



PSSUltimate Service Definition

Who are PSS Ltd?

PSS Ltd predominately works with Local Authorities and Contractors to assist in managing their requirements surrounding asset and data management, inspections managements and task management.

PSS Ltd operates in niche market sectors where it aims to gain true understanding of the requirements and workflows needed. PSS has, and continues to develop its products for the benefit of supporting users with integrated workflow solutions.

What is PSSUltimate?

PSSUltimate is a system designed to streamline the organisation of your Teams, Tasks, and Equipment across the Sites you are responsible for the maintenance of.

PSSUltimate offers a web-based app and mobile app that work together to provide office and onsite staff the ability to manage required tasks through to a timely completion. These planned Tasks can be scheduled against the frequency's and time periods they are to be done against in line with contracts or KPIs against the Programs or Teams that undertake them. Health and safety is adhered to by linking equipment checks and user training modules within the system.

The app allows all administration to be undertaken from a centralised location. Data can be viewed and interrogated within the app or using the integrated and powerful zoho reporting tool.

Issues can be reported for improved 2 way communications and looped back into the Tasks within the system where needed.



Core Features

- Interactive dashboard
- Zoho reporting suite
- Site Inventory
- Task Inventory and Task Scheduling – Standard (recurring) or Ad Hoc (one-off)Tasks
- Work Program and Team functions
- Training Requirements against Users or Job Roles
- Equipment Inventory and Check creation
- Client Feature for transparency
- Site Quality Check feature
- Completion Works Check feature
- Stock Management and Ordering
- Inspections feature for checklist creation and completion
- Use mobiles on iOS or Android with RFID tags or pin codes

PSSUltimate is the paperless way to completely manage all your teams and tasks predominately for the use of proactive works such as grounds maintenance.

Visit www.pssltd.co.uk for further details

Pricing

The system is sold on an annual licence basis against a number of onsite users required and modules required from. £12,500 per annum for new customers. Ongoing upgrades and access to support services are included in the licence price. Full pricing details can be seen in the pricing document.

Onboarding

PSS Ltd will help you to get started with your PSSUltimate database via the following methods

- Advise of data entry and implementation
- Data entry provision



- Database creation
- Initial database set up of key users
- Training provision for Web app and Mobile users
- Start up support service
- Access to training materials
- Access to an Account Manager

Customisation

- The system is provided with a back-office customisation panel which allows configuration to the system to your requirements. From bespoke user role names, to modules of the system being accessible and certain mandatory requirements such as photos being taken or certain roles having access to certain functions able to be managed

Offboarding

- Advise on options for data extraction or read only provision
- Database archived and securely stored

Availability and Support

Account Managers provide customer support via phone or email between 0800hrs -1600hrs Monday to Friday. Support requests can range in their requirements from simple “how to” requests”, to more detailed chargeable training provision.

Priority Levels for Resolution of Faults

Any reported faults will be handled in line with the terms and conditions priority levels as detailed below. Our aim is always to provide support or a solution as quickly as is possible.



1. Defects/Faults will be logged into the Licensor's online management tool and addressed in accordance with the assigned priority level.

1.1. Priority Critical: complete loss of all service of the Software and the situation is an emergency. The Licensor will acknowledge within one working hour from the time that the call was logged and shall, wherever possible remedy defects and/or provide a workaround within one working day of notification of the problem, with a permanent solution within an agreed timeframe.

1.2. Priority High: severe loss of service of the Software, operation however in a restricted fashion. The Licensor will acknowledge within two working hours from the time that the call was logged and shall, wherever possible, remedy defects and/or provide a workaround within three working days.

1.3. Priority Level Medium: a minor loss of service of the Software, the impact is an inconvenience. The Licensor will acknowledge one working day from the time that the call was logged and shall, wherever possible, remedy defects in the next release of the Software

1.4. Priority Level Low: no loss of service of the Software; the result being a minor error, incorrect behaviour, or a documentation. The Licensor will acknowledge within one working day from the time that the call was logged and the Licensor shall use its reasonable efforts to schedule the remedy defects and/or provide a workaround into a future release.

After Sales Account Management & Support

- We have a team of Account Managers who are on hand to provide support in use and best practice on the software via email, phone or via onsite visits.



- User Guides, Videos and Quick guides are available to users for additional support.
- We also welcome request for features and where possible will include these in future developments at no additional cost where the request is to the benefit of all users and the products ongoing improvement.
- Training days can be booked for formal training on mobile or web app and are always tailored to the requirements of the user. POA

Ordering and Invoicing

- Following a demo a formal quote will be issued containing details of pricing for any requirements for PSSUltimate.
- To place an order please confirm via email to your Account Manager your wish to proceed and which elements you require.
- If data entry is required, the data will need to be supplied in the agreed format.
- Training dates will be booked in and usually mark the start date for your Annual Licence.
- A purchase order number will be requested and an invoice to be paid of 30 days supplied.
- PSS withholds the right to invoice without sight of an order for subsequent years, but contacts all users 1 month in advance of invoicing to give them the opportunity to raise an order to expedite the invoicing process.

Development and Maintenance

Backups and Disaster Recovery

The data and applications are held / based in the Azure UK South Datacentre. Point in time backups are held for 35 days in case of disaster, beyond this weekly and monthly backup are retained in duplicate locations for a year, annual backups are retained for 10 years.

In a disaster scenario, the app services will failover to the alternate Azure data centre in Cardiff. User should not be able to identify that the disaster has taken place as service will not be interrupted.



Maintenance Windows

Any maintenance required would be held during midnight to 0500hrs to minimise disruption. Notification of any planned downtime would be issued.

Due to the nature of the service the servers have a 99.9% up time

Development

PSSUltimate is a generic product, developed for a niche market that can be tailored to your needs. As a software house, we are committed to ongoing development of the product. In a fast paced technological environment this ensures the product is continually updated with latest updates and tools available.

We also listen to our customers and welcome feedback for development requests and improvements that can be made to the existing system. Often these developments are made at no additional cost to the customer.

Backward compatibility

Due to the nature of our user base, we aim to allow our products to be as backward compatible as is possible, this does sometimes mean that support for some devices or products are offered even when support has ceased. We will aim to do this until such a time where performance is unacceptable, or security requirements are no longer met by older operating systems / applications.

System Requirements

The Web application works on IE 11, Edge, Chrome, Firefox, Safari and Chromium based browsers.

The Mobile application runs on iOS 13+ and Android 9+, correct at March 2025

Security details



Users are required to have a username and password which is a minimum of 8 characters long, requiring a mix of upper and lower case and must include at least one symbol and number. 2FA is also available

Implementation Plan

- The web address to the product will be provided upon purchase.
- Initial set up will be done as per the onboarding process
- Your dedicated Account Managers will then work with you to assist in set up, training and use as you use the tool.

Development life cycle of the solution

PSS runs a continual development process aiming to issue an update release across its suite of products web or mobile approx. every 3 months