

Service Definition: LMS

Service Definition

Migo Learning Management System (LMS)

Migo Consult Ltd

1. Service overview

Migo LMS is a cloud-hosted Software as a Service (SaaS) solution provided by Migo Consult Ltd. The service is designed to support rail industry organisations by enabling digital workflows, data capture, reporting, and operational insight aligned to rail operational, compliance, and workforce requirements.

The service is delivered via a secure, browser-based interface and does not require local installation.

2. Service features

Key features may include:

- Role-based access and configurable user interfaces
- Configurable workflows, forms, and data models
- Secure data capture and operational reporting
- API-based integration with external rail and enterprise systems
- Audit logging and role-based permissions
- Scalable, multi-tenant cloud architecture

Feature availability may vary depending on service configuration and customer requirements.

3. Service benefits

The service enables customers to:

- Improve operational visibility and decision-making
- Reduce manual processes through configurable digital workflows
- Support consistent service delivery and compliance
- Integrate digital tools with existing rail systems
- Scale usage without significant infrastructure investment

4. Service delivery model

The service is delivered as a cloud-hosted SaaS solution using secure UK-based infrastructure. Customers access the service via a modern web browser over an internet connection.

The service may be used as a standalone solution or integrated with other systems via secure APIs.

5. Security and data protection

Migo Consult Ltd applies defined security policies and controls covering:

- Role-based access control and authentication
- Encryption of data in transit and at rest
- Logical separation of customer data
- Audit logging and monitoring
- Regular security review and vulnerability management

Customer data is stored and processed in the United Kingdom in accordance with applicable data protection legislation.

6. Onboarding and support

Customers are supported through a structured onboarding process which may include:

- Initial configuration and setup
- User account creation and role configuration
- Data onboarding where required
- Remote training and documentation

Ongoing support is provided via email and online ticketing during UK business hours, with escalation to specialist support where required.

7. Customisation

The service is configurable without code changes. Authorised customer administrators can configure workflows, forms, permissions, dashboards, and reports using built-in configuration tools. Core platform code and security controls cannot be modified by end users.

8. Service availability

The service is designed to provide high availability using cloud-native resilience and monitoring. Planned maintenance is scheduled outside core UK business hours where possible, with advance notice provided.

9. Data export and exit

Customers can export their data using built-in export tools or supported API access. Data is provided in commonly used, non-proprietary formats to support reuse or migration. At contract end, customer data is securely deleted following confirmation of data extraction.

10. Service constraints

Use of the service requires a modern web browser and internet connectivity. Some advanced features may require configuration, integration, or data onboarding support.