostics.

Mesma is a cloud-based diagnostic and improvement platform that helps organisations build an accurate, evidence-informed picture of performance, practice, and risk. It supports leaders and teams to diagnose strengths, weaknesses, and priorities across services, and to make confident decisions about where to intervene, invest, or improve.

Rather than treating quality assurance as a compliance exercise, Mesma reframes it as a structured diagnostic process. It brings together data, professional judgement, and lived experience to help organisations understand *why* performance looks the way it does, not just *whether* standards are met.

What Mesma provides

The Mesma application provides an integrated set of diagnostic tools that enable organisations to:

- Build a coherent picture of organisational health and performance
- Test practice against regulatory, professional, or organisational expectations
- Identify risk, variation, and areas of inconsistency
- Prioritise improvement activity based on evidence, not assumption
- Track change and improvement over time

The platform supports a full diagnostic cycle, from initial evaluation and deep-dive investigation through to action planning and review. It is designed to be used proportionately, enabling light-touch diagnostics in stable areas and deeper investigation where risk or underperformance is identified.



Diagnostic service features

Mesma's diagnostic approach is supported through a suite of interconnected features, including:

- **Organisational and thematic diagnostics** – structured evaluation against regulatory frameworks, standards, or internally defined expectations
- **Deep-dive diagnostics** – targeted reviews of priority themes, cohorts, or risk areas to understand root causes
- **Practice diagnostics** – developmental observation and review of practice to explore quality, consistency, and impact
- **Insight-led action planning** – translating diagnostic findings into prioritised, manageable improvement actions
- **Feedback and perception diagnostics** – service user and employee surveys to test experience against intent
- **Diagnostic dashboards and reporting** – real-time insight to support governance, oversight, and decision-making

Together, these features enable organisations to move from fragmented assurance activity to a coherent diagnostic system.

Who the service is for

The application is designed for clients that require clear, reliable insight to support improvement and accountability, including:

- Regulatory, inspection, and accreditation organisations
- Schools
- Colleges and further education providers
- Universities and higher education institutions
- Independent training providers
- Employer-led apprenticeship providers
- Employment support and welfare-to-work organisations
- Public sector bodies and government departments

Mesma Software Service Definition		GUIDE	Page 2 of 13
SaaS	1-0	2026-01	Public



While commonly used in education, skills, and employment support, Mesma is equally applicable in other public services where leaders need structured diagnostics to understand performance and manage risk including health, care, and policing.

Benefits of a diagnostic approach

Using Mesma enables organisations to:

- Gain an accurate, shared understanding of strengths, weaknesses, and risk
- Move beyond compliance towards evidence-led improvement
- Focus time and resource on the issues that matter most
- Reduce duplication and inefficiency across assurance and review activity
- Support confident, timely decision-making at all levels
- Create a culture of reflection, learning, and continuous improvement

The diagnostic model supports both assurance and improvement, without conflating the two.

Platform capabilities

Mesma provides a single, secure platform that supports diagnostic activity across teams, departments, and organisations. Key capabilities include:

- Configurable diagnostic templates aligned to regulatory, professional, or organisational frameworks
- Structured scheduling and coordination of diagnostic activity
- Hierarchical structures to support multi-site or multi-organisation use
- Role-based permissions to protect sensitive information
- Embedded guidance to support consistency and professional judgement
- On-screen analytics and dashboards for oversight and governance

Capabilities are enabled according to client requirements and selected service plan.

Mesma Software Service Definition		GUIDE	Page 3 of 13
SaaS	1-0	2026-01	Public



Service plans

Mesma offers a range of service plans aligned to organisational scale and complexity:

- **Focus** – for smaller organisations requiring focused diagnostic capability
- **Insight** – for single-site or medium-sized organisations
- **Oversight** – for large or multi-site organisations with complex governance needs
- **Enterprise** – for government departments, regulators, or accreditation bodies

Each plan provides access to a defined set of diagnostic features, with transparent pricing set out in accompanying documentation.

Configuration and tailoring

Mesma is designed to be configurable, enabling organisations to tailor diagnostics to their context. Standard configuration options include:

- Creating and adapting diagnostic templates
- Editing regulatory or quality frameworks
- Managing notification and reminder settings
- Applying local terminology, workflows, and data fields

More advanced tailoring or bespoke development can be agreed as part of the contracting process and is costed separately. Configuration is typically managed by nominated superusers within the client organisation.

Service constraints

Mesma Software Service Definition		GUIDE	Page 4 of 13
SaaS	1-0	2026-01	Public



Commercially reasonable endeavours will be made to make the Services available 24 hours a day, seven days a week, except for:

- planned maintenance carried out during the maintenance window of 06.00 pm to 06.00 am UK time Monday to Friday and any time on Saturdays, Sundays and UK bank holidays; and
- unscheduled maintenance performed outside Normal Business Hours.

