



Overview

Senso.cloud is a cloud-based suite of subscription software modules for classroom, network, safeguarding and asset management use cases. The specific Senso Offering(s), modules, licensed capacity and affiliates made available to a customer are those selected in the accepted Order Form.

Module / area	Description
Classroom Management / Class Cloud	Classroom monitoring and teaching support. Availability subject to the Order Form.
Enterprise Cloud	Bundle of selected Senso features. Availability subject to the Order Form.
Network / Asset Management	Device and asset management capabilities. Availability subject to the Order Form.
Safeguarding Cloud / Student Online Safety	Monitoring and alerting features for safeguarding workflows. Availability subject to the Order Form.
Content Filtering / DNS Filtering	Filtering features where selected and configured by the Customer.
Senso Blur	Image blurring feature where selected and configured by the Customer.
Microsoft Teams Monitoring	Optional integration where selected and authorised by the Customer.
Assisted Monitoring / third-party integrations	Optional services and integrations only where selected, consented to and configured by the Customer.

Delivery model

- Cloud-hosted SaaS platform using Microsoft Azure.
- Web management console for customer administration.
- Endpoint/client and module components as required for selected features.
- Online documentation and support materials available through the Senso support portal or notified documentation location.

Availability and maintenance

- Senso uses commercially reasonable endeavours to make the Senso Offering(s) available 24 hours a day, seven days a week, except for planned maintenance and unscheduled maintenance as described in the Terms.
- The EULA references a planned maintenance window of 09.00 pm to 6.00 am UK time.
- Support is provided during normal business hours in accordance with the Support Service SLA unless enhanced support is purchased separately.

Scope limitation

This service description is general. It does not grant access to any module, feature, capacity or integration unless that module, feature, capacity or integration is included in the accepted Order Form or an authorised add-on.

Source basis

- Senso Terms of Service and End User Licence Agreement, Revised Oct 2023 V7, <https://senso.cloud/eula/>
- Support Service SLA, revised 7 April 2020
- Senso Security Datasheet, revised 17 June 2024