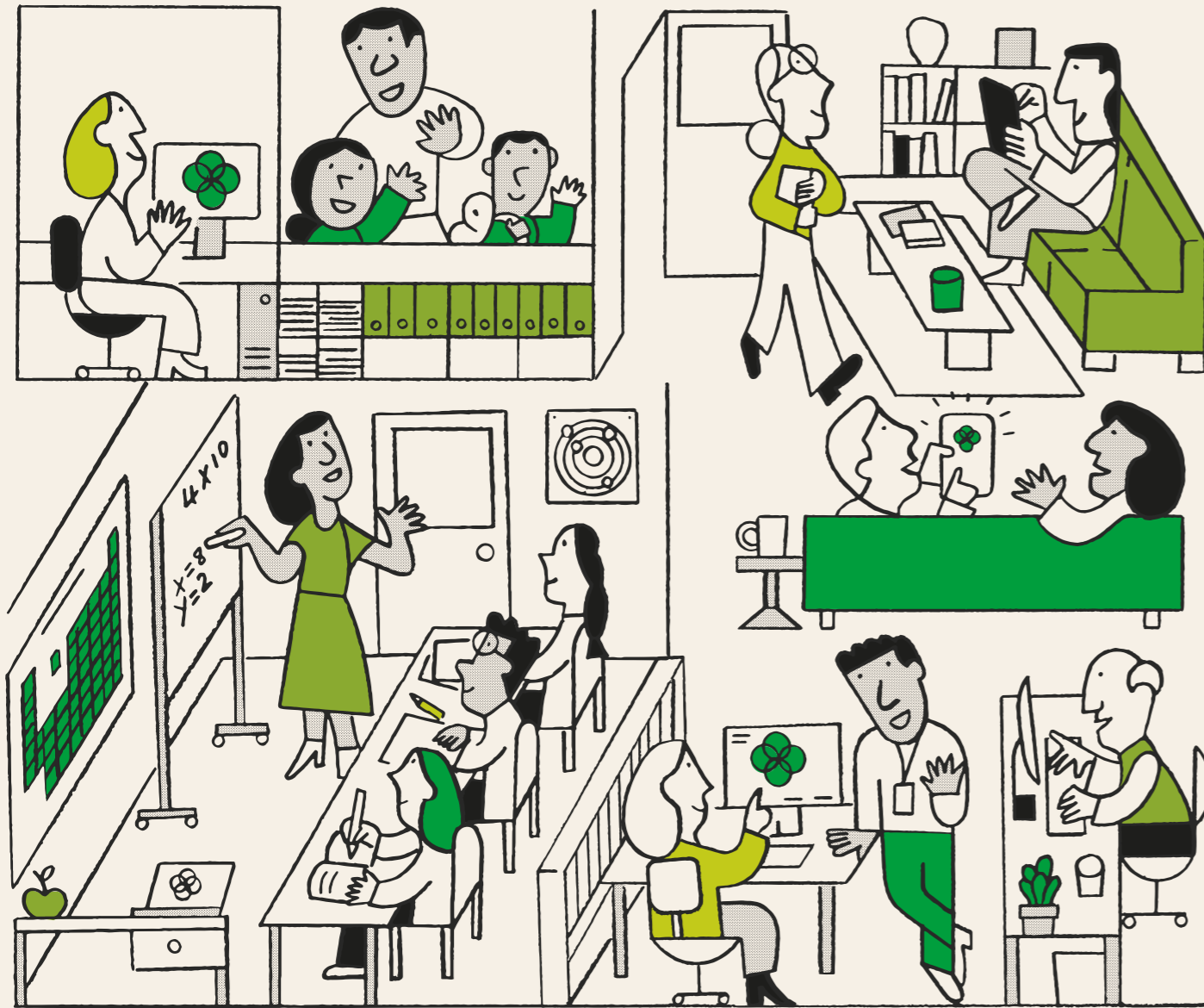


Moving to Arbor



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One team, **one MIS**



Why we're discontinuing ScholarPack

ScholarPack and Arbor have been working together as one team for the past four years.

By speaking with 100s of customers, and building a deep understanding of both systems, we've found that schools overwhelmingly choose Arbor for their primary school. In fact, Arbor is now used by 6,000 primaries vs 1,100 using ScholarPack.

