



CausewayOne Network Service Definition

G-Cloud 15 - Prepared for Crown Commercial Services

Contents

1. Overview	3
2. CausewayOne Network	3
2.1. Benefits	4
2.2. Features	4
3. Modules	5
4. Scope of Service	13
5. Information Assurance	13
6. Onboarding	13
6.1. Implementation Plan	13
6.2. Training	13
6.3. Pricing	14
6.4. Trial Service	14
6.5. Ordering and Invoicing	14
6.6. Buyer Responsibilities	14
7. User Community	15
8. Off-Boarding	15

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 Network

Our unique road management software solution, **CausewayOne Network**, transforms how highway authorities, utility companies and contractors plan, coordinate and communicate traffic interventions. The service plays a critical role in maintaining a resilient road network by equipping you to minimise disruption as you deliver essential works and infrastructure programs.

CausewayOne Network is built for collaboration across the following key stakeholder groups:

- **Highway authorities and agencies** - We help highway authorities create more resilient networks, with end-to-end solutions for all traffic interventions, and cloud-based road management software to better monitor and react to events in real-time.
- **Contractors and asset managers** – We help contractors and asset managers stay ahead of the curve through better planning, application and coordination works that they are responsible for delivering.
- **Utility organisations** – We help leading utility companies unlock efficiencies across the street works lifecycle, enhancing collaboration, increasing customer satisfaction, and reducing the cost of failure.

Benefits

Reduce congestion

Enable enhanced planning and coordination, reducing the impact of roadworks on others. With live route monitoring solutions, users can react and diagnose disruptions more efficiently.

Improve safety

Ensure active works and live incidents are better coordinated in real-time, allowing teams to influence driver behaviour with direct navigation integrations to alert road users.

Unlock efficiency

Standardise critical processes like Temporary Traffic Regulation Orders (TTROs) and automate communications tasks, allowing you to reduce the burden on your team with digital workflows that increase efficiency by up to 63%.

Engage stakeholders

Improve communication with the public and your key stakeholders through automated documentation creation and email alerts regarding traffic updates, saving time, increasing visibility and keeping everyone updated.

Ensure DTRO compliance

CausewayOne Network enables authorities and works promoters to easily create and manage DTRO compliant Temporary Traffic Regulation Orders and seamlessly integrate with government services and third parties.

Features

Coordinate activity

Use real-time, historic and upcoming road event and works data so that highway authorities, contractors and utility companies can coordinate better, reduce clashes and minimise disruption to the public.

Plan and apply for works

Work with crucial datasets, enabling faster works planning evaluation and permit applications to improve planning approval rates so that more vital works get completed.

Protect key routes

Cost-effectively monitor your network with easy-to-deploy browser-based solutions that make it easier and cheaper to react to and diagnose disruptions.

Modules

Essentials

Essentials is the core package for highways authorities. This provided you with total visibility of all road and street works data. Access the complete **CausewayOne Network** map, with unrestricted visibility of over 100 data layers, covering: Live Incidents, Road Closures & diversions, Roadworks, Traffic Restrictions, Weather, Public Events and Public Transport.

This includes full access to our Driver Information and Operational data layers:

- NSG
- Bridges and restrictions
- Level Crossings
- Traffic Signals
- S58 and S85 restrictions
- School Streets
- Lane Rental Schemes
- Priority Routes
- Clean Air Zones
- Car Parks
- EV Charging Points
- Traffic Cameras
- Traffic Information Signs
- Winter Gritting Routes

Up to 10 years of historical roadworks data: Use the Historical Map to review and analyse up to 10 years of historical roadworks data on the Map.

D-TRO Compliant Traffic Management Module: Create, plot, and publish road events and TTROs, complete with key documentation and traffic management interventions, on the Causeway map, which serves over 32m public queries annually.

Complete visibility of your TTROs with the TTRO Hub: Access dedicated workspace to create, track and manage TTROs with ease. You can filter by status or location, switch between list and map views, assign coordinators, and keep everything organised in one place.

Automatic Diversion Route Tool: Automatically generate diversion routes for your road closures with our intelligent diversion engine, reducing road closure and diversion planning to less than three minutes.

