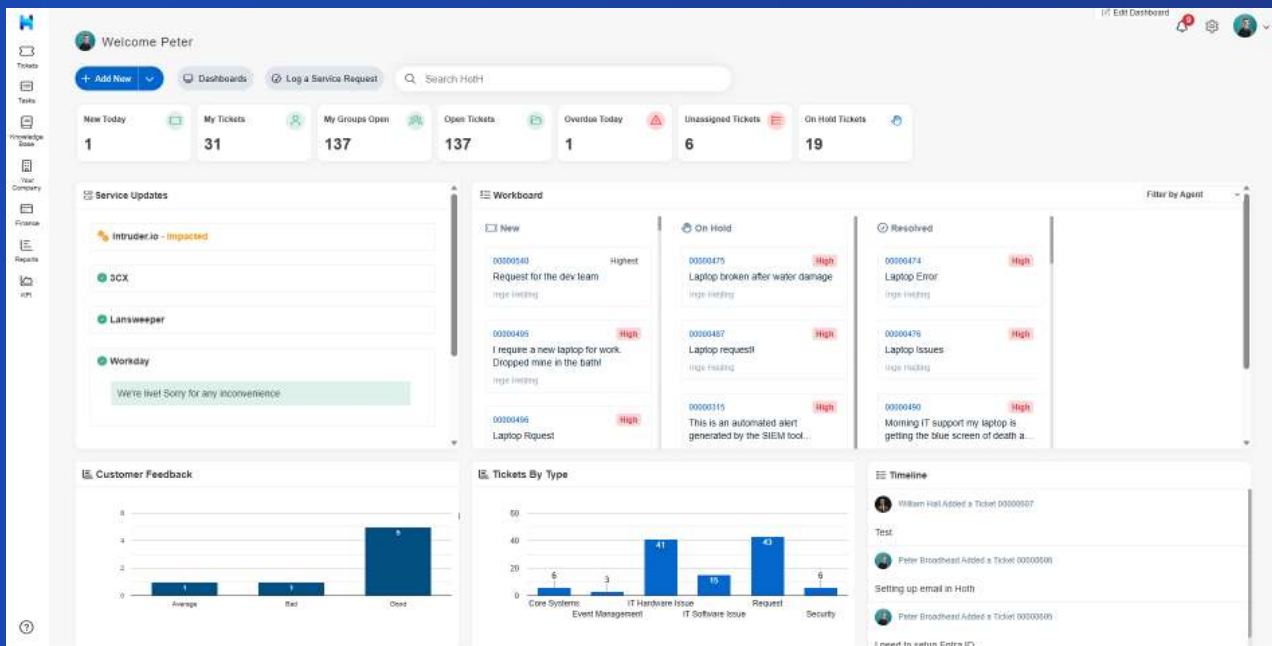


IT Service Management

G-Cloud 15 Service Definition





About Hoth

Hoth is a privately owned UK software company based in Manchester, specialising in service management & compliance software built around IT and extended across multiple departments. Established in 1993, Hoth has over 30 years of experience delivering service management solutions to regulated and security conscious organisations, with a strong focus on the UK public sector. Around 40 percent of Hoth customers operate in the public sector, giving the company a deep understanding of governance, audit, security, and operational requirements.

Hoth provides a configurable platform supporting IT service management alongside wider service delivery and governance functions such as facilities management, HR, finance, risk, and compliance. The platform enables organisations to standardise service delivery, improve visibility, and maintain control without relying on multiple disconnected systems.

All product development, implementation, and support are delivered by Hoth's UK based teams, ensuring clear accountability, long term stability, and direct access to product expertise.

Value Proposition: A Customer Led, UK Focused Partner

Hoth takes a deliberately focused approach to service management & compliance, designed to support organisations at different stages of maturity without introducing unnecessary long term risk.

We work with UK organisations that are either establishing a service management platform for the first time, or reassessing an existing solution that has become difficult to operate, adapt, or sustain. Our growth is driven by long term customer relationships and referrals, reflecting a deliberately partnership led model rather than a transactional sales approach.

This focus influences how the platform evolves. Capability is introduced where it delivers clear operational, governance, or usability value, supporting both rapid initial adoption and sustainable long term ownership.

Customers work directly with Hoth teams in the UK for implementation, support, and ongoing improvement. This continuity reduces delivery risk, shortens feedback loops, and ensures accountability throughout the lifecycle of the platform.

Security, Hosting, and Compliance

Hoth is hosted in the UK on Microsoft Azure, with data encrypted in transit and at rest. The business and platform is certified to **ISO/IEC 27001:2022** and Cyber Essentials, with regular backups, defined disaster recovery processes, and robust access controls.

The service is designed to meet the needs of security conscious organisations, supporting auditability, role based access, and governance across IT and non IT services.

Delivery and Support

Implementations are delivered directly by Hoth's in house teams using a structured onboarding approach covering discovery, design, build, testing, training, go live, and post implementation support. This ensures continuity, accountability, and smooth adoption.

Ongoing support is provided by UK based teams with direct access to product specialists, enabling customers to extend and evolve their use of the platform over time.

