



CausewayOne Digital Tools Service Definition

G-Cloud 15 - Prepared for Crown Commercial Services

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Overview

Causeway is a leading provider of integrated software solutions for the built environment, connecting data, processes, and people across the entire asset lifecycle. Through our **CausewayOne** platform, we are driving digital transformation for over 3,000 customers, including nearly 200 UK Local Authorities, delivering sustainable, efficient, and collaborative solutions that make construction and maintenance flow.

Over the past four years, Causeway has pursued a major acquisition strategy, investing hundreds of millions of pounds to unite leading businesses and technologies serving the public sector. Key milestones include the acquisition of Yotta (2022), one.network (2023), and Buchanan Computing (2024). In 2025, significant development work has further advanced our platform, with major innovations soon to be unveiled to customers and the wider market. These will deliver transformative capabilities for local authorities and their supply chains, and are central to fulfilling the ambitions of **CausewayOne**.

Whatever your role in the built environment sector, we've got you covered - we're used by:



CausewayOne Digital Tools

CausewayOne is a platform that sits across the project lifecycle to unite Causeway technologies, share data and integrate systems and processes. This enables you to join up your specialist areas inside your own organisation and create golden threads of data. We've developed a set of digital transformation applications offering integration, digitalisation and automation across systems, business units and projects.

By relentlessly taking inefficiency out of your organisation, your ecosystem, and your industry, **CausewayOne** improves efficiency, reduces risk and improves operating margins across the built environment. We have developed CausewayOne, a platform that fulfils our vision to create a connected ecosystem to help construction and maintenance flow.

CausewayOne Digital Tools comprises the following services:

- **Causeway Docs** - a cloud-based document storage platform designed specifically for the built environment. It is a secure repository for teams to store, manage and share all project drawings and documents. It is a collaborative environment for your teams to come together and work successfully on projects via in-built approval automation.
- **Causeway Field** - a mobile workforce management solution that connects site and office-based teams through powerful digital workflows. Built on mobile-first principles, Causeway

Field allows you to effortlessly build your own forms and processes, then complete them through the mobile app, which is available on both iOS and Android devices.

- **Causeway Automate** - an application that enables you to join up data from your point solutions (including Causeway's) to any other application or data service. It's the intelligent overlay that surrounds data with automation, workflows, and processes to seamlessly move data where you need it.

Join the industry's first connected ecosystem where everyone can design, trade, build, operate and maintain projects and assets, all behind a single pane of glass.

Benefits

Transform your project approach

Evolve your projects by unifying operations across the entire value chain to ensure smoother project flow, enhanced efficiency, and a solid foundation for success from start to finish.

Make data flow across your projects

Break down software silos and tackle project fragmentation head-on. By allowing key construction and maintenance data to flow across your environment, you can gather real-time insights into your operations, build golden threads of auditable data, and improve your performance at speed and scale.

Enhance your roadmap towards Net Zero

Assess the carbon impact of your procurement activities all from a single platform, drive improvements one project at a time, and help drive your industry and commitments forward, for a more sustainable and responsible future.

Features

Embrace the future

As a fully scalable cloud platform, **CausewayOne** provides the flexibility to adapt to enterprise-grade IT environments, with ubiquitous integration and low-code/no-code capabilities, helping you set the right digital foundations today, and into the future.

