

PSSLive Service Definition

Who are PSS Ltd?

PSS Ltd predominately work with Local Authorities and their Contractors to assist in managing their duty of care in regards to fixed assets - to know what you've got, where it is and what condition it is in.

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 PSSLive for the benefit of supporting users operating within Asset and Inspections management.

What is PSSLive

PSSLive offers 2 apps which combine to provide a single data source and solution.

An intelligent and interrogatable web application for use by office staff for configuration, customisation, administration, planning, decision making, reporting and scheduling purposes.

A mobile application for the onsite reporting of inspections, logging maintenance undertaken and keeping Site and Asset details up to date for the Sites and fixed Assets you are responsible for.

What is the workflow of PSSLive+?

In order to maintain your Sites and Assets in the way that is most reasonably practicable with the resources at your disposal, a timely Inspections process conducted in line with your Risk Management policies is undertaken.

PSSLive+ allows these Inspections to be scheduled, if desired, and for users to conduct a "reporting by exception process". This means that the inspection record itself is stored, along with only "Findings" or faults noted whilst on Site at that point in time. The inspection provides access to view any previously unresolved Findings to confirm state and accuracy avoiding repeat reporting of Findings, the Inspection Type can be specifically defined to



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filter to only include certain Assets and access to only certain Finding Groups for reporting purposes and the signed declaration, signs off to confirm no other defects were found other than those recorded. There is an additional option to mark specific Assets as not inspected with reasoning where required for further clarification on the remit of the inspection.

In this way, only the information that requires further action is recorded. The Findings are selected from a series of Finding groups that have been intelligently cross referenced against the Assets they relate to and further cross-referenced against applicable Tasks both for Maintenance style Finding Groups and those relating to the applicable Standards..

This avoids the need to repeat report and offers the ability to assess the ongoing situation where risk is a changing factor providing a legally proven position to support users in the defence of negligence insurance claims

Using PSSLive to prioritise workloads against urgency and risk aids timely completion of Tasks.

Inbuilt standard Finding groups referencing BSEN 1176, BSEN16630, BSEN14974, BSN15312 alongside the Maintenance style groups offer users intelligent drops downs for Asset specific Findings, linked to Findings specific Tasks.

The Inspections raise the Findings, Findings are given Tasks, Tasks can be given Budgets and Costs, Tasks can be marked as Complete by Contractors via the mobile or web app or issues via Works Orders to external provides, completing the circuit.

Core Features of PSSLive

PSSLive is so much more than an Asset database and so much more than an Inspections tool. It provides the complete workflow for:

- Maintaining an accurate database of Assets under your responsibility
- Sites, Assets and Findings to be plotted on a map with both Latitude/Longitude and What3Words references, Site and Assets can have areas plotted against them additionally
- Sites and Assets can be recorded in a database with a detailed set of data stored and audit trail to show updates
- Enabling timely Inspections of those Assets – recording relevant Findings and Tasks
- Routes can be created for Inspection planning
- Inspections Schedules for Sites and Assets can be set up and auto – renewed against time periods of frequency spacing.
- Inspections can be defined to only include certain Asset Types and Finding Groups
- User privileges can be set to ensure people only see what is applicable to them



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- Both internal and external contractors can be given access to the system for Inspections and Maintenance.
- PSSLive allows the capture of risk, urgency against Findings, signatures of inspections, and images stored and date stamped at Site, Asset, Finding and Task level along side location stamps too
- Allowing the management and monitoring of those Tasks to a timely completion
- Budgetary information against both Assets and Tasks can be stored and analysed
- Works orders can be created and issued for Tasks completed
- Tasks can be assigned via Contractors to complete directly via mobiles alternatively
- Reports can be generated from database exports or report options to comply with either insurance claims or freedom of information requests.
- Customisable drop down lists for configuration to needs of licence holder as well as a wealth of database settings to ensure the system is used as you desire.

Ultimately PSSLive offers paperless workflow solution, minimising administration and duplication of effort via a single source product.

A Licence includes unlimited numbers of Users, unlimited inspections and unlimited access to support services via account management contact online, via phone or visits.

Visit www.pssltd.co.uk for more details.

Pricing

Full pricing details can be seen from the pricing document. PSSLive is sold on a modular basis for asset areas inspected. Discounts are available for multi module purchases.

Onboarding

PSS Ltd will help you to get started with PSSLive via the following methods

- Advice on data entry
- Data entry provision
- Database creation
- Initial database set up of key users
- Training provision for Web or Mobile users
- Start up support service

- Access to training materials
- Access to an Account Manager

Customisation

- Content can be requested to be added to PSSLive in the format of additional Assets, Findings, Finding Groups, Inspection Types and Tasks required in the system
- Users, Inspection Types, Routes, Schedules, Contractors, Suppliers, Manufacturers can all be customised by the users

Offboarding

- Advice on options for data extraction provided
- Database archived and securely stored
- Read Only licence can be arranged

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. Each fault or request will be given a ticket number for tracking. 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



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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, Wiki, Training videos and Quick guides are available to users for additional support.
- We also welcome requests 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 PSSLive.
- 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

PSSLive is a generic product, developed for a niche market. 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 not 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 10+, correct as at November 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. System access can also require 2FA if the customer enables it.

User edits and changes to data are logged in the appropriate Audit history.

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 approximately every 3 months