

Service definition document

The service:

Meet & Engage is a technology platform clients use to enhance the candidate experience during the hiring and onboarding journey. Our chatbots automate the heavy lifting such as FAQs, our live group chat enables clients to run moderated engagement events, our 1-2-1 live chat acts as a recruiter helpdesk and our automated onboarding technology serves content to candidates between offer and day one to reduce reneges, create efficiencies for the client's team and improve work readiness.

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

Our solution is an active/active configuration providing perpetual Disaster Recovery solution across multiple locations. In addition, we provide 30 days rolling data backup to an alternate-vendor hosted cloud solution. Our Disaster Recovery plan is published and tested bi-annually (last test in 2025). Our BCP, in line with our ISO27001:2022 certification, is maintained and tested regularly (next test date 2026).

Onboarding and offboarding support

Prior to service launch, we undertake a DPIA with our clients and a project implementation plan with our delivery consultants, to ensure the specifics of the service such as retention periods and data management, are planned, documented and implemented as required. Clients are supported by Client Partners, the delivery implementation team and a technical support team providing pre/during/post support including infosec development and response.

At the end of the client contract, all service data is available for download autonomously by the client, and services are expunged and shutdown in line with the agreed client requirements.

Service constraints like maintenance windows or the level of customisation allowed

N/A

- Service levels like performance, availability and support hours
- 99.9% availability SLA
- Technical Support 08:00 – 18:00 UK office hours (systems are monitored 24x7)
- Client support 09:00 – 18:00 UK Office hours

Business Continuity Objectives:

- RTO – Recovery Time Objective – 24 hours
- RPO – Recovery Point Objective – <1 second

- MTD – Maximum Tolerable Downtime – 0 hours.

After sales support:

After Sales support is provided by three groups:

Client Partner – Account support including platform use, invoice/billing, service development and optimisation, client relationship management.

Delivery Consultants – Configuration, optimisation and operational/service support.

Technical Support - General technical platform support including integration maintenance. Technical Q&A. Infosec support. Data management and support.

Technical requirements

The only technical requirement for using the Meet & Engage platform is access through a modern browser such as Edge, Chrome, Firefox, Safari etc.

Clients may also choose to implement SSO, although this is an additional service not a pre-requisite to access the platform.

Clients may also choose to implement an ATS/HRIS integration for improved candidate experience.

Outage and maintenance management

Our system architecture results in a highly performant and very robust solution with excellent uptime and disaster recovery capabilities. In the event an issue is discovered by our automated monitoring and alerting systems, maximum priority is given to resolving the issue and ensuring minimal system downtime. In the highly unlikely event of a system outage or substantial degradation of service, clients will be notified directly by their client support team and receive regular updates until problem resolution.

Hosting options and locations

The Meet & Engage solution provides two options for clients:

UK only hosting – for UK GDPR requirements (support by Security Cleared personnel). Hosted across multiple providers and UK locations.

EU – EU based solution hosted across multiple providers and countries/cities.

Access to data (upon exit)

All clients have access to their data for download until an agreed exit point. After exit data will be expunged and account access removed.

Security

Security is of paramount importance to Meet & Engage. We develop “Security First” and all data is encrypted in transit and at rest, access to the platform is secured by Multi-factor Authentication by default and additional SSO is supported.

We penetration test our platform annually and utilise constant vulnerability checking to ensure our continuous deployment operations do not introduce unknown issues into the platform.

Our platform security is replicated in our organisational procedures and practices allowing us both ISO27001:200 and Cyber Essentials Plus certification.