

**iTrackPPE – Service Definition Document (G-Cloud 15)**



INTELLIGENT ASSET MANAGEMENT & TRACKING

**Cloud Software (SaaS): Intelligent RFID & QR  
Code Asset Tracking and Compliance  
Management**

## 1. Service Overview

iTrackPPE Limited provides an intelligent, cloud-based asset tracking and lifecycle management solution utilising combined RFID and QR code technology. Designed for organisations with risk-critical assets, the platform delivers real-time visibility, auditability, and operational assurance across the entire asset journey – from procurement to retirement.

Our solution is built on a scalable, secure architecture and supports bespoke configuration to meet the exact compliance, reporting, and operational workflows of your organisation.

iTrackPPE is delivered as a fully managed SaaS platform, supported by our end-to-end service package: **iTrackCompleteCare**.

## 2. Key Features & Capabilities

### 2.1 Real-Time Asset Tracking

- Continuous monitoring of operational equipment, PPE and specialist assets.
- Real-time location, status, and compliance condition.
- Enhanced control over asset movements and operational readiness.

### 2.2 Intelligent Asset Management

- Automated and manual RFID/QR transactions.
- Accurate recording of asset use, inspection, testing, and repairs.
- Reduction in lost, misplaced, or non-compliant equipment.

### 2.3 Individual Asset Passport

- Full cradle-to-grave history for each asset.
- Deployment, use, maintenance, repair and testing history stored in one place.
- Complete audit trail supporting regulatory and governance obligations.

### 2.4 End User Passport

- History of all assets assigned to each individual user.
- Tracking of exposure during operational activity and contamination events.
- Full decontamination record, supporting safety and assurance processes.

## 2.5 Predictive and Modelled Distribution

- Identifies optimal placement of assets across stations, sites, stores, or teams.
- Helps avoid shortages and ensures demand-led distribution.

## 2.6 Enhanced Efficiency Through RFID Automation

- Reduces staff time required for stock checks and audits.
- Provides immediate visibility of inventory levels.
- Supports high-volume, high-accuracy scanning environments.

# 3. System Architecture & Configuration

## 3.1 Flexible, Scalable Cloud Architecture

- Fully cloud-hosted SaaS; no local server infrastructure required.
- Secure, scalable and resilient.
- Designed for organisations with complex workflows and multi-site operations.

## 3.2 Bespoke Configuration

iTrackPPE works with your organisation to configure:

- Data capture requirements
- Asset categories, workflows and business rules
- Permissions, user roles and approval processes
- Reporting and dashboards
- Integration requirements

The system is adapted to your operational needs, rather than expecting your organisation to change its processes.

# 4. RFID / QR Tagging Technology

- Combined RFID + QR tags designed for harsh, high-temperature and contaminated environments.
- Tested for durability and long-term accuracy.
- Compatible with Zebra Technologies mobile and fixed RFID readers.
- iTrackPPE is an Elite RFID ISV, ensuring world-class performance and support.

## 5. Mobile and Fixed Device Options

Your organisation may use:

- Mobile RFID-enabled smartphones and rugged devices (Android/iOS)
- Zebra RFID sleds
- Fixed RFID portals for automated muster, workflow, or laundry/cleaning processes

All devices supplied by iTrackPPE can be configured, deployed, and supported under **iTrackCompleteCare**.

## 6. iTrackCompleteCare

A comprehensive support package providing:

- Single point of contact
- Full system monitoring and maintenance
- Proactive issue resolution
- Software updates and enhancements
- Device configuration support
- User administration support
- Rapid response to operational incidents or device failures

iTrackCompleteCare ensures seamless, reliable operation throughout the contract.

## 7. Asset Issue, Tracking & Compliance Application

The platform enables your organisation to:

- Issue, return and transfer assets
- Capture condition, contamination status, repair needs and testing dates
- Generate real-time compliance dashboards
- Maintain accurate stock and location records
- Support audit, assurance and governance processes
- Configure data capture fields unique to your organisation

## 8. Contamination & Safety Innovation

iTrackPPE supports end-to-end traceability for contaminated PPE through:

- RFID-enabled collection units
- Sealed container workflows
- Traceability from incident → bagging → transport → cleaning
- Full audit trail to protect users from harmful exposure

Designed to support modern firefighter and operational safety guidance.

## 9. Seamless Integration & Data Sharing

iTrackPPE provides:

- RESTful open API
- Secure one-way or two-way integrations
- Connection with HR, training, ERP, inventory, maintenance or incident platforms

Supports your organisation's digital ecosystem without requiring proprietary systems or closed architectures.

## 10. Implementation Approach

iTrackPPE provides a fully managed onboarding and implementation programme including:

- Discovery and requirements gathering
- Asset hierarchy and configuration setup
- Data migration support
- Tagging plan and device configuration
- Training for end users, supervisors and administrators
- Deployment milestones and acceptance testing
- Go-live support and early-life care

Projects are delivered in partnership with your organisation, using co-designed milestones and deliverables.

## 11. Service Levels & Support

- Standard support hours: **07:00–19:00, Monday–Friday (UK time)**
- Out-of-hours incident response available as an optional enhancement
- Online ticketing, phone support, email support
- Proactive performance monitoring
- Guaranteed availability under SLA (typically 99.9%)

## 12. Security

- Fully compliant with UK GDPR
- Data encrypted in transit and at rest
- Role-based access controls
- Multi-factor authentication optional
- Regular penetration and vulnerability testing
- Full audit logs retained

## 13. Onboarding & Offboarding

### Onboarding includes:

- Setup & configuration
- Technical integrations
- Data migration support
- Training programme
- Device configuration (if procured)

### Offboarding includes:

- Secure data export
- API-based integrations decommissioning
- Certificate revocation
- Confirmation of deletion after 90 days (or per customer request)

## 14. Pricing Model

Pricing is transparent, modular, and compliant with G-Cloud requirements.

Typical cost components:

- Annual SaaS licence (per asset, per site, or organisational licence)
- Optional mobile and fixed RFID hardware
- Implementation services (fixed price)
- iTrackCompleteCare managed service subscription
- Optional custom integrations

Full pricing is included in your G-Cloud pricing document.

## 15. Benefits to Your Organisation

- **Improved safety** through accurate contamination and exposure tracking
- **Reduced operational risk** with real-time asset assurance
- **Significant staff time savings** via RFID automation
- **Greater auditability** with full asset and end-user passports
- **Better compliance performance** through proactive monitoring
- **Optimised budgets** via extended asset life and reduced loss
- **Scalable and future-proof** to support long-term digital transformation

## 16. Long-Term Partnership Approach

iTrackPPE aims to work as a trusted partner to your organisation, continuously improving system performance, workflows, and reporting. The solution is designed to grow with operational needs, supporting evolving regulatory, safety, and governance requirements.