Marginal gains, maximum impact

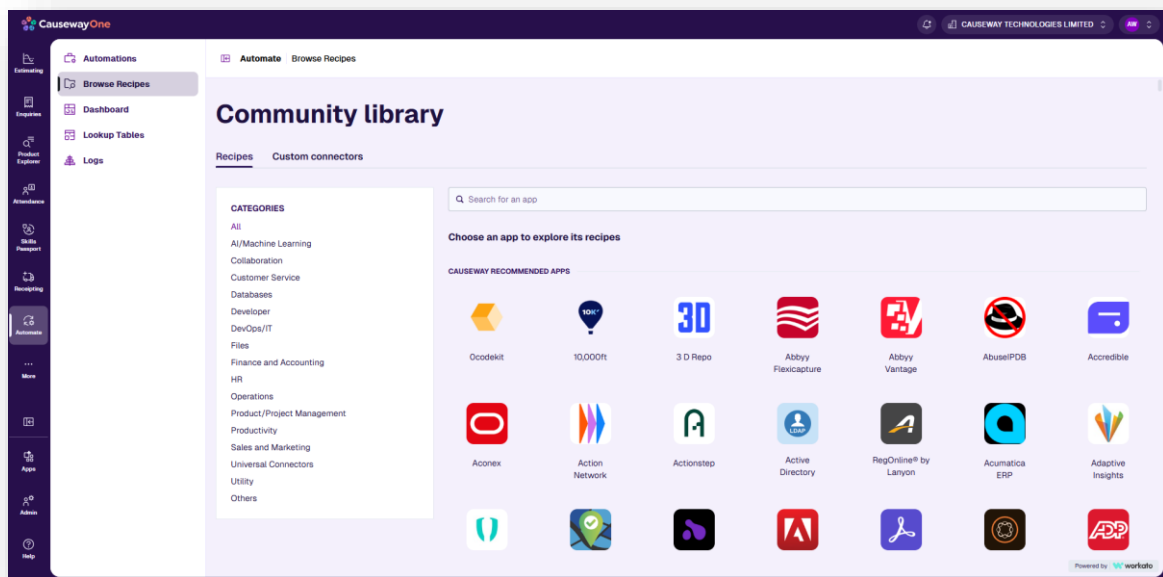
Drive productivity and simplicity with **CausewayOne's** library of pre-built templates, forms, and workflows available out of the box. These ready-to-use resources are designed to simplify project setup and execution, ensuring you can start reducing process friction, achieving targeted efficiencies quicker, exactly where you need them.

Activate golden threads of data

Weave essential data through every aspect of your operations with CausewayOne, connecting disparate units and businesses into a single, comprehensive view to enhance decision-making and project integrity.

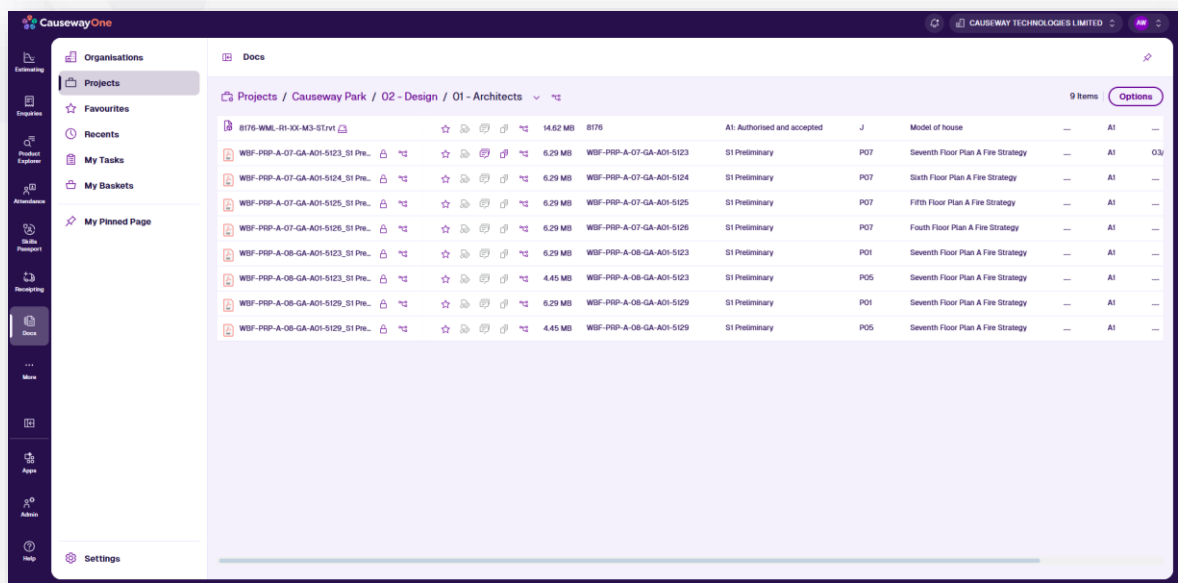
Connect your software ecosystem effortlessly

