

TERMS Evolution Hosting

About TERMS Evolution

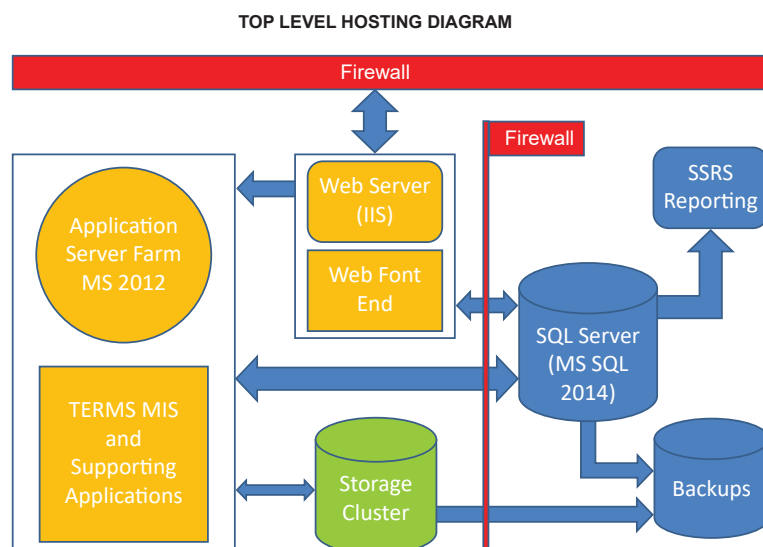
TERMS Evolution has been providing a proven MIS solution for Adult and Further education since 1992. It comes on an adaptable platform that is secure, fully hosted and supported via our ISO27001 certification.

TERMS Evolution is one of the largest Further Education MIS systems available to Adult Education and the private sector within the UK and specialises within those sectors.

It is one of the most adaptable solutions available and development is constantly driven by the requirements of customers as well as Government, funding bodies and technology changes. This gives TERMS Evolution the scope for meeting the needs of the smallest users to the largest county councils.

Key Hosting Features

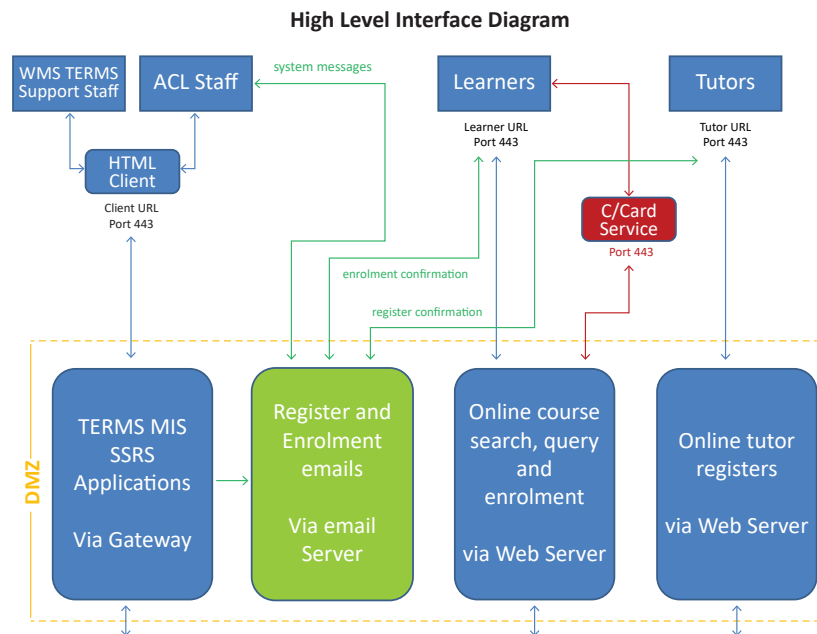
- Thin Client Access
- Application Serving
- Firewall to ASA 5510 sec+
- Static IP and Domain
- Storage Clusters
- Email allocation
- Domain Registration
- SSL Certification
- IIS Web Server
- FTP File Transfer
- MS SQL Server
- SSRS Reporting
- Anti-Virus
- Moodle VLE option
- CRM option
- Fanatical Server Support and Management
- Multi-application Hosting



Service and Support

A full help-desk and online support interface is supported by a community portal and user areas. The SLA outlines all designated response-to-solution times for support issues.

The hosted environment is monitored 24/7 with fanatical support levels ensuring almost 100% availability. Direct support agents are available during normal business hours by telephone, email and on-line chat.



On boarding and Off boarding

During the on boarding process a specific project manager is assigned to work with the customer and their account manager. The process is documented with specified milestones and targets. Data may need to be transferred and public web site interfaces designed. The milestones reflect the pragmatic needs of the education market with both academic and financial years.

Off boarding is based around a standard policy for exit and this is adapted in cooperation with the customer if required. The primary goal is to try and ensure that the customer has access to recorded data if necessary, especially with regard to funding information.

Training

A comprehensive training package is available with options for on-site and remote training. This is supported by training guides, full system documentation and FAQ sections online.

Bespoke training can be developed to meet specific needs and local requirements.

To find out more about TERMS Evolution and to contact us visit our dedicated web site at

<https://www.termsevolution.co.uk>
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