

T R I B A L

EBS

Service Definition

G-Cloud 15

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About Tribal

Tribal is a leading global provider of software and services for education institutions. We deliver student information solutions for Further Education, Higher Education and work-based learning providers worldwide, and offer quality assurance and benchmarking services to support excellence across the education sector. Our goal is to become a pure-play EdTech SaaS business with global reach, empowering over 500 institutions around the world through our innovative solutions.

EBS G-Cloud Offering

Tribal's EBS G Cloud offering is designed to support the management of learners in a local authority/adult learner environment.. The solution was first developed over 20 years ago and has been continually extended and refined since then.

EBS provides a single source of learner data throughout the learning journey, from enquiries to examinations, and supports key operational activities such as funding returns and income generation, attendance management, assessment and examination activity.

Our solution continues to evolve. Complementing an excellent, efficient, and effective learner management system, EBS also provides a first-class learner experience to drive learner engagement through mobile-first web platforms. EBS enables workload reduction through a dedicated, secure staff portal. Tribal provides a full range of product, support, and technological expertise, which is used extensively by local authorities throughout the UK.

Tribal also offers, as an optional extra service, a Data Management Service (DMS). This service provides a dedicated expert team to support users with ILR submissions, funding claims, audit readiness, QAR & compliance. The Funding & Reporting Helpdesk allows customers on-demand access to experts in DfE, apprenticeship and MCA devolved funding claims.

With years of experience of working with Adult Community Learning providers, our specialist knowledge of all types of FE funding provides instant additional capacity and protection against staff retention issues.

Key Core Functions of EBS

Key functionality includes:

- Recording and management of information throughout the academic life of a learner
- Curriculum planning, delivery and the reporting of data and information
- Learner and staff self-service through intuitive portals
- Automated management of learner data processes and tasks
- Simple and easily accessible reporting

Key Benefits

The benefits of EBS include:

- Automation of key tasks, freeing up staff, and helping them to provide better services
- Reduced duplication of work, reducing overall costs
- More effective and more accurate planning and decision making supported by secure and selective information distribution
- Improved experience for the learner with access to their information in an accessible, intuitive web platform designed for mobile browsing.

Governance

Tribal Group holds certification for both the ISO 27001 standard for Information Security and the ISO 9001 standard for Quality Management. Being globally aligned and ISO certified forms an essential part of our risk mitigation strategy and provides assurance for our customers. In 2026 we will maintain our current ISO certifications and will continue to align our business continuity activities with the ISO 22301 standard for Business Continuity.

Tribal will agree to a set of Quality Key Performance Indicators (KPIs) to monitor the quality-of-service delivery through each project. These will be reviewed to the standards agreed and any corrective actions will be dealt with accordingly and approved by the client. Quality monitoring and reporting will be managed through regular contact with the client by a nominated account manager.

You can see our [accreditations here](#).

Service Management

Tribal provides a full range of support services for our solutions, including:

- Full Tribal Cloud Services team
- Service Desk
- Customer Advisory consultancy
- Self-service support Portal
- Customer community forums
- Online release webinars
- Data Management Services
- Professional Services Consultancy

Service Levels

SLAs for support desk services follow a formal structure, with specific metrics dependent on the customer's specific implementation and preferred support arrangements.

Helpdesk Hours

The Tribal Service Desk provides dedicated support to external customers and is staffed by a team led by the Head of Customer Advisory Services, FE. The Service Desk operates Monday to Friday, from 9am to 5.30pm, excluding public bank holidays.

Incidents are logged via the Support Portal and are processed by the Service Desk, which assigns the appropriate priority level. The Service Desk provides comprehensive call reception and case management service, tailored to meet individual customer requirements.

The aim of the Service Desk is to deliver a high-quality service, with a strong focus on ownership, effective customer liaison and prompt resolution. All Service Desk activities are fully covered and measured in accordance with the formal Service Level Agreement (SLA).

On-boarding and Off-boarding Processes

On-boarding

Our professional services teams will engage with the Client to discuss the implementation.

During the implementation phase Tribal's Implementation Lead will be the key point of contact for communications; they will work closely with the Client Project Manager and will liaise with senior managers in the Tribal team to ensure that the appropriate resources are made available as required.

Off-boarding

An outline exit plan will be provided on request. This will provide the timetable, procedures, responsibilities, and information required of the Client and Tribal to ensure that the service is terminated, and data transferred as required.

EBS Insights

The ebs insights functionality (optional) adds to the reporting capability of the solutions by providing a simplified and accessible data structure that reduces the complexity in the production of management information. The solution provides a data warehouse that covers the following data sets; applications, enrolments, data returns, attendance, fees/payments.

Funding Compliance & Support

Tribal also offers, as an optional service, Funding & Compliance support services. This service provides a dedicated expert team to support EBS users with ILR submissions, funding claims, audit readiness, QAR & compliance. The Funding & Reporting Helpdesk allows customers on-demand access to experts in DfE, apprenticeship and MCA devolved funding claims.

With years of experience of working with Adult Community Learning providers, our specialist knowledge of all types of FE funding provides instant additional capacity and protection against staff retention issues.

Post Implementation

Customer Advisory

Tribal recognises the value of strong relationship management and is committed to building a long-lasting partnership with you. To support this, we will assign a dedicated Customer Advisory Consultant as your primary point of contact for the duration of your contract. Their role is to understand your objectives and desired outcomes, proactively drive and monitor solution adoption, and ensure you enjoy a positive and seamless customer experience.

Training

Training will be scheduled as part of the project plan and agreed by both parties.

Delivery of the training will be modular and will follow the logical relationships between the system and the data. Training collateral is supplied for each module within the application. Online user guides will be provided which will reflect any changes to the software as required.

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