

LearnWise **LearnWise AI**

Learnwise Software International BV

Available to purchase until 29/02/2028

LearnWise AI is the AI-powered support platform built for further and higher education. Available 24/7, it integrates seamlessly across LMS, student portals, and IT systems, providing instant, verifiable assistance for students, faculty, and staff. Unlike generic AI, LearnWise is purpose-built for universities, ensuring secure, compliant, and scalable support. Institutions using LearnWise have already seen a 30% reduction in support tickets, cutting costs while improving student engagement. Whether streamlining enrolment, IT, or academic queries, LearnWise adapts to an institution's digital ecosystem, working across all departments to enhance student success.

Key Facts

Benefits

- Discounted licensing through Jisc
- Support included free of charge
- Discounted pilot option available
- Specific consideration for FE licensing

Important dates:

Agreement start: 1 March 2025

Agreement end: 29 Feb 2028

Invoice date: annually three months in advance of the anniversary of the licence start date.

Licence Type

Site

Commitment Period

Institutions may participate in the Agreement at any time during the agreement period, and are bound by its Terms and Conditions, including payments, until the end of the institutions three year licence subscription.

Eligible Institutions

Higher and Further Education and Research Councils in the United Kingdom, and to Universities and Colleges of Further Education in the Republic of Ireland. Other organisations supporting education, including research bodies and the public sector, may ask to participate in the Agreement. Chest will liaise with the Supplier about any such requests.

Background Information

Jisc collaborated with Learnwise, to run a successful pilot, with 15 colleges and universities participating from October to December 2024. Further information can be found here: [Announcing the launch of the LearnWise AI assistant pilot on ExploreAI - Artificial intelligence](#)

Product Information

Supplier Details

Learnwise Software International BV, Kraanspoor 50, 1033 SE, Amsterdam, Company number: 90064011

Product Description

- **LearnWise AI: The AI-Powered Support Platform**
 - **LearnWise AI** enhances student support with **24/7, multilingual assistance**, integrating seamlessly across **VLE, student portals, Enterprise Content Management, IT systems, and help desks to streamline operations and improve student engagement.**

Key Features

- **AI-Powered Student Assistance** – Provides instant answers to academic, administrative, and IT queries while escalating complex issues to human support when needed using up-to-date, cited institutional resources.
- **Seamless VLE & Portal Integration** – LearnWise integrates with platforms used by educational institutions globally: more notably, across **Moodle, Canvas, Blackboard, Microsoft Teams, Google Classroom, MyDay, CampusM, Sharepoint**, and other platforms to deliver personalised, context-aware support.
- **Automated Support Workflows** – Smart routing connects students with the right department, reducing support tickets by 30%+ and improving response times whilst integrating with systems for escalation and ticket routing, including: **TopDesk, ServiceNOW, Salesforce, FreshDesk, HubSpot**, and many more.
- **Study Mode & Academic Assistance** – Enables students to gain insights like "when is my next assignment" and engage with course materials to generate flashcards, multiple choice quizzes, role-plays and test their knowledge in other ways within their VLE.
- **Real-Time Insights & Analytics** – Tracks student queries, identifies common challenges, and helps institutions continuously optimise resources.

Service and Support

Trials

Paid pilots are an option listed under Products and pricing. For information on short term testing trials, please contact hi@learnwise.ai

Description of service offerings

- **Annual software licensing, hosting, and AI system management** for institution-wide AI-powered student support
- **Unlimited channels** for AI assistant deployment, including VLE, websites, student portals, and mobile apps
- **Unlimited users**, ensuring accessibility across the entire institution
- **White-glove use case consultancy**, providing tailored AI implementation support
- **Access to all available integrations**, including third-party LTI tools, ticketing systems, and VLE platforms, with additional LTI implementation support available
- **Unlimited AI assistants and placements**, allowing institutions to scale support seamlessly
- **Premium support consultancy**, including bi-weekly updates, expansion planning, and status meetings with dedicated agents
- **Emergency support** available for critical issues
- **Bi-semester institutional impact reports**, providing mid-semester and end-of-project insights on AI-driven student engagement and support outcomes

Product Documentation

You can access Learnwise documentation at <https://help.learnwise.ai/>

Technical Support

Tech support contact details: contact Learnwise at support@learnwise.ai

All training on the admin dashboard functionality when using LearnWise AI is delivered personally by the Learnwise implementation team.