Because we can see that primary schools increasingly prefer Arbor, and because it offers features that we know many ScholarPack schools want, we've made the decision to discontinue ScholarPack in February 2026.

This is a big change, but we're confident it will be a positive one. We're excited for this next chapter with you, and you'll have our full support throughout, from the same team and partners you're used to working with.

We're sure you'll have lots of questions, so we look forward to seeing you on one of our webinars soon.



James Weatherill
CEO of Arbor Education



Thanai Coates
MD of ScholarPack

What this means for you

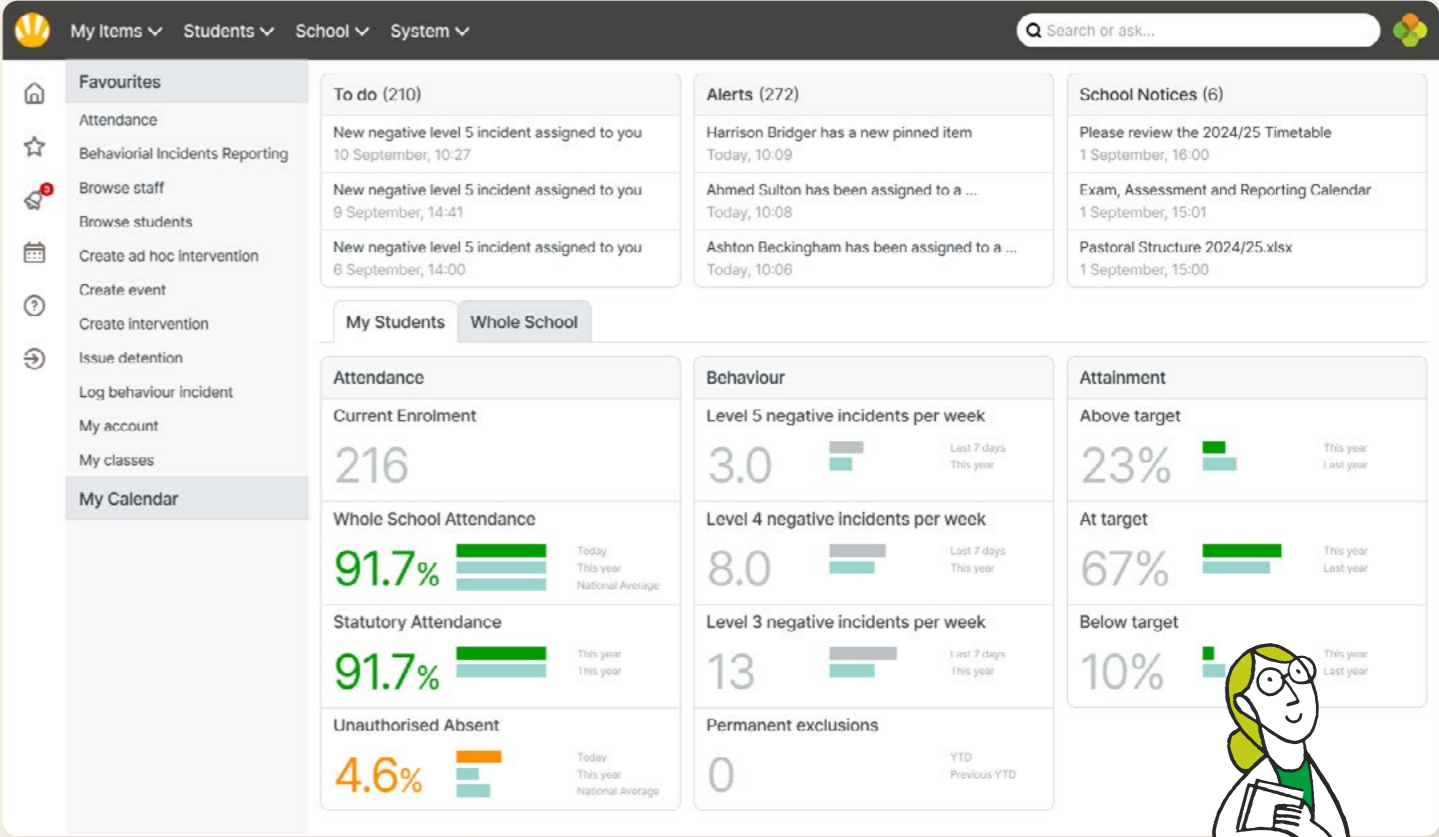
You'll be moving from ScholarPack to Arbor Core this year, which will plug feature gaps, reduce the number of systems you need and save you time.