Leverage **CausewayOne's** compatibility with a wide range of external platforms, including major applications like Oracle, Salesforce, Microsoft365, Sage, and hundreds of other business-as-usual applications. This support ensures seamless integration, enhancing the capabilities of your existing software ecosystem.

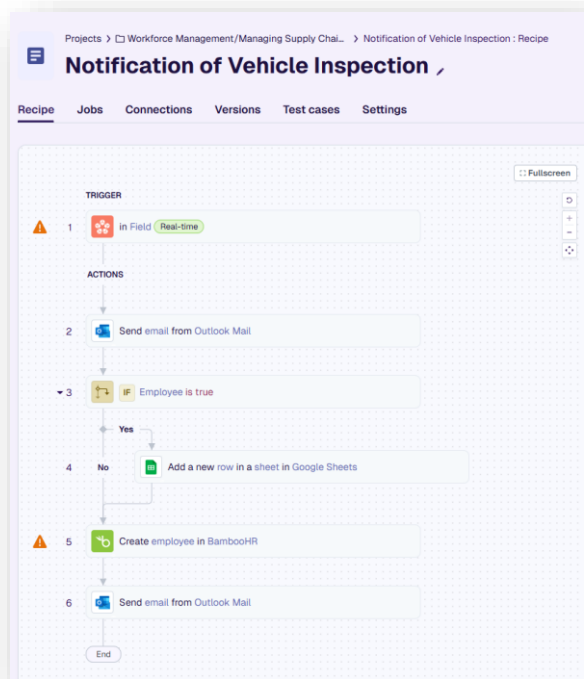


MetaGroups	MetaTags	MetaRules	Extraction Strategy
MetaTags can be grouped together to be applied to folders to categorise documents. The MetaGroups can be configured to control MetaData settings, for example whether or not it is optional or mandatory.			
Job List	+		9 MetaTags
Standard	+		4 MetaTags
Forms	+		1 MetaTags
BIM ISO-196560	+		8 MetaTags
Drawing Number	✓	✓	✓
Suitability Code	✓	✓	✓
Drawing Revision	✓	✓	✓
Drawing Name	✓	✓	✓
Review Status	✓	✓	✓
Size	✓	✓	✓
First Approved Date	✓	✓	✓
Last Approved Date	✓	✓	✓

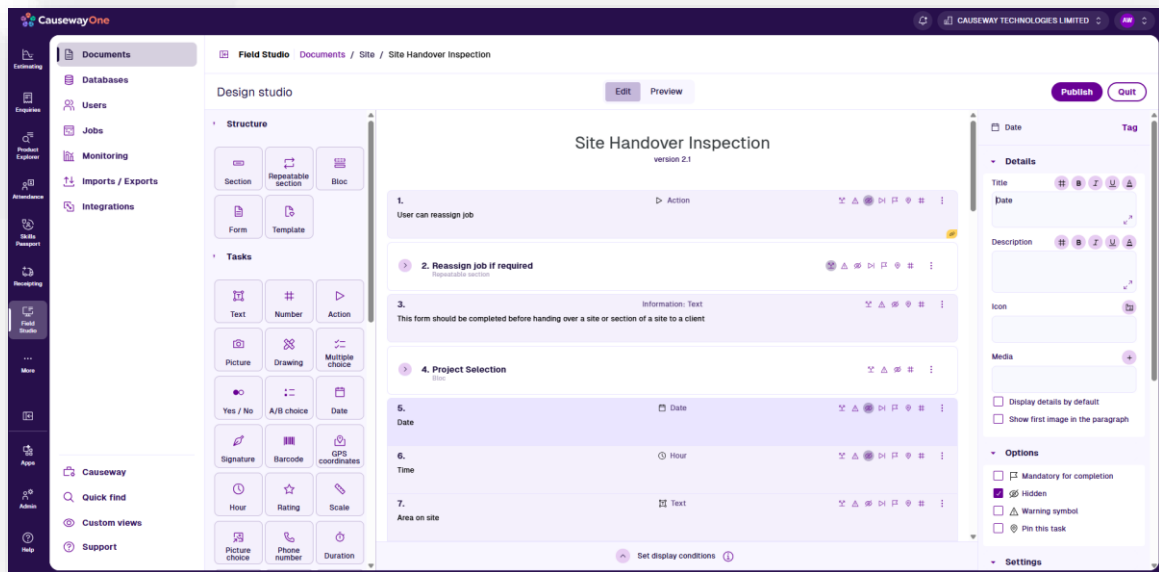
Out of the box ISO-19650 compliance via ready configured project templates. Help ensure project governance and compliance to reduce project risk.



