

GC15 Service Definition Document

Service: AssetWatch

Service Description

Enables Public Authorities to register serial numbered property assets such as laptops, phones, tools, components and replacement stock. Assetwatch monitors second-hand trade, retail exchange, logistics, police, insurance & other avenues through which property is sold, exchanged or investigated. When we see activity, we notify the authority registered as the owner.

Effectively, registration of assets says, “this item is not for sale”, and we both prevent attempted sales and alert the owner. This is particularly effective at highlighting employee dishonesty, stock leakage and other asset theft before the authority may realise it’s gone. As a result, it also reduces fraudulent insurance claims and acts as a deterrent to all manner of dishonesty. In the event of genuine loss or theft, registered property is already being monitored and reported on when seen. Visibility of these registrations is unrivalled, being fully integrated with UK police and insurer systems and global insurance and trade outlets. Whatever goes missing from your organisation, a registration on this service is the most effective way to locate it and gather evidence about its movement.

Backup, Restore, Disaster Recovery

We operate multiple redundant compute, storage and front-end systems, auto-scaling to balance load. Backups are achieved through multiple copies of data replicated in real time. Restoration is not necessary, in the event of failure, inoperable nodes are removed and rebuilt through the normal replication process. Disaster recovery is similarly operated, being mitigated by the use of multiple data centres.

Onboarding and Offboarding

Onboarding for web UI users involves simply registering online for the service, their organisation having been granted registration capability by virtue of purchasing a licence. Offboarding for users consists of simply not using the service and after a period of inactivity their account will be disabled until such time as it is reinstated or removed permanently.

Constraints

The registrant organisation must have legal title to the items and must remove them from the service when that legal title is transferred.

Support

Support requests should be sent to support@recipero.com. We will provide phone support on occasion in response to tickets raised by email. We aim to provide answers or clarifying questions within one business day of a support ticket being raised.

Technical Requirements

Only a modern web browser and an internet connection is required to access this service.

Outage and Maintenance Management

This is not an operationally critical system. Outages do not risk harm to persons or time-critical delays to business-as-usual operations. In the event of unavailability, users will be notified by email to relevant contacts.

Hosting Options and Locations

We host in multiple diverse locations in the UK, EU and USA. Users do not have options over this.

Access to Data (upon Exit)

Usage logs are always retained. They become the property of the vendor during use of the service. There are classes of data that users may submit through the service. We will dispose of this data if requested to do so in accordance with our Terms and Conditions but for security, those terms exclude extracting or returning the data. To this end, user must not submit data that they do not securely store elsewhere. We should only ever hold a copy of data.

Security

All our systems are managed (and audited by UKAS approved auditors) to ISO9001 and ISO27001 at a minimum, with CHECK approved penetration testing for systems containing sensitive data.