Arbor Core gives you all the features of ScholarPack plus:

- ✓ SMS and Email
- ✓ Custom Report Writer
- ✓ Report and communications scheduling
- ✓ Clubs and trips dashboard
- ✓ Personalised homepage
- ✓ Automated follow-ups and workflows
- ✓ Live feeds to Excel or Google Sheets
- ✓ Ask Arbor, your AI-powered collaborator and assistant

Upgrade to get extra features, like:

- £ Payments for clubs, meals and trips
- £ Parent Portal and App
- £ Parents' Evening Booking
- £ Custom Report Cards
- £ Behaviour Workflows
- £ Intervention Tracking





92%

Agree Arbor has transformed
the way they work

Moving to Arbor

Because ScholarPack and Arbor are one team, we know both systems inside out.

So when it comes to migrating your school to Arbor, we've co-designed a process to make the switch as simple as possible, so you can keep doing what you do best.

Step 1

Attend our FAQs Forum

Join the Arbor and ScholarPack leadership teams to learn more about why we're doing this, and what it means for your school

Step 2

Join a live demo of Arbor

See Arbor's functionality in a 60-minute overview demo

Step 3

Meet an Arbor Partnership Manager

Book a 1-1 conversation to get your questions answered and next steps confirmed

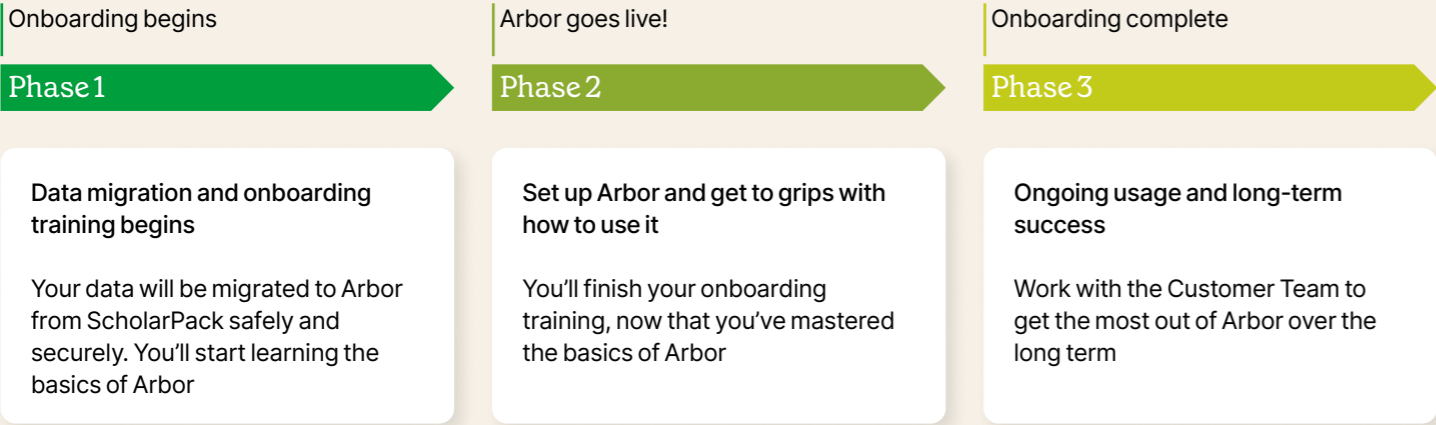
Step 4

Agree your migration date with us

Choose a time to move that is most convenient for you and fits around your other commitments

Implementing Arbor

Once you've chosen a migration date to suit you and your school, you'll join our simple onboarding journey and receive training specific to your role. We've outlined the eight week process below, which has been tried-and-tested by over 6,000 primary schools.



95%

Customer satisfaction score for support

#1

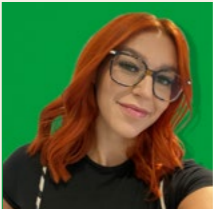
Rated by primary schools for overall customer satisfaction

6k+

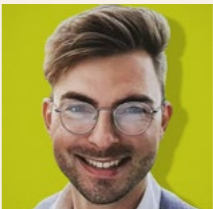
Arbor primary schools

- Clear, friendly instructions and free resources every week
- Advice on managing your other systems and integrations
- Tried-and-tested data migration process
- Join Arbor HQ, our online community to talk to other schools using Arbor

with support from us



Primary Onboarding Team
Kate and her team are on hand throughout your onboarding journey, ready to answer any questions and make sure you hit the ground running.