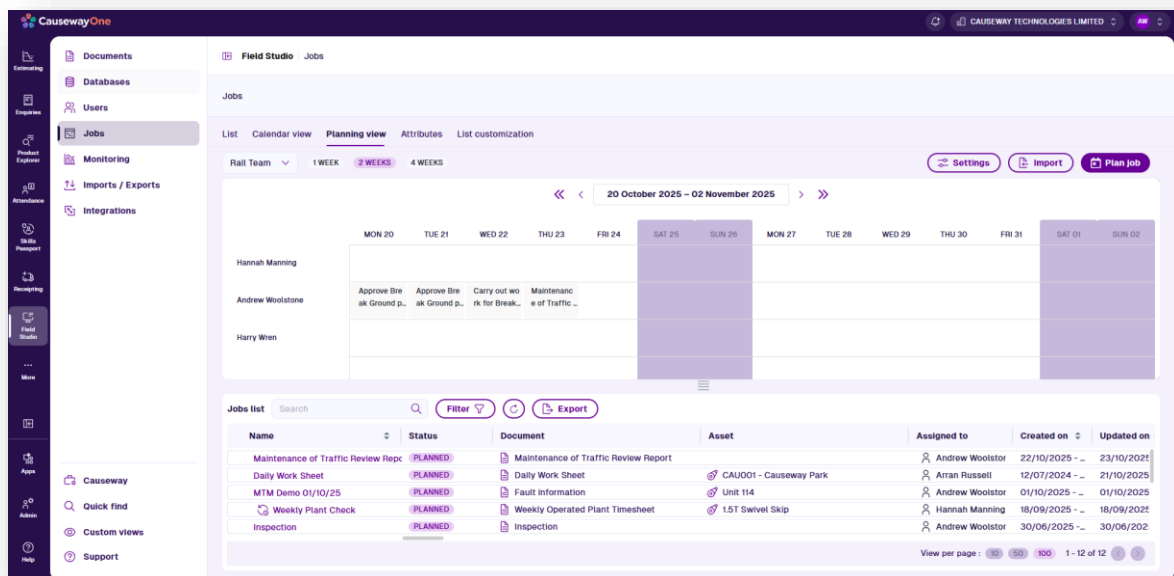
The Common Data Environment (CDE) helps ensure effective collaboration across your organisation, with document and drawing management.



