



Cloud-Based Asset Tracking, Surveillance and Recovery for Workspace Management

SERVICE DESCRIPTION

May 2024

Who We Are

Smarter Technologies are industry leading experts in IoT, Digital Transformation of business capabilities, services and processes for UK Public Sector organisations, businesses, and not-for-profit organisations.

Our experts have over 20 years public sector experience both acting in senior positions, as client and supplier.

We understand your business and achieve deliberate, well-designed and user-focussed business outcomes, whilst always ensuring a positive experience for our clients.



20 Years'

Digital Transformation Excellence



60+

Public Services Delivered



100+

World Class Industry Experts



2 Offices

Across the UK



Experts

In Government and Public Sector

What We Do

Smarter Technologies offers first class leading services to digitally transform business processes and systems for any organisation.

We are leading experts in monitoring and tracking of assets with our real-time dashboard and global proprietary IoT Orion, The Realtime Data Network™.

We are industry leading experts in the delivery of NCSC aligned Zero Trust Networking, across a range of government departments.



Public Sector Specialists

Our staff are either from senior consultancy and service delivery backgrounds, or a Senior Civil Service CxO.

This gives us a broad sector experience and specialism in helping Public Sector become Digitally Transformed™

We know what good looks like!



Aligned to Best Practices

We are UK leaders in harnessing the power of open standards to improve services, to innovate and reduce cost. We are aligned to the GDS Technology Code of Practice and deliver against NCSC best practice design principles.



Specialist Divisions

With discrete divisions, we provide professional services, software as a service, DevOps, ServiceOps, real-time asset monitoring and reporting, and over 200,000 IoT devices on the secure global Orion IoT data network.

**Part of the Smarter Technologies Group.
Big Enough to Deliver – Small Enough to Care!**

We offer the sharpness of focus and specialism that you would expect from a smaller organisation whilst drawing strength and breadth of capability from a large corporate supplier.

Onboarding

Every assignment is different, but we have processes in place to bring our experts onboard quickly and effectively without disrupting your existing work programmes.

From understanding the requirements through to agreement and engagement should take no longer than a few days.

Our agile approach and multidisciplinary experts are on hand to hit the ground running.



Properly Understand the Requirement

So that we provide the right resources with directly relevant experience at an appropriate level of seniority



Protect Team Availability

Ensuring our team have committed time for the assignment and will deliver the outputs in the desired timescales



Protect Team Availability

Based on our previous experience, we can often suggest alternative solutions or additional areas of scope which will deliver greater benefits (or low cost-Savings) over time.



Service Scope

Ensuring that the scope of the service to be delivered is properly quantified. This means not only agreeing the logistics (e.g. deliverables, timescales, quality criteria, etc.), but understanding your constraints, sensitivities and key drivers to ensure the outputs we provide fully match your expectations.



Review / Agree Engagement

After the initial discussions and planning, you will have the opportunity to review and amend the proposed engagement. This includes reviewing the proposed technical and non-technical consultants and, if appropriate, meeting for an initial discussion in order to feel comfortable that the chemistry works.

We adopt a similar philosophy when off-boarding members of our team. The process is highly consultative to ensure that you are fully aware of the exit plans. Ultimately, we want you to be satisfied all objectives have been met (including mentoring and transfer of knowledge to relevant stakeholders, where appropriate) before concluding the project. There are not usually any associated costs with offboarding to a new supplier, or to in house service teams.

Ordering Process

By your side, at every step!

We have delivered similar services to many UK Public Sector organisations and are here to help and advise.

We can help you through the whole procurement process, in order to procure services in compliance with the Digital Marketplace Buyer's Guide.

Ordering Process

We are an experienced Digital Marketplace frameworks contractor. Upon engagement, we will discuss and validate your requirement and scope of work and support you through the completion of the Call Off Agreement.

We will then set up a mutually acceptance start date and commence work.

Invoicing will either be based upon the SFIA rate card agreed, or the per unit cost of the agreed scope of service. Payment terms are 30 days and payable either by BACS or GPC card.

Customer Responsibilities

For any given call-requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, inputs to critical review processes, etc.) and agree these at the start of the work.

Service Description

Manage your assets with real-time cloud tracking and surveillance using the real-time data network Orion. Track your assets in via our user-friendly dashboard and receive actionable data on any measurable factor for improved operational efficiency. Our API enables swift integration and data share. Also applicable to asset security and recovery.

What Can It Do?

Features

1. Real-time estate overview of all assets
2. Asset protection, monitoring, tracking, recovery and security solution
3. Quick to install and integrate easily into your existing systems
4. Easily and quickly scalable
5. Real time tracking of staff and lone workers
6. Outperforms Wi-Fi, Bluetooth, 2G/3G/4G, LoRa, SigFox, CLoT and ZigBee
7. Retrofittable kit with 10-year batteries included
8. Monitor temperature, air quality, water, gas, electricity, and more
9. Signal can penetrate through containers or buildings unlike GPS
10. Real-time asset audit and visibility independent of GSM



Benefits

1. Public-Sector, UK Gov, MOD and NHS Digital experience
2. High emphasis on security, governance/compliance
3. Total visibility/control provided by real-time asset location and status data
4. Secure by design and aligned to NCSC principles
5. Dramatically reduce operational costs
6. Cloud-based automated legionella compliance
7. Easy-to-publish reporting with historical logs
8. Real-time data on temperature; location; pressure; tilt; movement; moisture; toxicity
9. Can be scaled to any size with ease
10. The right-data to achieve business outcomes and innovation

Our Experience



Where Have We Done It Before?



We have used these techniques with clients on varying projects focusing on emerging technologies and how they can be used to address user needs.

For example, recent high-profile projects with government and military where we tracked mission-critical assets across and between sites with real-time monitoring and alerting.

Contact Details:

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