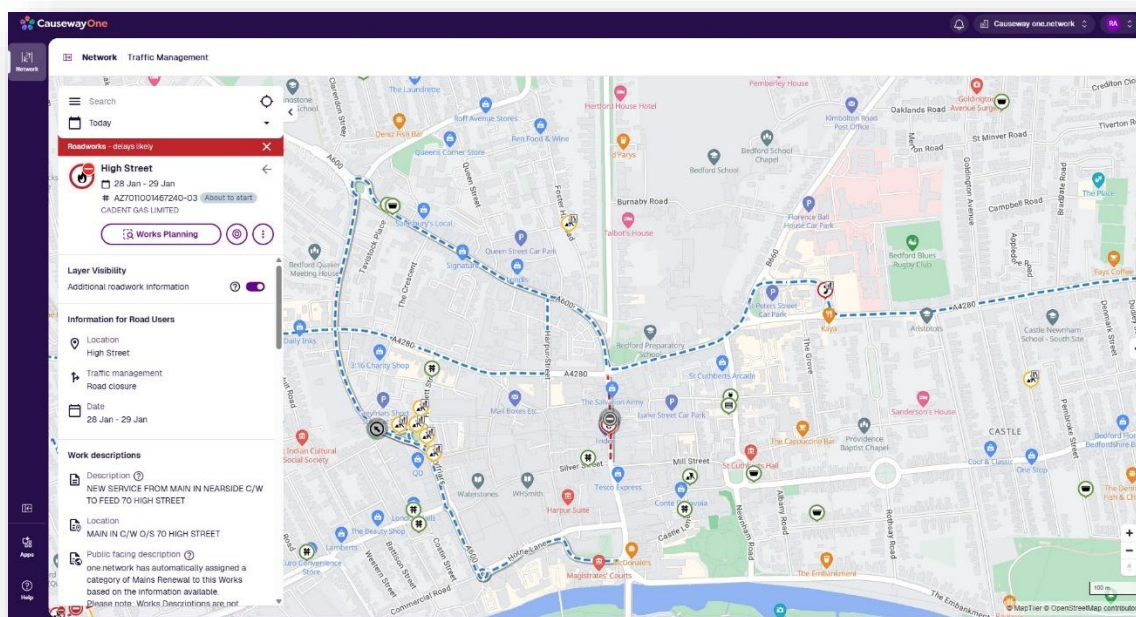
Works Planning Freemium: The freemium version of our Works Planning tool rapidly assesses the feasibility of your street works, collating all the relevant critical data relating to your project and presenting it back to you in the click of a button.

Advanced filtering options: Manipulate the data you can see on the map with unlimited use of our Advanced Data Filters: Traffic Impact, Work Status, Permit Status, Sector, Responsibility and Traffic Management Type.

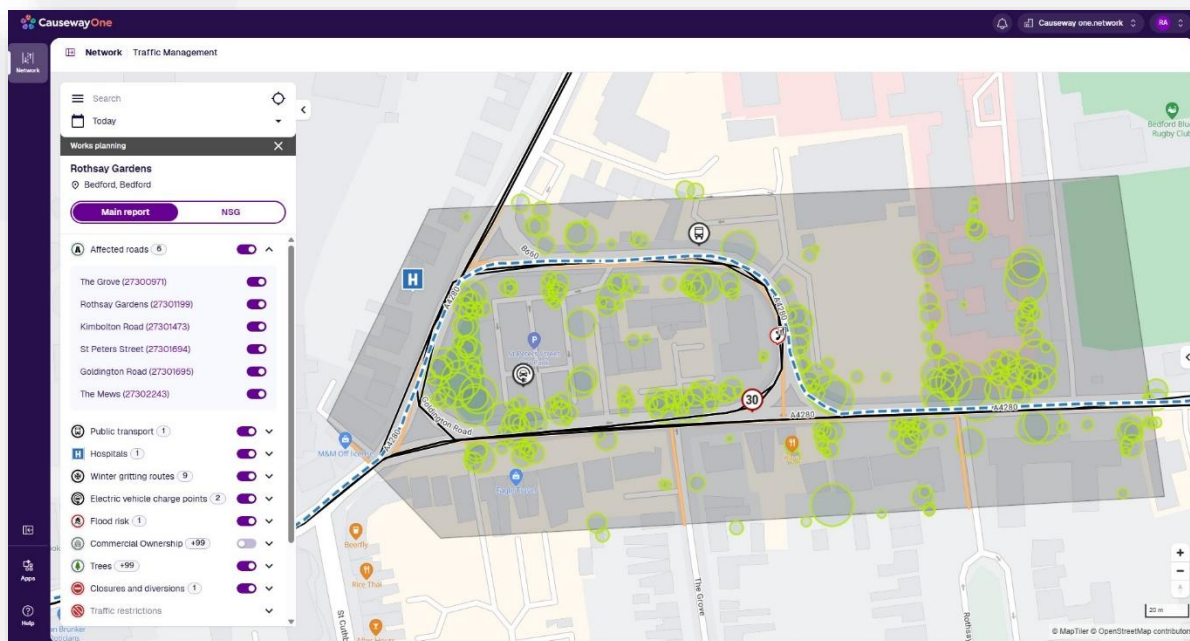
There are many benefits to this approach, including:

