



Service Definition Document

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1. Company profile

Established in 1995, Asckey specialise in facilities management and compliance software, HSCN hosting and bespoke development.

Our software is built with our clients in mind, it's important to us that we are flexible in our development to make adaptations that can enhance the user experience. This is why we make our applications modular instead of creating one big FM system. For many organisations it is a more cost-effective option, in both the short and long term, to buy the modules they need when they need them whilst retaining the flexibility and financial control to add on others when the time is right, or budgets allow.

Our FM software is all about helping you to deliver an efficient, effective, and compliant service that people can trust, so it's only right that behind the product, our company is based on the same ethos. We are accredited with ISO 9001 (Quality), ISO 14001 (Environmental), ISO 27001 (Data Security), and Cyber Essentials Plus.

Our mission and values

Asckey's mission is to become the partner-of-choice for organisations by developing applications that add value. To achieve our mission, we strive to work collaboratively with our clients and employees to develop and support quality software solutions and long-term partnerships.

Our mission is underpinned by our company values:

Quality

This is a value we strive for in every aspect of our business, from product development, staff recruitment through to customer service and support.

Integrity

Asckey is a company of strong ethical and moral principles. We are open to new ideas and are always honest with our staff and clients. You can put your trust in Asckey.

Professionalism

This value incorporates many traits such as respect, accountability, responsibility, and excellence. The Asckey team are specialists in their fields, and we work collaboratively with clients to always provide a professional service.

2. Software modules and features

Hosted on our fmfirst® Cloud platform, the fmfirst® suite of applications are designed to aid with the demands and responsibilities of estates and facilities management across any sector. The applications can be used independently, integrated with each other, or integrated with third-party systems, enabling you to build a tailored FM and/or compliance toolkit that meets the needs of your organisation.

Our team of expert in-house developers work with you to develop an application that is invaluable to your business. No two businesses are the same and this means no two business applications are

the same. Each of our applications comes with an element of customisation to ensure it can meet your requirements. We ensure that these requirements are at the heart of our management processes.

fmfirst® Tasking

fmfirst® Tasking is our cloud-based facilities management application that aims to streamline facility management operations.

With fmfirst Tasking® users can easily create defect and planned work and manage and report on tasks in just a few taps. The reporting dashboards allow Facility Managers to identify trends in the data and opportunities to improve efficiencies. Users can build their own reports tailored to display a variety of results from overdue tasks, compliance passes/fails, time spent, etc.

The application can include several different modules, including Helpdesk, Asset Management, Stock Management, Task Management, Staff and Reporting. There is also a separate Portal module, which is accessible by contractors. Within this area, contractors can check and update the jobs allocated and upload service records etc, which all feed into the main system. Users can track and update jobs when out in the field by downloading the application on their mobile device.

fmfirst® Tasking aims to support organisations to better manage their operations, improve compliance and save money by better allocating resources. The reports module improves data transparency, allowing for better data collection and analysis.

Features

-  The ability to manage tasks digitally with full audit trails.
-  Includes asset meter readings and legionella meter readings.
-  Planned preventative maintenance functionality.
-  Management of defect, reactive and pro-active maintenance tasks.
-  Stock management module allowing users to track inventory and allocate stock to tasks.
-  The powerful asset management functionality can maximise the lifecycle of assets.
-  Easy to use platform with drag and drop capability.
-  Photo upload functionality via the mobile application to support task updates.
-  A Ward Helpdesk specifically for contractors to update tasks.
-  Integration with Facilities-iQ, the smart software solution from SFG20.

fmfirst® Estates

This application is our web-based Computer-Aided Facilities Management (CAFM) system which has evolved over many years to support the various and growing requirements of the FM world. Modules within the application include:

-  Help-desk
-  Document management

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|---|--|
|  Task management |  Project management |
|  Asset management |  Reporting |
|  Planned maintenance |  Permits to Work |
|  Staff management |  Risk Assessments |

Features

-  Increases the accuracy of ERIC reporting requirements.
-  Extensive task enquiry and analysis options.
-  Robust asset register with clearly visibly asset tracking capability.
-  Effective cost control management through direct links to associated contracts.
-  Targeted reporting options.
-  Centrally managed terrier information, e.g. rights, restrictions, property values, etc.
-  Budget and cash-flow monitoring.
-  Integration with Facilities-iQ, the smart software solution from SFG20.