Customer Education Team
With first-hand school experience, Adam and his expert team will deliver your training and get you using Arbor like a pro in no time.



Customer Success Team
Sam's team will help you achieve your long-term goals with Arbor, like increasing parental engagement, or better data reporting. If you're supported by an accredited partner, they'll work with you instead to support your strategic goals.



Customer Support
For quick answers to questions about the platform, you can always get in touch with your local support partner or our dedicated in-house team via phone or email.

Your upgrade options

Arbor Core is just the beginning. To get the most out of Arbor, save money and consolidate systems, take a look at our Comms and Perform upgrade options



Comms

Engage with parents, students, and your wider school community from a single, unified platform

Payments

Online and offline payments for meals, clubs and trips

Parents' Evening Booking

Keep parents in the loop and give them the tools to self-serve

Behaviour Workflows

Tailor your automated behaviour workflows to your school's policies

Arbor Parent App

Communicate with parents on the go

Cashless Catering

Manage cashless catering payments in just one place

Custom Report Cards

Build a completely customised report card that looks and feels like your school

Perform

Drive strategic school improvement and join up processes and policies across your whole school

MyCclassroom

Create seating plans and manage your class

Intervention Tracking

Instant insight into the effectiveness of your interventions over time

Apple and Google Pay

Give parents the flexibility to pay the way that suits them

Formative Tracking

Track student progress and assessments the way you want to

School Shop

Manage, see and sell all your school items together

Staff Performance

Keep track of staff details, absences, appraisals and objectives



“The Parent Portal was a huge win for us. We’ve managed to get 100% of our parents onto the portal, communicating with them, using the app, and reducing the cost of having to send out things via paper. It’s completely changed the way we work. We don’t send anything out on paper anymore.”

Debjani Mitra, Senior Administration Officer,
Thomas Abney Primary School

Schools typically **save** around **£5,000 per year** by replacing third-party systems and bringing everything into Arbor

FAQs

Why am I moving from ScholarPack to Arbor?

First and foremost, we're doing this because we believe Arbor is a better MIS for schools. It will plug feature gaps, reduce the number of systems you need, saving you time and money.

Will my ScholarPack support change?

No. You should be able to keep the support you know and love, as the majority of our ScholarPack partners also support Arbor. If they don't, we'll work with you to choose an alternative provider

Will I be able to keep using my third-party systems?

Yes. We value schools' need for flexibility and have over 300 integrations, so you can choose the right tools for your school. If you'd prefer to bring your systems into one place, you might want to upgrade to Arbor Comms or Perform.

What training is included?

We'll train your school for free using our tried and tested Arbor Foundations course. You'll join live, online group training sessions with other schools covering everything you need to use Arbor day-to-day.

How long do I have to make this switch?

ScholarPack will no longer be available from 12th February 2026, so you have plenty of time — we'd recommend speaking to us as soon as possible so you can secure a migration slot that works for you.

Can I choose when I'm going to switch?

Yes — your Partnership Manager will help you choose a date that suits you to make the switch anytime over the next 12 months.

Do I need to pay my upcoming ScholarPack invoice?

Yes, you need to pay your next ScholarPack invoice. We will pro rata this invoice so that it ends on 12th February 2026.

Will I have to pay more for Arbor?

You will only pay more if you choose to buy additional services or upgrade to a higher Arbor tier. In this scenario, we will additionally send you an invoice from Arbor for the difference between what you're paying today, and the price of Arbor Comms/Perform.

Will I have to pay for ScholarPack and Arbor at the same time?

No. We will support your school to move to Arbor before 12th February 2026, during which time you'll move to Arbor free of charge. Your next invoice after your move will then come from Arbor, not ScholarPack.

What are my next steps?

We've included a checklist on the opposite page to help you plan your next steps

What to do next

Check list

- ☐ Join the FAQs forum to find out more and ask questions
- ☐ Join a live demo of Arbor
- ☐ Book a call with a member of our team
- ☐ Choose the package that's right for you
- ☐ Book your migration slot
- ☐ Complete your onboarding and start using Arbor!



