



CausewayOne Asset Management 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 Asset Management

Our asset management software solutions give public realm asset management professionals everything they need to optimise day-to-day operations and meet strategic goals. **CausewayOne Asset Management** (formerly Alloy) provides a step-change for organisations who manage assets and services within the built and natural environment. Asset owners are under pressure to meet customer expectations as well as ensure efficient use of resources in managing and maintaining their assets. This means that the role of asset and service management is changing, as customers seek to deploy new technologies to reduce the costs and improve the efficiency of their asset management and maintenance processes.

Our operational asset management software connects, tracks, and manages assets, people, and processes. It centralises data, so you can compare performance and behaviour across multiple service areas, streamline operations and automate complex processes. **CausewayOne Asset Management** allows you to manage a wide range of assets and services, including:

- Highway, road and other linear networks
- Street lighting and other electrical assets
- Drainage, water and coastal assets
- Green space, arboreal and natural assets

- Cleansing, waste, recycling and other environmental assets
- Signage, structures and other physical assets

Benefits

Assets of all shapes and sizes

From highways, streetlights and waste bins to playground equipment and trees, you can manage all asset types in one place and compare data more easily.

Deliver efficiency with automation

Automate and streamline complex processes to optimise the day-to-day operations of infrastructure asset management.

Integrate with other systems

Easily integrate into other technology infrastructure for seamless connected asset management, whether that's other key internal systems, systems used by your wider supply chain or Internet of Things (IOT) devices.

Being a flexible and scalable web-based technology that delivers 'out of the box' best practice, **CausewayOne Asset Management** allows customers to meet the goals of the Local Digital Declaration, with the system serving as an enabler for significant improvements in the way you manage assets and deliver services.

CausewayOne Asset Management has been created to transform the way you manage assets, provide services to your communities, and communicate with citizens and each other. The solution is designed to support the objectives of key policies and codes of practice, including the Well-Managed Highway Infrastructure Code of Practice.

Features

Powerful visualisation

Gain oversight of all your infrastructure assets and spatial data with rich, intelligent data visualisation.

Destroy silos

See everything in one place. Streamline your service delivery and build a single view of information to improve the user experience, while saving money.

Easy-to-use

Enjoy a modern and intuitive interface designed for the web and manage your assets anywhere.

Boost efficiency

Automate and streamline complex processes to optimise the day-to-day operations of infrastructure asset management.

Strong connectivity

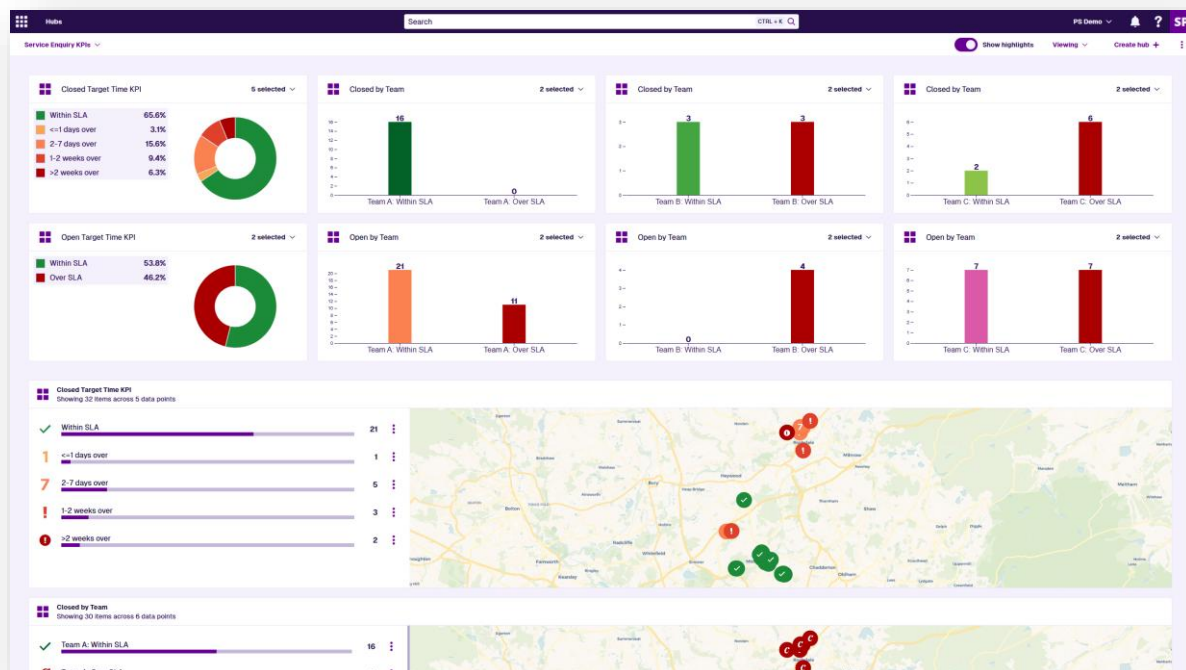
Integrate seamlessly and connect with other systems and technology through open API technology.