- Faster and more effective coordination, helping stretched street works teams to manage increasing volumes of permit applications without raising headcount, whilst improving the quality of life for existing staff and reducing potential for errors.

- The ability to view not just what is happening now but to also be able to look forward to view planned works increases the accuracy and effectiveness of works planning and reduces disruption for the road user.
- Access to historic permit information for resolving disputes, managing liability, and understanding past works to better plan future works and traffic management.
- Cross-boundary collaboration and co-ordination is possible as neighbouring authority works are viewable also on the map, where permission is provided.
- Reduction in the time to manage TTROs and TM plans (with DTROs capability currently being developed). Flintshire County Council are saving 25 days a year managing TTROs.
- Better communications with the public, including channel shift to the self-service map, reducing inbound enquiries, and providing a better experience to road users. London Brough of Croydon reduced street works contact centre enquiries by 40% through better communications.
- The plotting and communication of LTNs and School Streets, to avoid clashes when approving permits and Traffic Management Plans, and to inform the public. London Boroughs of Enfield and Havering are good examples of this.
- Visualising Lane Rentals Networks to support the correct permits and fees when approving works.
- Full D-TRO compliance for TTROs.



Works Planning functionality enables rapid desk-top risk assessment of works sites early in the planning process prior to visiting site, resulting in better decisions being made around scheduling, permitting and safety.



It allows planning teams to identify common issues affecting the viability, cost, timing, and safety considerations involved in successfully completing a job. It helps to reduce aborted works, re-plans, overruns, rejected permits, traffic management compliance failures and FPNs, through better planning early in the process.

The **CausewayOne Network** Essentials package also includes the TTRO Hub, that provides dashboards for reviewing and approving TTRO applications.

ID	Name	Type	Submitted	Expiry	Responsible	Last Updated	Assignee	Pay Status	Status	Chat
TTRO-2377	Submit a TTRO	Planned	23/06/2025	not set	Openreach	26/06/2025	Approving team	Pending	CANCELLED	
TTRO-2444	Hutton Ave Closure	Planned	23/06/2025	26/06/2025	Openreach	30/06/2025	unassigned	Pending	APPROVED	

Many highways authorities and works promoters have built on the value of the Essentials package by utilising additional capabilities available on the **CausewayOne Network** platform to monitor live traffic, plan events, better communicate with the public, detect clashes on key routes, and more. The following capabilities are optionally available once you have the Essentials package.

TTRO Portal

The TTRO Portal unites internal departments, utilities, and contractors within a single, intuitive environment, replacing fragmented and paper-based processes with a modern, compliant workflow. It delivers full D-TRO compliance in line with DfT requirements, ensuring that you remain at the forefront of digital transformation and regulatory readiness. By consolidating all TTRO applications, communications, and approvals in one place, the Council gains improved visibility, transparency, and coordination across its network operations.

Key benefits include:

- **End-to-end digital workflow:** Streamlines submission, validation, and approval of TTROs, reducing manual input and processing time.
- **Improved collaboration:** Enables utilities, internal departments, and neighbouring authorities to coordinate activities seamlessly.
- **Enhanced compliance:** Ensures adherence to D-TRO standards and future-proofs operations against regulatory changes.
- **Public transparency:** Automatically publishes approved closures and restrictions to public maps and navigation systems, reducing enquiries and complaints.
- **Operational efficiency:** Minimises duplication, enhances data accuracy, and lowers administrative burden.

