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G-Cloud15
Access Maintain
Service Definition

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1 Service Overview

Access Maintain Evo - Cloud-Based Facilities Management Software
Access Maintain Evo is a cloud-based Computer-Aided Facilities Management solution that transforms reactive maintenance operations into proactive, intelligent facility management. Built specifically for multi-site organisations in hospitality, leisure, and public sectors, the platform provides comprehensive visibility and control over all maintenance activities, enabling organisations to reduce costs, prevent equipment failures, and maintain regulatory compliance across their estates.

Job Management and Workflow
Access Maintain Evo provides end-to-end job management accessible via desktop, mobile, and tablet devices. Users can log maintenance requests, assign jobs to internal teams or external contractors, track progress in real-time, and close completed work with full documentation. Mobile functionality includes offline capability, photo upload, asset tag scanning, and on-site updates. The platform automates job allocation, contractor notifications, approval workflows, and invoice processing, eliminating manual administration and accelerating response times.

AI-Powered CoPilot Assistant
The integrated AI CoPilot guides staff through systematic troubleshooting via targeted questions, enabling non-technical personnel to resolve issues without immediate contractor escalation. When contractors are required, the CoPilot automatically generates comprehensive job briefs containing technical specifications, asset history, and fault diagnostics, improving first-time fix rates and reducing unnecessary callouts.

Intelligent Alerting and Preventive Maintenance
The platform monitors asset performance and maintenance schedules, generating proactive alerts when equipment shows degradation signs or when planned maintenance is due. Alerts include contextualised summaries, risk assessments, and recommended actions. The system analyses historical performance data to identify failure patterns, enabling preventive intervention before breakdowns occur and supporting the transition from reactive to planned maintenance strategies.

Contractor and Supplier Management
Maintain approved supplier lists with pre-agreed rates and service level agreements. The platform recommends contractors based on historical performance metrics including first-time fix rates, response times, and cost-effectiveness. All contractor documentation including insurance certificates, accreditations, and health and safety certifications is stored centrally with automated expiry tracking, ensuring continuous compliance. Job allocation, quote approval, work authorisation, and invoice processing are managed through the platform with complete audit trails and upfront cost visibility.

Compliance Management

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Automate compliance management for statutory inspections, planned preventive maintenance, and regulatory testing. Configure maintenance schedules aligned to manufacturer recommendations and regulatory requirements. The system generates automatic reminders, tracks completion, and stores digital evidence including certificates, test results, and inspection reports, creating comprehensive audit trails demonstrating regulatory compliance.

Asset Management and Lifecycle Planning
Comprehensive asset registers capture equipment specifications, installation dates, maintenance history, performance data, and associated costs. Track total cost of ownership for individual assets, enabling informed repair versus replacement decisions. Asset performance analytics identify high-maintenance equipment, recurring faults, and cost outliers, supporting strategic capital planning and procurement decisions.

Reporting and Analytics
Real-time visibility of maintenance activities, costs, and performance across single sites or entire estates. Standard reports cover job status, contractor performance, spend analysis, compliance status, and asset performance. Customisable dashboards enable different user roles to access relevant information. The platform tracks key performance indicators including response times, completion rates, cost per site, contractor performance metrics, and compliance adherence.

Procurement and Inventory Management
Order goods, parts, and equipment directly through the platform, linking purchases to specific maintenance jobs or assets for complete traceability. Manage inventory levels for commonly used parts, generate reorder alerts, and track usage patterns to optimise stock holding and reduce emergency purchases.

Key Benefits
Organisations typically achieve a minimum 10% reduction in maintenance costs through improved contractor management and optimised planned maintenance, with average savings of £1,800 per site annually. Pre-agreed contractor rates eliminate inflated callout charges, while preventive maintenance strategies reduce emergency callouts. Workflow automation delivers significant administrative time savings, with clients reporting reductions of thousands of hours annually. AI-guided troubleshooting enables faster issue resolution, while intelligent contractor allocation improves first-time fix rates. Mobile accessibility enables on-the-go management for operational teams. Automated certificate tracking and audit-ready documentation enhance compliance capabilities. The early warning system prevents costly equipment failures, while complete audit trails ensure regulatory inspection readiness. Organisations reduce the risk of engaging non-compliant contractors through automated validation. Preventive maintenance strategies extend equipment lifecycles, while comprehensive cost tracking enables data-driven repair versus replacement decisions. Intelligent

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monitoring improves asset performance, and detailed cost analysis supports better capital planning.

Real-time oversight across the entire estate from a single platform provides transparent cost visibility before work commences. Performance benchmarking capabilities compare sites and contractors, while executive dashboards support strategic decision-making.

Measurable ROI is typically realised within 3-6 months of deployment. The solution has a proven track record with an 84% client recommendation rate, delivering tangible cost savings and operational improvements.

2 Onboarding

Our FlightPath services have been designed to be remote first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face-to-face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product eLearning, so your users can learn our products at their own pace.

Our remote first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation program from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We use these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

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Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team. The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution. To ensure The Access Group can continue to support all our products, we have made sure 100% of our support teams can work securely and seamlessly from home. We have increased the capacity of our telephone system so support teams can be contacted wherever they are working using our usual support phone numbers.

Full details of our Flightpath implementations for Access Maintain can be found here.

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

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Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here Access Customer Success Plans

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

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5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specialising in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 12 Months, financial data is kept for 7 years.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	1 year for non-financial data /7 years for financial data

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The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing
We undertake a restore test automatically on a weekly basis.

DR Testing
We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server
SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server
In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours.

Single Virtual Machine Failure – SQL Server
In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours.

Complete Primary Datacentre Outage
In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

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7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

As one of our core products Access Maintain has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

10 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.

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