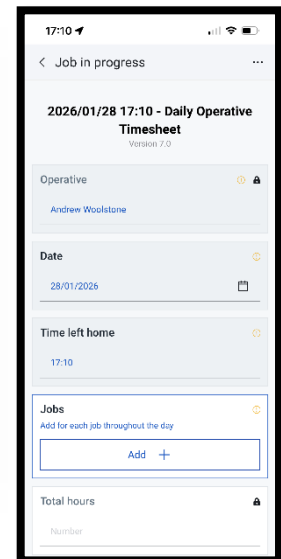
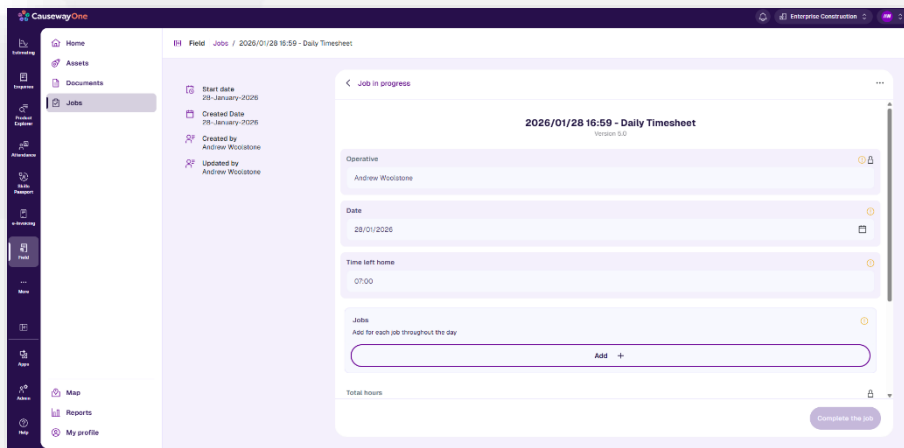
Easy drag and drop features to seamlessly build automations.



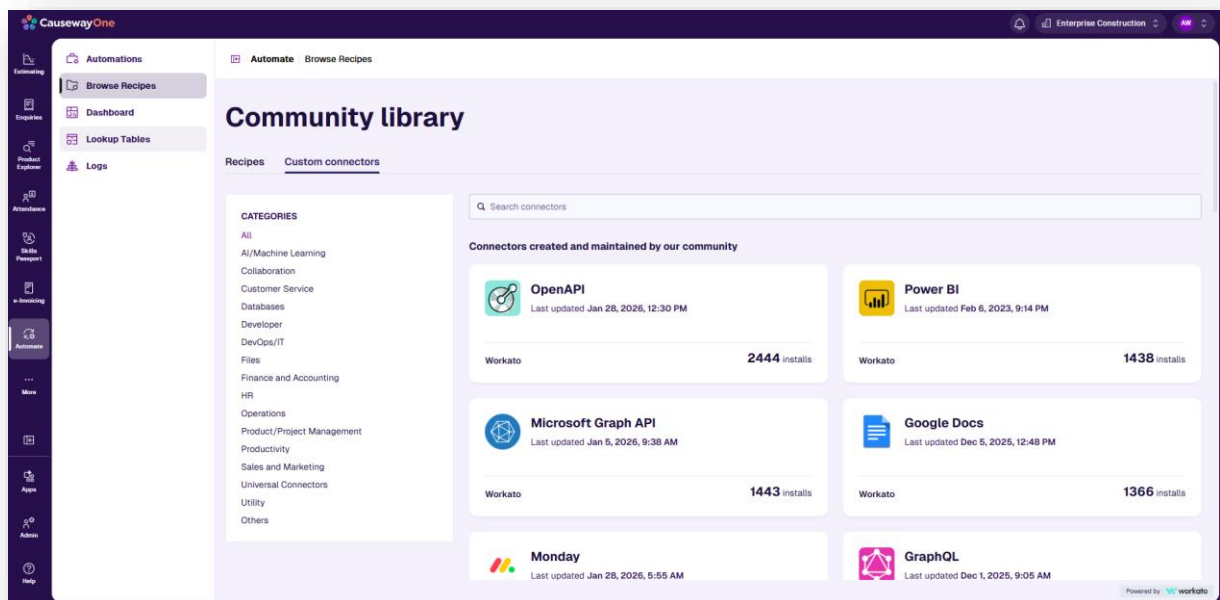
Build mobile forms for both online and offline working, using our intuitive 'no code' form designer.



Support both reactive and planned work for completion of forms.



Then use **CausewayOne** to capture data and track on-site activity.



Make use of over 1,200 external product connectors for cross product automations out of the box.