Anywhere working

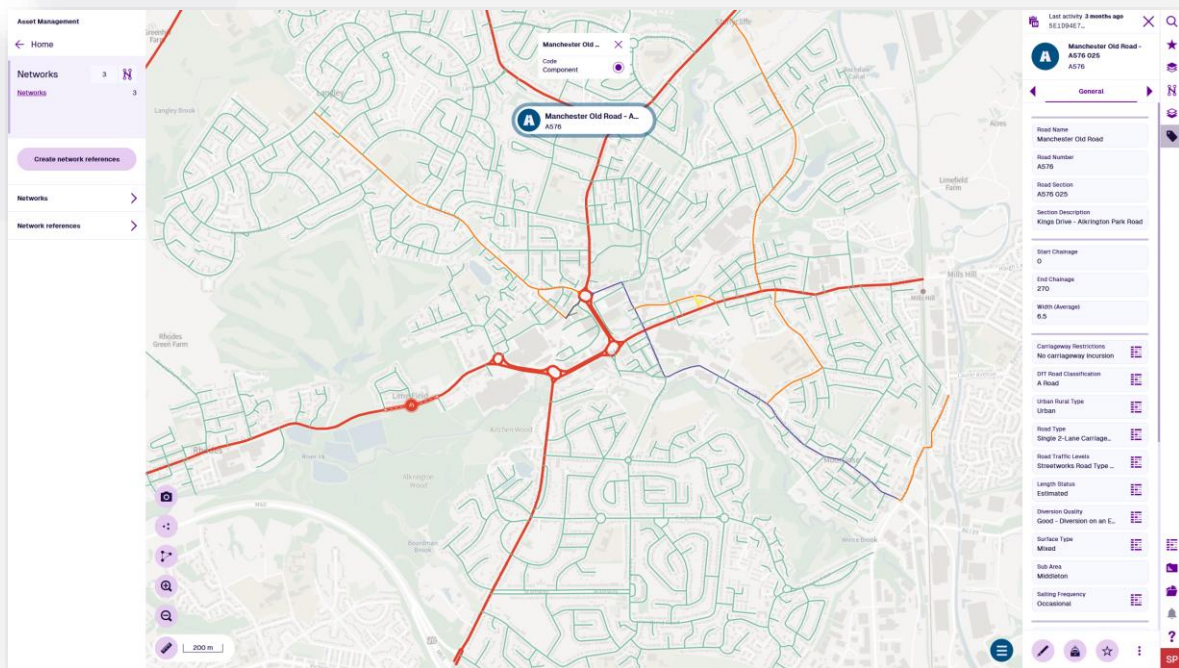
Access the information you need anytime, anywhere, and on any device. Easily design, add, and manage any asset type.