SFG20/Facilities iQ Integration

SFG20 is the industry standard for building maintenance. Providing services and pioneering technologies that empower people to create and sustain safer buildings. Users can access a growing library of maintenance task schedules through SFG20's Facilities-iQ. The software allows building owners, managers, and maintenance professionals to control their risk, stay compliant, and keep buildings safe and efficient.

Askey is an SFG20 Digital Partner, and our software allows SFG20 content to flow seamlessly through an Application Programming Interface (API). This provides end users with an easy way of ensuring they are working to the latest version of the SFG20 standard.

fmfirst® Cleaning

fmfirst® Cleaning is our auditing application designed to simplify and support the undertaking, reviewing, and reporting of the cleaning audit process. Its functionality speeds up the auditing process, increases productivity, reduces overall costs, and meets the compliance requirements of the National Standards of Healthcare Cleanliness 2025.

The digital tool simplifies the process of managing the variety of functional areas, schedules, and degrees of risk found in healthcare environments. Users can track the different cleaning frequencies and levels of monitoring and auditing required of each area all in one application. Features of the software include:

-  Fully automated audit schedules to meet the 6 frequency levels, as well as blended options.
-  Instant fault reporting with rectification alerts automatically flagged for follow-up.
-  Digital audit data collection with detailed reports, including star-rating.

-  Accountability and trackability of all tasks.
-  Reporting function with a variety of dashboards to easily identify trends in the data.
-  Preset schedules to generate daily cleaning tasks for each location.
-  Colour coded dashboards to provide an overview of audit scores.
-  Photo upload functionality via the mobile application.

The software can also integrate with third-party applications to simplify estates-related remedial actions.

Outside of NHS Trusts, cleaning audit software can be adapted for all health and social care environments. Where fmfirst® Cleaning is too complex, we have our more flexible survey software option, fmfirst® Survey.

fmfirst® Survey

This is our digital survey solution that can accommodate a wide range of topics. It provides the opportunity to build your own question sets; it collates and analyses the results and provides a one-stop-shop platform for all the data collected.

By using fmfirst® Survey, you can free up time and resources that can be allocated elsewhere. It also provides a digital record and audit trail of surveys taken, making it easier to identify when annual reviews need to take place. The comprehensive reporting functions pulls the data together and allows you to identify high risk areas, trends, where there has been growth or where improvements need to be made after each review.

fmfirst® Survey simplifies traditional time consuming and often error-prone paper-based systems and can support various survey types including:

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|  Efficacy audits |  Premises assurance model (PAM) |
|  Fire risk assessments |  Kitchen controls |
|  Patient experiences/feedback |  Waste management |

fmfirst® Portering

fmfirst® Portering is a quick and simple digital tool for the creation and management of porter tasks for busy, on the go departments. The system can allocate tasks automatically to individuals or multiple porters to support larger jobs. There is functionality to have definable skills sets for jobs meaning they can be allocated to the right person, saving time and resources.

fmfirst® Portering provides a self-service portal, with drag and drop functionality. Task status' can be tracked in real-time allowing for more effective time and resource management.

The built-in reporting tools allow managers to collate and analyse data to support their operational decision making.

