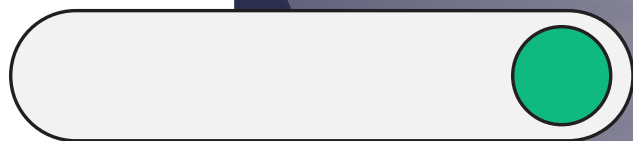
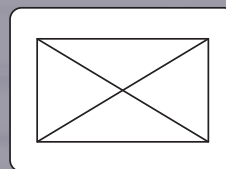




September Performance

Customer Webinar







Housekeeping

- Live comments and questions are disabled due to the significant number of participants.
- We have collected lots of questions in advance and aim to cover them both during the session and afterwards with a follow up document.
- We will be sharing a feedback form, post session, to give you an opportunity to comment or ask questions on what was discussed today

What Happened?





What happened?

Summary

The recent outage was caused by several different issues that combined to create the software equivalent of a traffic jam.

To explain this, let's imagine you're travelling somewhere on the motorway.

1. Firstly, inefficient legacy software code began to generate too much traffic on the platform. It's like when roadworks on other routes shift lots more cars onto the motorway.
2. Next, application networking limits were hit, i.e. there weren't enough lanes on the motorway to handle the volume of traffic.
3. To compound the issue, the MIS, student and parent portal were all running from the same group of resources. It's like only having one motorway available for everyone to get to their destination.



What happened?

Summary

The recent outage was caused by several different issues that combined to create the software equivalent of a traffic jam.

To explain this, let's imagine you're travelling somewhere on the motorway.

4. With all this pressure being applied, some of the servers responsible for the website element began to fail. Much like a breakdown causing a tailback in one lane. Once this was resolved, it merely allowed all the congestion to move up to the next junction, which would quickly become overwhelmed.
5. This overloaded the system and meant that the normal routes of easing congestion were failing to work. Imagine a smart motorway trying to direct traffic onto the hard shoulder but hampered by cars breaking down and blocking the lane.



What happened?

Background

- Until now, our system was able to automatically scale when needed and just add an extra lane on the motorway to cope with traffic. But the combination of factors meant that we hit a much lower performance ceiling than the platform is capable of.
- This wasn't under investment in the resources of the platform - The platform was doing far more heavy lifting than it should have due to the issues mentioned. While we have consistently increased investment in platform resources as our customer base has grown, this particular problem could not be solved through scaling alone.
- It also meant that the resolution wasn't immediately clear. Initially it seemed like one or two issues which we tried to rectify, but as more traffic built up, it quickly became much more complex to resolve.

What Did We Do?





What was done to rectify it?



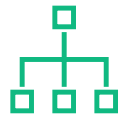
We removed the inefficiencies we identified

This reduces all the excess traffic joining the motorway & improved the flow



We improved the network

Adding lots of extra lanes to the Motorway and creating more alternative routes



We ringfenced dedicated resources for MIS, Student, and Parent portal

Building two more motorways to spread the traffic



We've redesigned the MIS web app to improve load balancing

Ensuring it's easy to switch between lanes and to alternative routes

What Are We Doing Now?





What are we doing now?

1. External Assessment & Continued Improvements

- We are in consultation with Microsoft to execute a full platform review and due diligence for any further improvements that can be made.
- We are developing a roadmap of performance improvements to ensure that we not only meet the demands of our customers today, but in the future.
- Alongside this, our testing routines and platform are being upgraded to carry out more extensive testing to simulate the full environment and load from our customers in full flow.



What are we doing now?

2. Communication Strategy Overhaul

We acknowledge that lots of customers didn't receive adequate communication during or following the outage.

- We have reviewed why this was the case and are implementing a range of changes to our processes.
- We are collecting and identifying contacts for emergency comms rather than sending to a single main contact for each school.
- We are also developing a comms policy to set standards on frequency of comms, how we can support schools, and so on.



What are we doing now?

3. Service Credits / Compensation

- We know the incident caused real disruption, and we deeply regret the impact on your school staff and wider community.
- As a goodwill gesture, all live customers will receive a full Service Credit for the 7 days where performance was severely degraded, irrespective of the time window of the impact
- The credit will appear automatically on your next renewal invoice; no action is needed from you.
- This is just one part of our ongoing work to rebuild confidence, strengthen reliability, and improve communication.



What are we doing now?

4. Business Continuity

- Bromcom has appointed a 3rd party consultancy to form a working party with Bromcom users to produce Business Continuity plan guidance and best practice for all schools.
- We are also investigating what options we can provide for schools to keep them operational in the event of any future issues, whether related to the platform or local issues.

Recap / FAQ's





FAQ's

1. Details of the Incident & RCA

- The recent outage wasn't caused by a single failure but by several interacting factors that created the software equivalent of a traffic jam.
- There was too much activity to shared resources, while network limitations meant there weren't enough 'lanes' to cope with demand. Once one area slowed, congestion quickly built elsewhere.
- Importantly, this was not a repeat of last year's issue. The root cause was entirely different. The platform had been stable for many months, and no significant changes had been made over the summer.
- We've now fixed those underlying bugs, introduced new testing and monitoring routines, and added safeguards to prevent recurrence.



FAQ's

2. Performance & Stability

- We completely understand why questions about investment and priorities have been raised, and they are fair challenges.
- The truth is, our business has grown quickly, and with that growth, we've continued to reinvest heavily in our platform, people, and processes.
- The September issues were not caused by underinvestment but by complex software factors that only came to light under the specific load of the new term.
- That said, this experience has reinforced our belief that investment is not just about capacity but improved foresight, resilience, and testing under real-world conditions.



FAQ's

3. Impact & Compensation

- We know that the September performance issues caused real disruption for schools and trusts, and even short interruptions can have a lasting effect on teaching, administration, and the school day. We're genuinely sorry for the inconvenience this caused.
- As a gesture of recognition and goodwill, Bromcom will apply a full Service Credit to all live customers for each of the 7 days where service was severely affected in the September period.
- This reflects the seven days during which our MIS Status Page showed a severely degraded level of service.
- You don't need to do anything. Our finance teams will work to ensure the credit is automatically applied as a separate line to your next renewal invoice, reducing the total amount payable.

Next Steps





Next steps

Following this event

- We will provide a copy of the recording for this event along with an FAQ document based on the questions we have received thus far.
- A feedback form will be circulated giving you an opportunity to ask further questions or seek clarification on what has been discussed today.
- We will continue to communicate progress on each of the improvements we have promised to deliver.
- Service credits will automatically be applied to your next renewal invoice

Thank You

