

T R I B A L

Semestry Scheduling

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.

Semestry Scheduling G-Cloud Offering

Our cloud-based system, TermTime, supports Higher and Further Education sectors by facilitating the creation and management of teaching timetables. Our suite of services encompasses automated and manual scheduling, dedicated portals for staff and students, room booking capabilities and personalised notifications of changes to timetables. The market leader in timetable publication tools, our MyTimetable solution seamlessly integrates your schedules with various calendar applications and offers seamless integration with Microsoft 365 and Google Workspace for Education through push-based mechanisms. MyTimetable operates independently of any specific timetabling system and offers integrations with Microsoft Teams and Zoom for online delivery of teaching.

Key functionality includes:

- Automated and manual scheduling functionalities for teaching timetables, including pre-scheduling checks and data verification.
- Collection of curriculum and staff reference data.
- Self-service room booking capabilities.
- Real-time reporting and intuitive dashboards, including clash checking and a comprehensive audit trail function.
- Dedicated portals for staff and students.
- Extensive features for rooms, students, and staff, including various capabilities and constraints.
- Advanced open RESTful JSON Application Programming Interface (API) adhering to the OpenAPI v3 standard, enabling seamless integration with upstream and downstream systems.
- Timetables presented in user-friendly grid or list format.
- Personalised timetable synchronisation with Microsoft 365 or Google Calendar
- Convenient pull synchronisation with iCalendar feeds compatible with various desktop and smartphone calendar applications.
- Automatic detection of changes in personal timetables with notifications for staff and students.
- Robust data security ensured through a role-based access model and single sign on.

The benefits of Semestry Scheduling include:

- Enhances student and staff satisfaction by providing uninterrupted and easy access to accurate teaching schedules and room availability via web browsers or mobile devices.
- Real-time delivery of timetables to students and staff members that keeps staff and students informed about last-minute changes.
- Accessible anytime, anywhere, on any device with minimal IT assistance required and no need for specialised hardware or software.
- Highly adaptable and configurable to align with internal processes and manage the steps to transition from work-in-progress to an operating timetable.
- Provides self-service room bookings while maintaining the integrity of teaching commitments, so your students and staff can identify options within institutional parameters.
- Provides your institution with the ability to blend smart automation with expert decision making to help you deliver a high-quality schedule that reduces demands for change.
- Pairs governance with flexibility so your institution can reflect its unique academic needs, while giving timetablers the structure needed to create the right schedules for everyone.
- Utilising advanced security measures and data encryption through our partner, Amazon Web Services (AWS), ensuring GDPR compliance and safeguarding sensitive data integrity.
- Enhances efficiency through cloud-based collaboration.
- Enables the organisation to manage the user community and to connect to key institutional systems to ensure you have the right people and the right data involved in the planning process.
- Scalable cloud solution optimising resource utilisation and preserving service quality during peak periods.
- Reduced total cost of ownership and IT expenses due to the absence of dedicated internal infrastructure requirements.
- Transitioning from an on-premises solution to a cloud-based service reduces carbon emissions and supports the institution's sustainability objectives.

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 staffed by experienced timetabling practitioners.
- Online Support Portal Online customer forum and community.
- User groups and conference.
- Disaster Recovery.

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's Semestry Scheduling Service Desk is dedicated to customer support, with a team of staff led by a Service Desk manager.

The opening time for the Service Desk is 09:00 to 17:00 Monday to Friday excluding public bank holidays.

Incidents can be logged with the Service Desk through the Support Portal. All incidents will be processed by the Service Desk when first received to allow them to assign a priority level.

The Service Desk operation aims to provide high quality issue management and customer liaison, with emphasis on ownership and quick, first-time resolution. Service Desk operations will be fully covered and measured within the formal SLA.

On-boarding and Off-boarding Processes

On-boarding

Each implementation project is managed by a dedicated Project Manager who acts as the point of contact for all communications and collaborates closely with the Client Project Manager to ensure the success of the implementation project. Supported by our Professional Services team comprising experienced technical experts, skilled project managers, and former timetabling practitioners, we ensure a smooth deployment of our solutions, integrating practical know-how with technical expertise to meet our clients' needs seamlessly.

Our project methodology combines both Waterfall and MVP approaches and is grounded in a proven track record of successful implementation projects. This successful approach ensures alignment with

key scheduling points of a typical UK academic cycle and academic milestones, facilitating meticulous planning and resource management.

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.

Training

Client training requirements are mutually agreed by both parties as part of the extensive project planning.

Our 'Train the Trainer' method is an efficient, cascading training strategy. It begins with intensive instruction for a select group of expert users, who then become adept trainers. This method ensures deeper, institution-specific customisation of training content, addressing unique language and process needs. The training is meticulously structured by product and module, guaranteeing a focused approach that caters to the Clients' diverse needs and roles.

Our interactive online training sessions, supported by live system demonstrations and an engaging platform, transform learning into an engaging, hands-on experience. Our extensive knowledge base complements this method, providing continuous support and in-depth learning opportunities. For broader reach, we also offer on-site expert training upon request.

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