The TTRO Portal is a key component of the Causeway D-TRO ecosystem, which also includes **CausewayOne Network** and Causeway ParkMap. Together, these deliver a connected, low-risk, and future-proof platform that unites Traffic Regulation Orders, permits, and road network data - giving authorities complete control and visibility in one integrated solution. By adopting the TTRO Portal, customers will extend the value of their existing Causeway investments, streamlining operations, ensuring D-TRO compliance, and enhancing the service delivered to residents, utilities, and road users alike.

Content Management

The Content Management capabilities of **CausewayOne Network** have been designed to help you improve communications with all stakeholders, including the public, councillors, and other staff. Key capabilities that this module brings include:

- Customisable embed maps which also support a 'news ticker'. There are no limits to these and can be customised for different purposes, such as to show events (when used with the Events Module), and Car Parks (where data has been provided).
- The ability to add custom content to permits; this can be default, generic information added to all permits, bespoke (typically for larger projects), and can be automated, with 'auto categorisation' of works making it easy to attach content with no input needed from staff.
- Sentiment analysis within the callouts.
- QR code generation for links to permits.
- The ability to download and analyse visitor statistics.

The benefits of this approach include:

- Much greater channel shift, with the public and councillors able to view customised embedded maps with news tickers.
- Greatly reduced administration for users providing communications, with easy-to-use interfaces, and automatically categorising works and attaching additional data.
- Reduced network enquiries from the public and Councillors, with overall better communications capabilities, and the ability to bust jargon on permits.
- Better insight from users of the public facing map.

Events

The Events module enables your teams to create and communicate details about events on the **CausewayOne Network** map such as marathons, triathlons, cycling events or concerts etc, and their related TM plans. When used in conjunction with Historic Map and Traffic Replay, you can easily go back and look at the impact that these events had on the network. The Events module enables you to increase the awareness of the events being hosted within your jurisdiction as well as minimise road network disruption and reduce the time needed to undertake queries and assess the impact to the events for future planning purposes.

Live Link

The Live Link capability of **CausewayOne Network** enables highway authorities to communicate the opening and closure of roads at the touch of a button, including from a mobile app, so that this can be done by someone on site. Live Link sends the road closure (and opening) out to the major satellite navigation and commercial mapping systems so that road users quickly get the diversions straight to their navigation systems. The module is a particularly useful for communicating with the traveling public and wider stakeholders where incidents on your road network cause temporary accessibility issues, e.g. due to localised flooding or other incidents that impact the movement of traffic.

Traffic Disruptions API

The traffic disruptions API is a unique national data resource and provides access to current and planned roadworks, incidents, public events, and temporary traffic management such as road closures, diversion routes, lane closures, to enable this data to be consumed into third-party software applications.

Reports

The Reports module provides you with the ability to easily generate reports of past, current and future works or events by road, works sponsor or utility company in any given area, including those overseen by neighbouring authorities.

Signage

The Signage capabilities of **CausewayOne Network** have been designed to help you fulfil the need to produce simple outline plans for review through to full compliant drawings through the use of additional functionality provided in the Signage layout palette tool. This allows you to annotate maps from within the platform, adding and adjusting icons, direction of travel arrows, using an in-built measurement tool and incorporating additional text and other features that support your communication needs.

Works Planning Premium

The **CausewayOne Network** Essentials package includes the Core Works Planning capabilities. We are also able to provide you with a number of premium data sets that can be licenced, to increase the planning information available through the platform. These are typically, but not limited to, details of infrastructure assets, environmental hazards, service routes and ownership information. Use of this capability helps:

- Provide all works planning information in a single location, providing significant efficiencies for staff reviewing permits and doing any works planning on the network.
- Provides access to NSG data on the map, whilst in the works planning view.
- Reduces the chances of issues arising due to insufficient information available around the works.
- Makes onboarding and training staff easier, with fewer systems and data locations, and all required information in the easiest, most intuitive location.
- May provide the potential to rationalise other solutions / sources of information and licenses.