3. Benefits of fmfirst®

We have specific capability in the provision of facility management software. We work collaboratively with our clients to tailor a software solution that supports their requirements. Benefits of partnering with Asckey include:

- Nothing is outsourced; from discussions, through to development, hosting, implementation, and support, you are with a member of the Asckey team.
- Our comprehensive toolkit of solutions aims to keep the functionality simple, reduce long-term costs and increase productivity.
- Use of our software ensures effective compliance management with the latest standards and regulations.
- We continuously listen to our clients' requirements which allows us to identify areas of growth within our product and as a result, there are always new features/modules being added to our applications.
- Costs are based on the number of devices that need to access the system, not the number of licences.

4. Bespoke development and hosting

Asckey specialise in the bespoke development of data driven applications, and our team can work with you to develop an application that is invaluable to your business. We don't just do FM software; we have developed a bespoke travel management system and a mobile application that supports sales and job allocation too!

We also develop and support the EFM Information system for NHS Digital. This includes the annual Estates Return Information Collection (ERIC) which contains information relating to the maintenance of the NHS Estate. The system also contains the Patient-Led Assessments of the Care Environment (PLACE) and Surplus Land modules.

Our system design philosophy ensures your application will remain relevant as your business changes, thus avoiding expensive and time-consuming re-writes.

Key benefits

- We are experienced in a wide range of web and mobile technologies.
- Proven track record in integration with third-party applications.
- We can be your one-stop-source for both application development and hosting.
- Flexible and tailored aftercare support provision.
- All bespoke development & support is undertaken in accordance with our ISO 9001 (Quality) and ISO 27001 (Data Security) accreditations, supported by our Cyber Essentials Plus certification.

5. Onboarding and timings

Quality is important to us at Asckey, from the applications we develop to the support service we provide, we want our clients to feel valued at every touch point with us. We tailor our services and software to meet the individual needs of each client, which is why from the first enquiry, clients are assigned an Account Manager who will take them through their journey with Asckey.

Systems can be provisioned within 2 to 5 working days and implemented between 3 weeks and 6 months. However, the onboarding process depends on the scope of requirements and the amount of legacy data that needs to be transferred into the system.

6. Implementation and consultancy

We have a flexible implementation plan template that outlines all the touch points of the development of your software solution. The plan outlines the schedule for each stage of the project, but this can be amended to reflect revised timescales as the project develops.

We understand that system rationalisation is key for some clients. To support this, we have a formal documented process for transferring key legacy data into our system which helps to identify any gaps in the data enabling us to strengthen the data collection process.

We provide both onsite and remote consultancy on using our software. Each application is given an implementation programme tailored to the needs of its users, however it's important to note that full consultancy on the use of the system is an additional cost. On-going consultancy and support are offered throughout your partnership with Asckey, with online help functions built in the software as well as access to our in-house support team.

7. Support services

We offer support Monday to Thursday 8.30am to 5.00pm and on Friday 8.30am to 4.00pm. Out of hours support can be arranged but this is at an additional cost. Asckey log each call in its Support Management System and allocates it a unique reference number, a priority number, and a team member to deal with the enquiry. Clients are contacted via email regarding any planned maintenance updates or performance issues, so you are kept fully up to date with any changes to the system.

Every member of the Asckey team is a specialist in their field, meaning they have the knowledge, skills, and experience to ensure successful implementation of our software. They're able to assess a project, communicate the plan and advise at the key touch points as the implementation proceeds.

8. Trials and demos

On request, we can run a virtual demo of our applications and provide potential clients with access to a test version of the system for them to get a feel for how their application would work.

9. Ordering and invoicing process

Asckey software and services are ordered via purchase order and invoiced, where applicable, 12 months in advance.

10. Pricing

Please see the separate Asckey pricing document.

11. Termination terms

The client can terminate the contract at any anniversary date of the effective date of supply by giving 3 months' written notice to the Asckey's Commercial Director at sales@asckey.com prior to the anniversary date.

For full termination terms and other terms related to solutions provided by Asckey, please see the terms and conditions on the website: <https://www.asckey.com/terms-and-conditions/>