Services

Our experienced Professional Services team will collaborate with you to implement your software to achieve your organisations outcomes, working in a collaborative manner to deliver your project to the agreed implementation plan.

Scope of Service

Causeway software and associated services are delivered on a Software as a Service (SaaS) basis, in a fully managed public cloud-based environment. This ensures you have access to the services from anywhere with an active internet connection using a suitable web browser or mobile device. Subscriptions, cloud infrastructure, cloud security, product updates, support desk and account management are included within the fees.

Information Assurance

Causeway's Information Security Management Framework ("ISMF") has been developed to maintain the highest standard of confidentiality, integrity and availability of internal, customer and supplier information. Policies are evaluated and reviewed periodically. We use a CREST accredited company to conduct the necessary penetration testing, aligned to OWSAP and other standards, to ensure the service is as secure as reasonably practicable.

Causeway hold ISO27001 certification with appropriate scope for the service. Our products are designed with multi-zone redundancy, with snap shots and back-ups of data taken at regular intervals. Systems are fully monitored with server and database issue/outage alerts and alarms, and the service has a set of SLAs which can be provided upon request.

Onboarding

The approach to onboarding will vary depending on the scope. We will collaborate with you to agree the approach to training and any implementation where relevant (some components require specific configuration). Our G-Cloud pricing will be used in the calculation of the professional services required. A copy of our on-boarding document can be provided upon request.

Implementation Plan

We will collaborate with you to agree an implementation plan once we have reviewed your requirements and agreed the most appropriate approach for deployment of your service. Each implementation plan is tailored to the requirements of the individual project. During the implementation process different skill sets and personnel will be involved, and the roles and skills of the team are aligned to the levels and rates are reflected accordingly.

Training

Your implementation team will collaborate with you to identify learner types, training objectives and advise on a training plan to meet your requirements. This may comprise both standard and bespoke training approaches, and a wealth of training resources are accessible through your online Learning Management System (LMS).

Pricing

Please see the separate pricing document that forms part of our G-Cloud service listing.

Trial Service

A trial service is not available.

Ordering and Invoicing

To discuss your requirements further please contact us at:

www: <https://www.causeway.com/>

email: salesukgov@causeway.com

phone: 01628 552000

To purchase the service, you will need to complete a G-Cloud Call-Off Order Form in addition to providing a valid Purchase Order. Fees will be invoiced on receipt of order and must be paid prior to the commencement of the service.

Please also see the separate terms and conditions document that forms part of our G-Cloud service listing.

Buyer Responsibilities

You are responsible for ensuring that those people you are granting access have a suitable web browser or mobile device to access the service. A minimum specification for mobile devices to run the mobile application can be provided upon request. The service will be subject to a fair usage policy, details of which can also be provided upon request.

User Community

You will have access to a range of in-person and online resources to help enable you to get the most from your investment in our software, including access to:

- Your Account Manager and wider Causeway team.
- The online learning management system (LMS) that gives you access to pre-recorded video training material as well as quizzes and other content to help maintain and expand yours and your team's knowledge of the service.
- The online product help pages for further information and support as well as updates as new features are released.
- The online Ideas Portal, where you can submit your ideas for expanding and extending the product functionality further.
- The online Community Forum, where you can interact with other users, ask questions of them and the Causeway team.

Off-Boarding

Following a request to cease the subscription service in agreement with the subscription terms and conditions, Causeway will cease to provide the service on the agreed date. On termination of the agreement for any reason, all subscriptions granted under the agreement shall immediately terminate and you shall immediately cease all use of the service.

Prior to switching off the service we will collaborate with you to agree an exit management plan, scope, and provide any additional professional services to undertake this, which may include:

- Provision of your data.
- Provision of details of the current service including configuration parameters.
- On the agreed date removing access to the service.
- Agreement of timings to remove all data backups and disaster recovery copies.

Further details of our off-boarding process are available upon request.

For further information please contact

www: <https://www.causeway.com/>

email: salesukgov@causeway.com

phone: 01628 552000