Service Desk Features

Hoth is a powerful, UK-developed and securely hosted ITSM solution designed to streamline operations, support compliance, and enhance service delivery. Built and supported by experienced engineers, it's ideal for public sector organisations seeking a reliable, all-in-one platform with hands-on UK-based support.

Service Management Capabilities

Hoth supports IT service management practices including incident, request, change, problem, and knowledge management, while enabling the same delivery model to be extended across other departments using a shared platform. This allows organisations to adopt a consistent approach to service delivery while retaining flexibility at a departmental level.

The platform includes configurable workflows, self service portals, automation, reporting, and asset and configuration management, allowing organisations to adapt the system to their processes without custom development.

Artificial Intelligence and Automation

Hoth AI is designed for practical use within service management, supporting teams rather than replacing human decision making. AI capabilities assist with ticket summarisation, user sentiment, response drafting, trend analysis, knowledge surfacing, and conversational bots for websites and intranets.

Hoth AI operates within a secure environment. Customer data remains encrypted, traceable to source, and compliant with UK regulatory requirements. AI features are optional, transparent, and designed to improve efficiency while maintaining control and oversight.

Included Features

Feature Category	Hoth ITSM
IT Service Management Processes	ITIL Processes: Incident Management Change Management Problem Management Request Management
Hoth AI	Ticket summarisation, Ticket Insights, Sentiment, Trend Analysis, Predictive response suggestions included. Knowledge Base Generation. Knowledge Base Suggestions
Knowledge Management	AI Knowledge Suggestions, Knowledge Base AI Generation, Topics, Sub-Topics, FAQs, Ratings, Self-Service Integration. Supports Internal and External Knowledge bases
Role Based Access and Privileges	Included. Admins, Agents, End-Users, Third-Parties and Teams
Financial Management	Contract Management, Purchase Orders and Supplier Management

Service Level Management	Status Managment, Prioritisation, Urgency Matrix, Type, Super-types, Types, Sub-types, SLAs, Escalations, Tasks, Notifications and more.
Self-Service Portal	Fully branded drag-and-drop Self-Service Portal with Service Requests, Knowledge Base and Ticket Updates for End-User. .
Asset & CMDB Management	Robust CMDB covering Users, Customers, Assets, and Service Portfolio for complete visibility and control.
Automation & Workflows	Enterprise-grade workflows, AI-driven automation, and real-time SLA dashboards to boost efficiency. Round Robin feature to automate ticket asassignment. Drag and Drop workflow designer.
Email Integration	Complete MS 365 inbound and outbound email integration with mailbox monitoring, inbound automation and custom email templates.
Reporting & Dashboards	Custom drag and drop dashboards with RAG indicators, exportable data, and Power BI readiness for deep insights.
Microsoft Integrations & SSO	Integrations with MS Entra ID & 365 Email
Support & Customer Success	UK-based premium support with fast SLA response times, plus a dedicated UK Customer Success Manager for every client.
Hosting & Security	UK Microsoft Azure hosting, SSL encryption, optional SSO & 2FA, ISO 27001 certified, 99.999% uptime.
Backup & Disaster Recovery	Triple daily backups with a 4-hour disaster recovery target for peace of mind.
Access & Mobility	Fully browser-based for PC, tablet & mobile, no app installation required.
Digital Transformation	Option to extend beyond IT to support HR, Finance, Data Protection & Facilities, creating a single, scalable service hub.
UK Development	Entirely developed, maintained, and supported in the UK, ensuring data sovereignty, local compliance, and culturally aligned service delivery.
Dedicated Account Manager	Included. They will ensure your continued service desk success with Hoth

Additional Add-Ons

Feature Category	Hoth ITSM
Enterprise Service Management	Configurable Enterprise Service Management Processes: Release Management Customer Service HR Facilities Complaints Management Freedom of Information Environment Information Requests Subject Access Requests Data Breaches Risk Management Policy Register Finance Management Complaints Management Third-Party Vendor Management

	Talent Management Project Management and more... Implementation priced on review.
AI Knowledge Bot	AI Bot for self-service knowledge base chat and ticket deflection with suggested knowledge articles for end users. Separate bots can be generated, trained and deployed using dedicated datasets.
Sandbox / Staging Environment	Dedicated sandbox environment for safe process design, testing, and version control.
Integrations	MS Intune MS Teams Lansweeper 3CX Jira

Who benefits?

Customers and end-users

- Central Location for the people that matter.
- Know where to make requests
- Stay up to date
- Find answers
- Leave feedback!

Executives and decision makers

- Improved transparency and decision making
- Understand what has or has not been achieved
- Highlights where value is not being generated or lost.
- Improves communication with stakeholders

Service Support Agents

- Teams collaborate in a single solution
- Consistent and reliable service
- Fast, recorded communication channels for a consistent and reliable service
- AI, Automation, Integrations and Self-service to free up mundane tasks
- Free to focus on complex issues and strategic projects

Onboarding

Hoth implementations are designed to deliver value quickly while minimising disruption and delivery risk.