No specific required beyond a standard web browser

User support

Email or ticketing support

Our live online helpdesk is open for all users Monday to Friday from 9am to 5pm, excluding Bank Holiday in England. We respond to all user queries within 2 working days.

How the web chat support is accessible

We use a well known third party software to provide our webchat facility. Here are some of the features that make the system accessible: Screen reader support: the service is accessible via screen readers Keyboard navigation: Every component of the scan be accessed using a keyboard without requiring a mouse or trackpad. Colour contrast: all text in the clearly visible when using colours with enough contrast. Articles: Additional articles allow for alternative mediums to text for example, video. Images: Embedded descriptions in the image's HTML that screen readers read aloud. We use web based Microsoft 'Accessibility insights' tool as part of our developer cycle to test for accessibility compatibility.

Mesma Software Service Definition		GUIDE	Page 5 of 13
SaaS	1-0	2026-01	Public



An initial virtual one-to-one webinar helps administrators appointed by the buyer access the online help centre, enabling all users to quickly learn how to use the software. Users have ongoing live support from a team of software technicians via online chat, as well as open access to a library of articles, videos, and product tours. A paid-for setup service is also available, tailored to meet the buyer's needs. Super-users can contact the support team via email and telephone for additional assistance.

Supported web browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari

No client-side installation is required beyond a supported browser.

Customisation

Users can customise the service through working templates available in the dedicated administration interface. Customisation options include modifying templates, adjusting work settings, and configuring features to match organisational needs. Only users with the appropriate role-based access control (RBAC) level can access these customisation options. There are different levels of administration: Super Admin, Advanced Admin, and Third-Party Administrators, each with defined permissions to ensure that only authorised personnel can make changes.

Client Onboarding and offboarding

Mesma Software Service Definition		GUIDE	Page 6 of 13
SaaS	1-0	2026-01	Public



Getting started

Client administrators are supported through an initial one-to-one virtual orientation webinar, helping them access the online help centre and quickly learn how to use the software. Ongoing support is provided via the online chat. Additionally, all users have open access to a comprehensive library of resources, including articles, videos, and product tours, ensuring they can find guidance in the format that suits them best.

End-of-contract data extraction

Using the platform's built-in standard extracts, buyers can download essential data records. If additional data beyond the standard extracts is required, a bespoke extraction service is available for an extra fee, with requirements agreed and approved in advance. Data transfer occurs according to a defined timeline, culminating in account closure on the contract end date, with up to 30 days of post-offboarding support provided to resolve any issues. Users are responsible for ensuring all required data is extracted before the licence expires.

End-of-contract process

Standard off boarding pathway

No Cost

Buyers must provide written notification of contract termination or expiry at least 60 days in advance. Buyers are responsible for downloading all required reports up to 1 day before the contract ends.

Buyers can contact the helpdesk team for additional guidance. On the contract end date, the subscription is disabled and the account is closed.

Bespoke off boarding pathway

Mesma Software Service Definition		GUIDE	Page 7 of 13
SaaS	1-0	2026-01	Public



Cost dependent on buyer requirements

Buyers must provide written notification of contract termination or expiry at least 90 days in advance. An exit meeting is held to agree on the offboarding plan and data extraction requirements.

Mesma Support provides a quote, which the buyer approves with a PO if required, and an invoice is issued with standard 30-day payment terms.

Data is transferred to the buyer or a new supplier 20 days before contract end, followed by a final review and sign-off 10 days before closure.

The subscription is disabled and the account closed on the contract end date. Up to 30 days of post-offboarding support is provided to resolve any issues arising from the bespoke process.

Data export approach

Users can export their data directly from the platform using built-in download options. Supported formats include Excel, Word, and PDF, allowing easy access to key reports and records.

Data file import formats

- Word
- Excel
- PDF
- JPEG
- PNG
- MP4
- EML
- OTD
- MOV
- MSG

Mesma Software Service Definition		GUIDE	Page 8 of 13
SaaS	1-0	2026-01	Public



Scaling

Microsoft Azure, our hosting platform provides a built-in scalability and load balancing. This ensures that service performance for each buyer is not affected by the demand other users place on the system. Resources are automatically allocated based on usage, maintaining consistent performance and availability even during periods of high demand.

Data-in-transit protection

Data protection between buyer and supplier networks

- TLS (Version 1.2 or above)
 - Data in transit is protected between end user devices and the service, internally within the service and protected between the service and other services by TLS (Version 1.2 or above) and JSON Web Tokens.
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Data storage and processing locations

Data is stored in the United Kingdom

Another external penetration testing organisation

Guaranteed availability

The service is designed to operate 24/7 but optimised for core hours.