Mobile worker-friendly

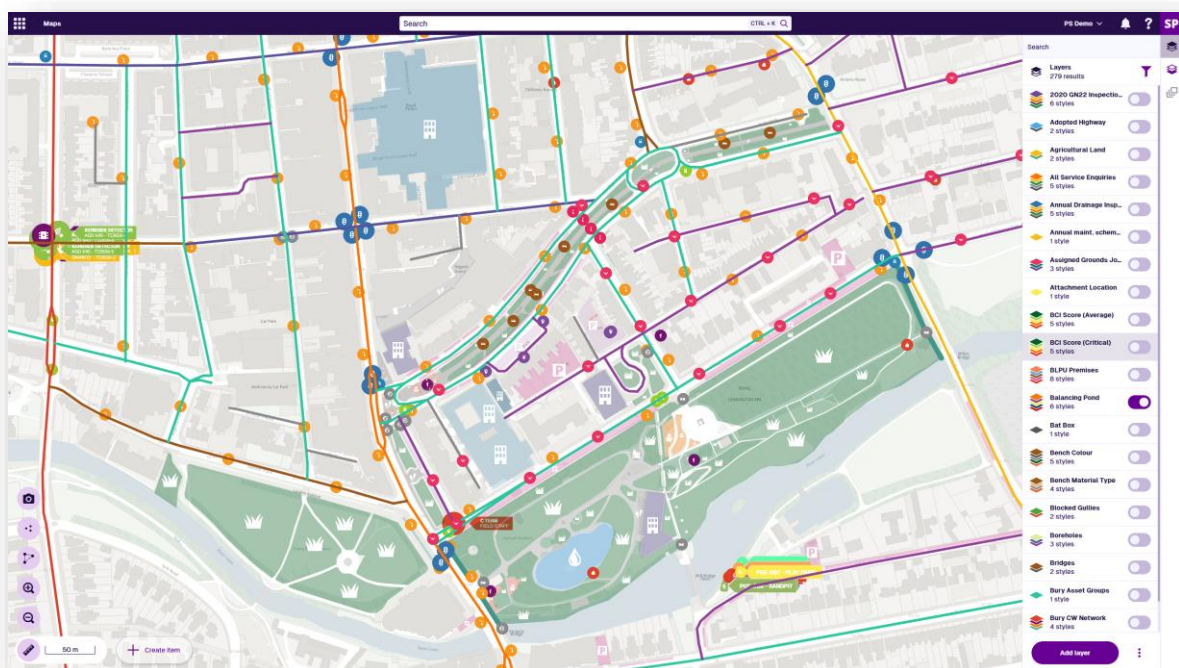
Deliver efficiency by focusing on your team's day-to-day operations and schedules. Our software is designed for mobile workers.



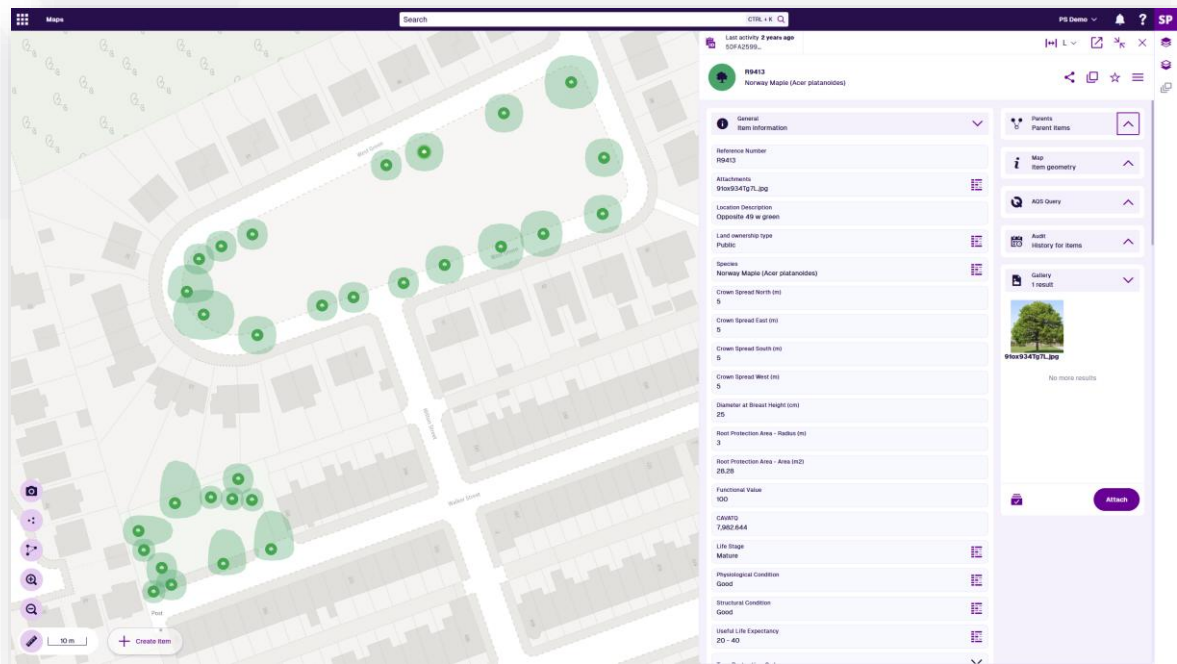
Dashboards enable users to visualise the data they need to see for improved decision making.



