



Service Level Agreement

Support Hours:

Monday–Friday, 09:00–17:00 UK time, excluding public holidays.

Response Times (response only):

- Critical – 1 Business Day
- High – 2 Business Days
- Standard – 5 Business Days

Availability Target: 99.5% annually, excluding:

- Planned maintenance;
- Third-party outages;
- Customer misconfiguration;
- Force majeure events.

Service Description

SeatSmart provides:

- Classroom layout editor;
- Rule-based seating engine;
- Manual student entry;
- CSV import functionality;
- Microsoft Teams integration;
- Google Classroom integration;
- Secure centralised data storage;
- Administrative configuration tools.

Not included:

- MIS integration;
- Safeguarding case management;
- Onsite support;
- Custom development unless separately agreed.