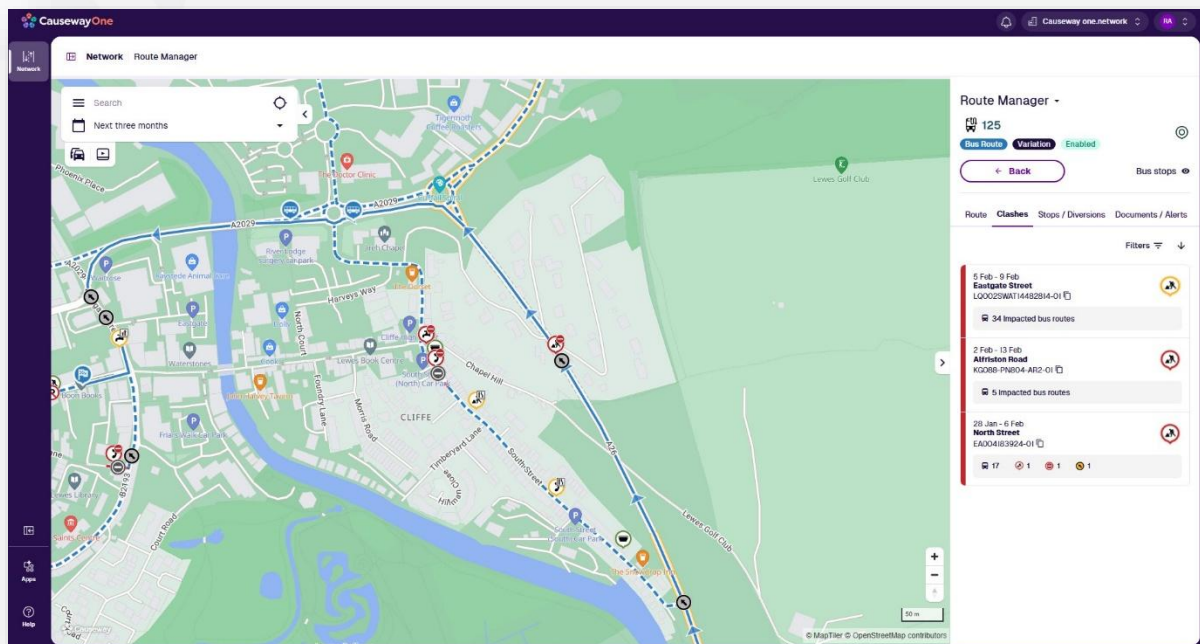
The additional data sets provided by Works Planning Premium include:

- | | |
|--|------------------------|
| • NSG Details | • NSG Street Lights |
| • Car Park Meters | • Flood risk |
| • Speed Limits | • Hospitals |
| • Fire stations | • Schools |
| • Sites of Special Scientific Interest | • Commercial Ownership |
| • Bus Routes | • Trees |

Route Manager

Route Manager is a **CausewayOne Network** module that helps you avoid clashes between works and your key routes. This is a great solution for working with public transport providers since works clashes with bus routes, for example, are a common complaint. Route Manager provides much greater visibility of key route clashes via the map, and a proactive dashboard of potential issues, keeping all key stakeholders informed. This helps improve journey time reliability on key routes, including for public transport, and provides operational savings in terms of manual monitoring time, manual communications, and reducing complaints handling. It also helps develop better working

relationships with transport providers and is increasingly being adopted as part of Bus Service Improvement Plan (BSIP) initiatives.



Network Monitor

The Network Monitor capabilities of **CausewayOne Network** enable highway authorities to undertake network monitoring, harnessing real-time traffic data to provide a “map dashboard” of issues on the road network. This enables you to have network monitoring centre type capability without the need for additional expensive hardware installed on your road network. The module correlates traffic hotspots with known disruptions, highlighting issues caused by roadworks, events and incidents, enabling operators to identify the cause of congestion, mobilise response strategies and through other **CausewayOne Network** modules communicate live updates to road users.

Highway authorities are using the module to highlight and help assess abnormal levels of traffic, in real time. Customers are able to substantially increase their network monitoring capacity without the need to expand their camera-based or traffic count systems, allowing them to improve their speed of reaction to issues on the network, better coordinated their staff and sport unpermitted or overrunning works.