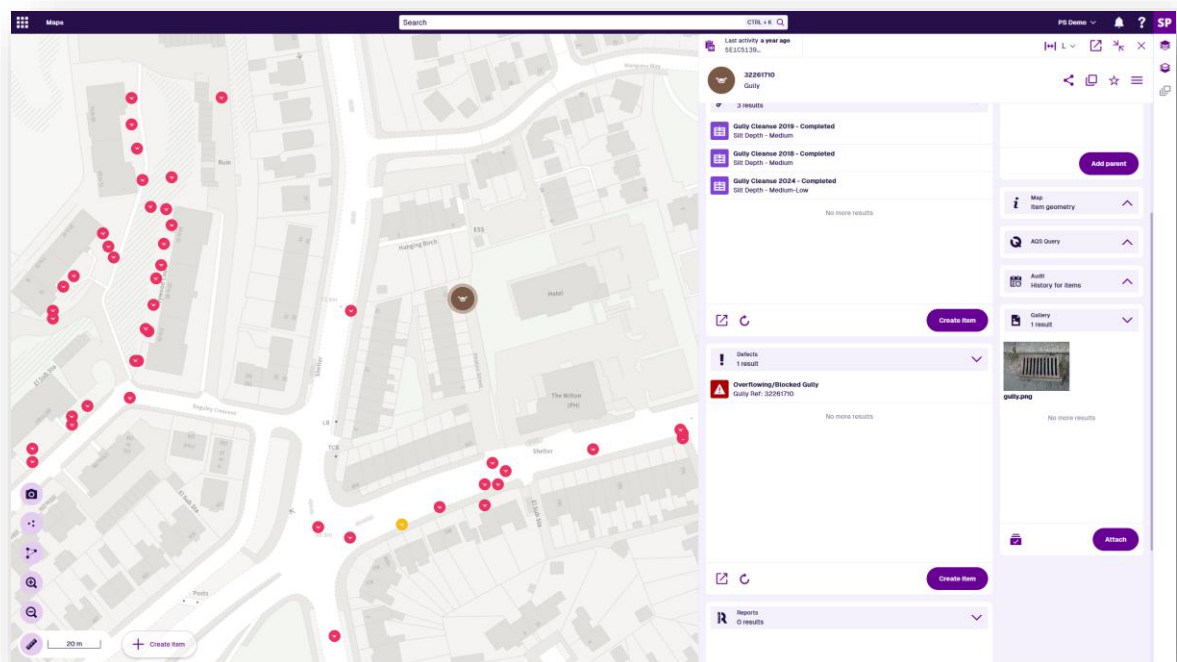
Work effectively with multiple reference networks, including the N/LSG, N/LLPG, UKPMS and polygon networks across multiple asset types.