System releases, new versions and functionality

You can access our [Roadmap, Changelog & customer requests](#) to learn more about all product updates and planning.

Useful Resources

LearnWise AI

Click the video below from LearnWise that will cover some of the various product benefits:



JISC AI Pilot

The Jisc AI pilot with LearnWise was a collaborative initiative involving 15 UK education institutions, aimed at testing how AI-powered chatbots could enhance student and staff support. Running from August to December 2024, the pilot allowed institutions to deploy LearnWise assistants across various platforms, like their VLEs and websites, to provide 24/7, contextual responses based on their own resources. The project focused on improving access to support services, reducing staff workload, and exploring readiness for generative AI adoption. Feedback highlighted strong student engagement, ease of setup, and valuable insights into institutional support gaps.

You can read more about the Pilot [here](#).

The end of pilot report is also available [here](#).

Whitepapers

You can read more around LearnWise in the following whitepapers:

- [LearnWise - Info Sheet Global](#)
- [What Makes Learnwise Unique?](#)

Book a Demo

If you'd like to book a demonstration for your institution, you can do so [here](#).

Terms and Conditions

Licensor: Learnwise Software International BV, Kraanspoor 50, 1033 SE, Amsterdam, Company number: 90064011

The Chest Order, together with the Licence Terms and Conditions, and any exceptions listed below, create a legally binding contract between your institution, organisation or company and the Licensor. Therefore please read the terms and conditions carefully and only submit a Chest Order if its terms and conditions are acceptable to your institution, organisation or company and you have the authority to make the financial commitment shown.

Licence Type

This licence is subject to the terms and conditions for the **Standard Software as a Service (SaaS) Licence (July 2024)** This agreement contains small variations to these terms and conditions which are available at the bottom of this page under the heading 'Exceptions to Terms and Conditions Content'.

Payment Terms

Chest is an Enterprise of Jisc. All Purchase orders must be made out to JISC, One Castlepark, Tower Hill, Bristol, BS2 0JA Payments are due within thirty days of invoice date; recipients of late payments are entitled to interest in accordance with UK statutory provisions.

On receipt of a completed order, sites will be invoiced for the first year of their agreement. For each subsequent year, sites will be invoiced 3-months in advance of their licence anniversary date. Invoices are payable within 30 days of the date of the invoice.

Other Location and Use Permissions

The product(s) may be used by any Authorised User of the Licensee for Educational Purposes which includes the administration and management of the licensee's educational and research operations. These permissions are described in the terms and conditions for the Standard Chest Licence for Software.

Exceptions to the Terms and Conditions

- **Clause 2**

Clause 2.5 is added to clause 2 and reads:

'Licensees and Authorised Users are also subject to the LearnWise Fair Usage Policy, available at trust.learnwise.ai or upon request. Further, and subject always to term 4.2 of this Licence Agreement, the Licensee agrees to ensure that all Authorised Users are made aware of and comply with this policy.'

- **Clause 5**

Clause 5.5 is added to clause 5 and reads:

'Notwithstanding term 5.2, the Artificial Intelligence Addendum (AIA) is incorporated into this Agreement and forms part of the Licensor's responsibilities to the Licensee.'

- **Clause 8**

Clause 8.4 is added to clause 8 and reads:

'The Licensor's obligations under this Clause 8.2 shall not extend to any claim or action to the extent that it arises from: (i) User-Uploaded Content; (ii) External Content; or (iii) any use of the Software in a manner not in accordance with this Licence Agreement. 'User-Uploaded Content' means any content uploaded to the Software by the Licensee or any Authorised User. 'External Content' means any User-Uploaded Content accessed or used within the Software that originates from a third-party source and is not owned or controlled by the Licensor.'

Additional Documents

DPA

AI Addendum

Fair Usage Policy

Commercial in confidence

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