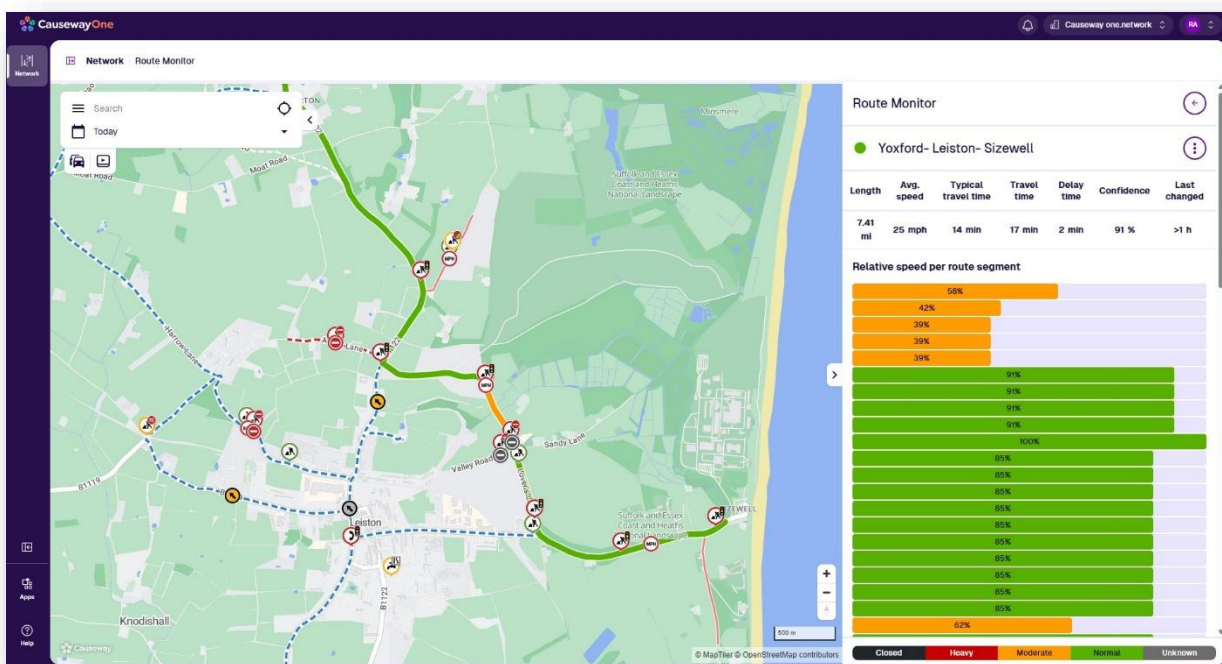
Route Monitor

Route Monitor is a complimentary solution to Network Monitor that enables you to undertake focussed key route monitoring. Users can setup custom alerts and thresholds for issues, so that the **CausewayOne Network** platform immediately flags problems, giving you the earliest opportunity to implement traffic management strategies. Highway authorities are using the

module to resolve queries, reduce congestion, and help reduce their carbon emissions, as well as deliver improved communication with stakeholders and forward planning.

Route Monitor can be setup to monitor dedicated sections of a highway authorities' network; proactively recording traffic, including average speed and delay times, 24/7 from the time the monitoring is setup. Route monitor also provides proactive alerting of any issues on the specified route, helping you to spot traffic issues and implement interventions.

Route Monitor provides a simple user interface to download and analyse the data, which is available as a CSV file to be manipulated in a solution such as Excel, to help evidence a traffic sensitive street. Route Monitor also comes with an API, enabling you to report on the data using external systems, such as Microsoft PowerBI.



Traffic Replay

The Traffic Replay capabilities of **CausewayOne Network** enable users to look back at historic traffic; whether that's to help evidence the severity of traffic, handle complaints, or to review traffic levels during specific times, issues, or events, to help with future planning. Traffic can be played back as a past date and time in the last 13 months with 'replay' a rolling map view of unfolding abnormal traffic conditions over 24 hours, in intervals of 5, 15, 30 or 60 minutes.

This module delivers considerable time savings in dispute resolution and forward planning, rapidly providing detailed evidence of what happened on the network, as opposed to inaccurate, anecdotal evidence. Highway authorities are using Traffic Replay to perform post incident reviews, without having to do a lot of time-consuming research. This helps quickly respond to queries and manage complaints, with evidence-based information, as well as enabling you to analyse specific events and incidents in more detail.

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 modules 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.

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 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 to access the service. 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