Implementation is delivered directly by Hoth's UK based consultants, working closely with your stakeholders. There are no third parties or handoffs, ensuring continuity, accountability, and a clear understanding of your environment.

For platform replacements, delivery focuses on simplification, controlled transition, and maintaining service continuity. For greenfield deployments, Hoth provides a clear service management & compliance foundation that can be adopted quickly and expanded over time.

Configuration workshops and administrator enablement are embedded throughout delivery, ensuring your team understands how the platform is structured and how it can be safely evolved after go live.

All Hoth onboarding plans include Microsoft 365 Entra ID & Email setup, SSO and training.

The outcome is a fully operational platform that your organisation can confidently own and manage.

Steps to going live

Discovery

KO Meeting with our service delivery experts. Discuss needs, suggest recommendations and set project timelines



Design

With the implementation plan set, design the solution within HouseontheHill.



Build

Turn the idea into reality!



Testing

Ensure your demands are met by performing User Access Testing



Training

A personal training plan is designed and delivered by one of our experts



Go Live

The big day, once fully trained we are ready to go live. You will be supported through the process.



Supercharged Support

We know this can be a scary time, Hoth elevates our levels of support to ensure smooth adoption across the whole organisation. We are here for you.



Project Review

Sit down together and lets start planning for the future. A service desk is living & breathing!



Social Values

We also believe in using our success to support others. Hoth actively contributes to organisations that make a difference, including homeless charities such as The Booth Centre, akt and Centrepoin. We are proud supporters of Moya Cole Hospice, the John Muir Trust ADS1928 Racing and local grassroots football through West Didsbury and Chorlton.



Service Information

Personal Trial System

Prior to making your decision, if you want to 'try before you buy' we will gladly set you up with a personal trial system that you can play with and share with your colleagues.

Subscription Costs

The subscription is based on the number of licences and add-ons, and you can adjust this as your needs change, giving you flexibility if your team grows.

Once the Order is Confirmed

Once the order is confirmed, the Hoth professional services team will be in touch to arrange your KO meeting and begin your implementation. Your initial 'out of the box' service desk will be provided during this meeting.

Invoicing

We will raise the invoice using agreed terms. If the solutions has not delivered the desired business outcomes, you don't need to continue once the current subscription has expired. There is an initial, minimum period of 12 months. Just let us know that you don't want to use the system anymore and we'll de-commission your system at the end of the current period and delete all your data. If you require your data, we will discuss arrangements.

The Physical Hosting Environment

The Servers are located in the UK hosted by Microsoft Azure.

Application security

- All hosted websites are protected with SSL certificates to ensure encrypted connections
- Access to House-on-the-Hill is controlled by the login screen that is under management of the customer (2-Factor Authentication or SSO optional).
- We subject the hosted systems to annual penetration testing.

Upload

Upload facilities via HouseontheHill Attachments and Imports. Space for attachments is included as per the table. Additional space is charged at £1 per 1Gb per month.

Number of Logins	Attachment Space
5-10	5Gb
10+	8Gb

Backup, Restore and Disaster Recovery

Live Hoth systems are backed up at least 3 times per day, so you have the comfort of knowing that if anything goes wrong, we have another recent copy of your data. And, if there is a major disaster, we can setup a recovery system and restore your data to within 4 hours of the initial service outage. In all our years of delivering cloud services we have not had to do this, but you know the safety net is there if needed. If you have a requirement to take more backups than the standard offering, then we can quote for the additional work. Similarly, if you want us to restore a backup, we can do this for you. We will also provide database backup to customers on request.

Sandbox Environment

We can offer a sandbox for you to use as a test bed for new versions of Hoth or design new or existing service desk processes.

Uptime

Our aim is for systems to be available 100% of the time. *(Ignoring scheduled and agreed maintenance down time)*

Year	Percentage Uptime (based on 9-5 support hours)
2025	99.999%
2024	99.999%
2023	99.999%
2022	99.999%
2021	99.999%
2020	99.999%

Support Service

You also have the additional backup of the in-house support team. You can use the customer support portal, email or phone us for help. You will appreciate the dedicated and personal service that we provide. The standard service is available 9-5 Monday to Friday (GMT) except UK bank holidays. We will also endeavour to

cover for additional support outside of these core hours for special pre-arranged circumstances

First Response - within 2 Technical Support hours Incidents are categorised as follows, with Urgent and High issues attended to immediately.

Priority	Explanation
Urgent	The HotH system is inaccessible or the issue is causing data corruption
High	The issue is having a serious impact on the performance or usability of the HotH system
Medium	An annoying, recurring or repeatable HotH issue that requires further investigation and possible configuration, setup or code change
Low	A request for assistance or a change, and there is no current degradation of the performance of the HotH system

Upgrades

We will maintain the House-on-the-Hill software on the server. The software will be upgraded for corrections to issues reported by the customer and major upgrades when available. The software upgrades are scheduled for a mutually convenient time and are not obligatory.

Get in touch!

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ISO 27001:2022 UKAS Certified | Cyber Essentials Certified | G-Cloud Supplier*

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