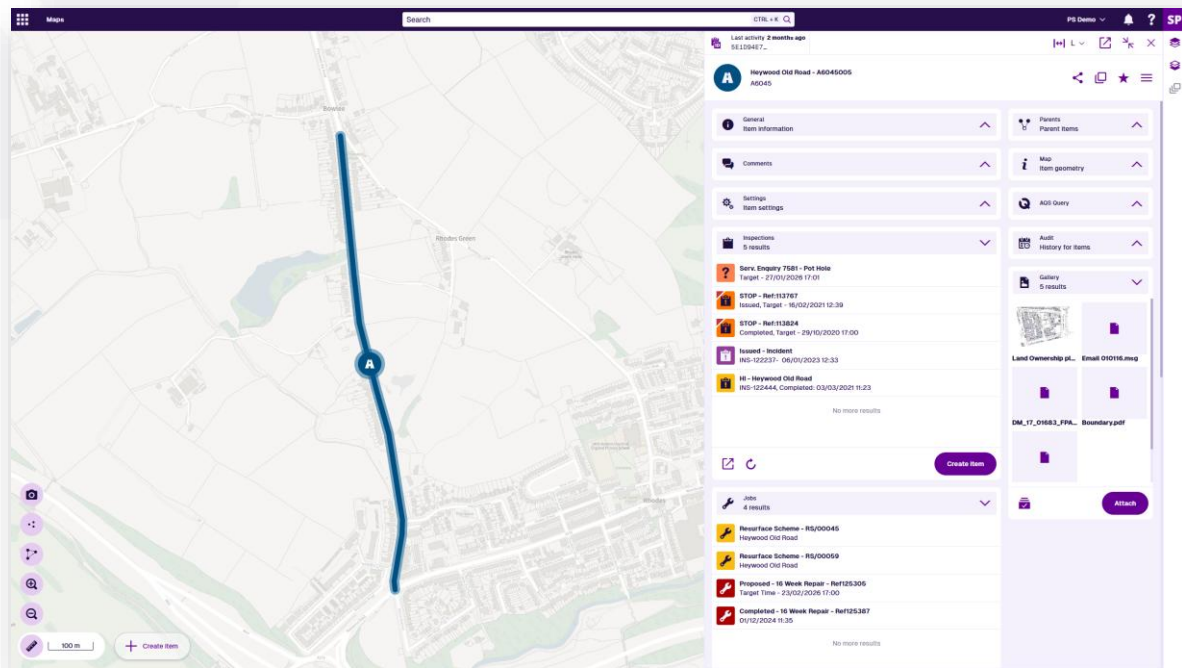


Manage a wide array of infrastructure assets and the associated activity undertaken to inspect and maintain your assets across their whole lifecycle.