Mesma Software Service Definition		GUIDE	Page 9 of 13
SaaS	1-0	2026-01	Public



Core hours are defined as [9.00 am to 5.00 pm local UK time, Monday to Friday].

For public-facing portals, the service shall provide at least 99% availability 24 hours a day, 7 days per week, 365 days per year, excluding planned maintenance.

- Planned maintenance carried out during the maintenance window of [06.00 pm to 06.00 am UK time and Saturdays, Sundays and UK bank holidays and the client shall receive at least 7 days' notice of any scheduled down-time; and
- We will, as part of the Services and at no additional cost to the Client, provide the Client with the Supplier's standard Client support services during Normal Business Hours [9.00 am to 5.00 pm local UK time, Monday to Friday]. We reserve the right to amend the Support Services Policy from time to time.
- New releases (software upgrades) and server patching. Not all maintenance will require downtime.
- The standard service does not include payment of refunds for availability below target levels

Approach to resilience

We use an independent Cloud Service Providers (CSPs), Microsoft Azure and Production and CosmosDB. The CSPs operate with independent power and networking supplied to their data centres. Microsoft have the data stored in two different locations and in the event of a significant disaster the service will automatically roll over to the second server. We have the ability to increase server resources to respond to high demand.

Security governance

SDN Mesma Group are Cyber Essentials Plus accredited

Information security policies and processes

The Information security arrangements follow the principles of ISO27001, Cyber Essentials and NCSC Principles. These set out arrangements for Data protection compliance, Asset control, Information handling, Human resources security, Physical

Mesma Software Service Definition		GUIDE	Page 10 of 13
SaaS	1-0	2026-01	Public



and environmental security, Access control, Use of computers and mobile devices, Network management, Software management and outsourcing third party and a business continuity and disaster recover plan.

The policy requirements are audited an annual basis. This audit consists of sampling activities to identify if and where policies may not be being followed so that corrective action can be taken. Senior management have information security as a standard agenda at Board meetings.

Configuration and change management approach

Any changes to Mesma are reviewed for security risks. Product development process is a 5-stage process of Agile development:

- 1) Concept
- 2) Design
- 3) Develop
- 4) Test
- 5) Deploy.

Quality assurance checks and testing are carried out independently from the development team. Testing is a blend of unit and manual testing. No change can be both developed and approved by a single person

Vulnerability management approach

We use a third-party software - Microsoft Azure to host our Software service. Microsoft Azure own their own security practices for data protection. Any incident is investigated and patches are deployed as soon as the development has PASSED the change management processes. In addition, on an annual basis we engage an independent

Mesma Software Service Definition		GUIDE	Page 11 of 13
SaaS	1-0	2026-01	Public



organisation to carry out a penetration test of the Software. We also maintain the Cyber Essentials Plus certificate which is renewed annually.

Protective monitoring approach

Protective monitoring combines user-reported issues, customer support logs, and web server error logs, which are reviewed weekly. All incidents are prioritised and investigated immediately, coordinated by a director. Where incidents affect users—such as service availability or data confidentiality—the support team is informed and updated on risks and impacts. Incident investigations follow five stages:

- 1) acknowledge,
- 2) investigate,
- 3) report,
- 4) implement controls, and
- 5) conduct follow-up review.

This process ensures timely detection, thorough assessment, and resolution of issues, maintaining service integrity and protecting user data while keeping stakeholders informed throughout.

Incident management approach

We define our incident reporting process in the Information Security Policy. Users can report any information security incident either by emailing our support team or via our online chat service.

To assist users in reporting incidents quickly and effectively, detailed guidance is provided in our Help Centre: <https://mesma.crisp.help/en/article/q-what-do-i-do-if-i-think-my-data-has-been-compromised-1v5buqu/>

Mesma Software Service Definition		GUIDE	Page 12 of 13
SaaS	1-0	2026-01	Public



All reported incidents are formally recorded in the Security Breach Register. Our team commits to acknowledging and responding to all reported incidents within 24 hours, ensuring timely action and support to mitigate any potential risks.

User authentication

- Each user has a defined set of permissions which is administered by the client.
- Each user is given a unique username and password. The client has the functionality to enforce the following password protocol. Your password must contain:
 - 1) At least 8 characters
 - 2) At least 3 of the following
 - 3) At least 3 of the following: Lower case letters (a-z):
 - Upper case letters (A-Z)
 - Numbers (0-9)
 - Special characters (e.g. !@#\$%^&*).
- All users can only access data that they have permission for. The client has full control over this permissions feature. MFA can be enabled by the buyers administrator.

Please note: This document is accurate as at date of publication. For an up-to-date copy please contact us via www.mesma.co.uk

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Mesma Software Service Definition		GUIDE	Page 13 of 13
SaaS	1-0	2026-01	Public