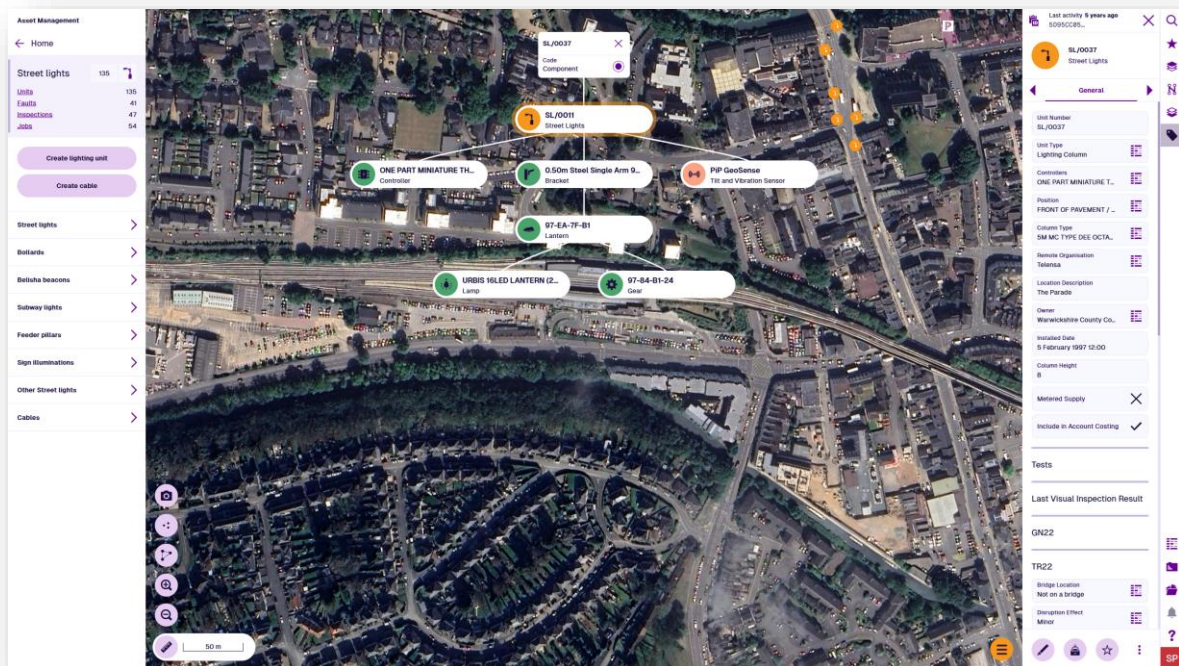


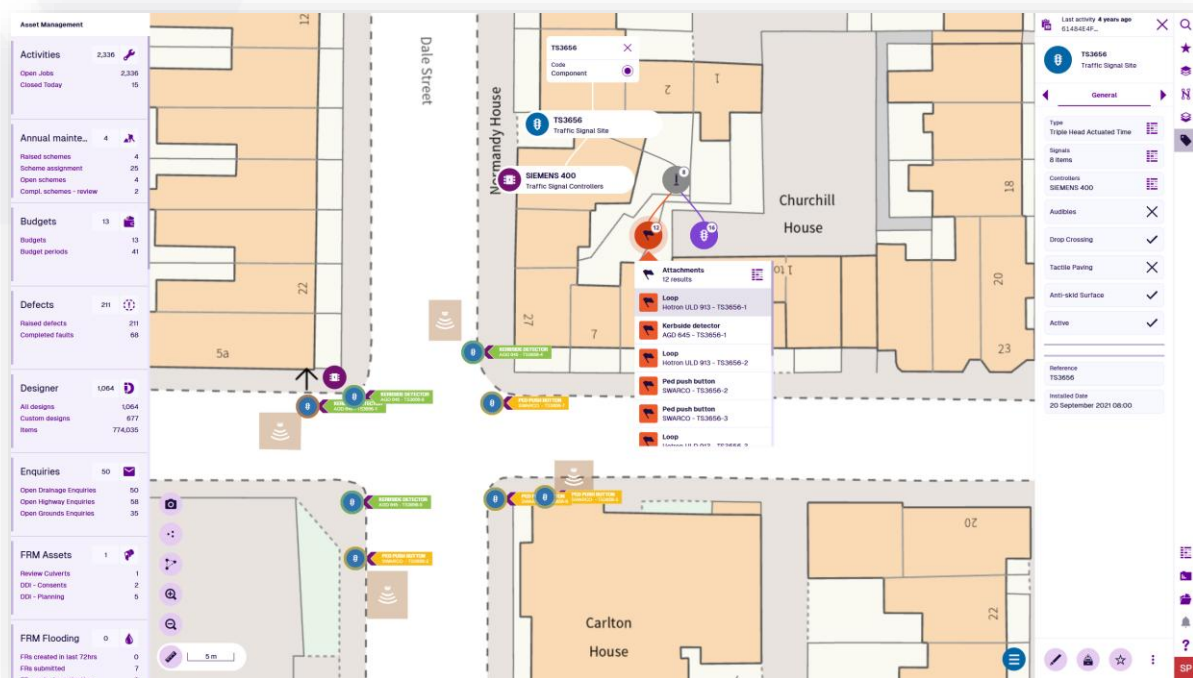
Manage your environmental assets, for example waste bins, green spaces or as in this example your highway trees, with automatic calculation of risk management scores.





Easily access the full history of your asset maintenance regimes, in the above cases all gully cleansing activities conducted across an area of your network and all carriageway maintenance activity.





Use powerful capabilities to componentise your assets and maintain an accurate asset register to ensure you can streamline your processes.

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 assets and services that are in scope as well as the system that you are migrating from. We will collaborate with you to agree the type and volume of data to migrate and approach to implementation, which will enable us to assess the resourcing needed. 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 a detailed implementation plan once we have reviewed your requirements and agreed the most appropriate approach for deployment of your service. The on-boarding process will typically be completed within 12-16 weeks per service area from point of order, and where multiple service areas are being covered, the implementation can run in parallel or be phased. For a single service area, the project duration is typically 16 weeks in total and a standard implementation plan would resemble the sequence of activities below.

- Week 1 to 4 Project initiation, agreement of Statement of Works (SoW) and system setup
- Week 5 to 8: Data migration and initial system configuration
- Week 9 to 12: User training and the start of User Acceptance Testing (UAT)
- Week 13 to 16: Completion of UAT, user training and Go Live

Although the above is typical, 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 all 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 asset and service data.
- Provision of details of the current service including configuration parameters.
- Working with you to transition to a new service.
- 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