



PropertySense® G-Cloud Service Definition

Safer Homes, Satisfied Tenants, Fewer Surprises.

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01 Service Overview

Safer homes, satisfied tenants, fewer surprises.

1. Safer Homes, satisfied tenants, fewer surprises

Your residents deserve a decent, safe home. Your board and the regulator need proof they have one. PropertySense gives you both, from data you already hold.

The Safety and Quality Standard asks you for an accurate, up to date and evidenced understanding of every home, and Awaab's Law puts fixed deadlines on hazards. Yet despite £10.0bn spent on repairs and maintenance in England in the year to March 2025, Ombudsman findings on property condition rose 43%, and the homes you hear least from often hide the most risk.

PropertySense: Safer Homes, Satisfied Tenants, Fewer Surprises

PropertySense® reads the signals already sitting in your repairs data and gives you an evidenced view of every home. It brings two capabilities together in one managed service:

1. **Repairs** reads every repair job you have logged to link repeat call-outs, helps you to



Figure 1: PropertySense
PropertySense® reads the signals already sitting in your repairs data, brings every housing hazard into the same service, and gives you an evidenced view of every home.

identify component failures and guides your teams to fix root causes of problems quickly.

2. **Hazards** tracks every hazard from awareness to completion against the statutory clocks in force for you.

A third capability, Component Management is due for release in the coming months and will help you replace components on condition rather than on calendar.

Proven, measurable impact

Providers that have been live for 12 months or more consistently rank in the upper quartile for tenant satisfaction, averaging over 80% against a sector average of 72.3%. Successes include:

- Karbon Homes: 3,185 fewer repeat repairs in 12 months, a saving of £574,145, and a 36% lower repeat rate.
- Greatwell Homes: confidence that no hazard jobs will be missed, which it describes as "critical for us with compliance".
- Gloucester City Homes: fewer repeat repair visits and £41,947 saved within the first six months of using the service.

You can adopt PropertySense knowing it delivers fewer repeat visits, fewer complaints and higher satisfaction in practice.

Trusted delivery with a clear route to value

Our **Social Housing Project Team** will apply our proven delivery approach to implement and embed the service in your business in as little as 16 weeks.

Once PropertySense is deployed, your assigned **Customer Success Manager** will help you to drive benefits realisation, e.g., by providing repairs benchmark data (such as repeat repair, first-time fix and no-access rates), insight into repairs and hazard management good practice from across our user base, as well as training on how to maximise the value of our service.

Your pathway to Decent Homes:

Our **Account Management Team** are on hand to:

- Share insight into how landlords are meeting the Safety and Quality Standard and Awaab's Law.

PropertySense

80%+

average resident satisfaction

For providers live for 12 months or more

Greatwell Homes

5% case rate

"We did the reactive responses well, but we lacked context. The reality is, we can no longer just respond. We have to predict."

Gloucester City Homes

24.9% reduction in repeat repairs

"RepairSense gives our teams the data they need to take ownership and make informed decisions."

Karbon Homes

£574k repairs cost saving in 12 months

"We implemented RepairSense to drive efficiencies and reduced the overall number of repeat repairs jobs by circa 4,000 cases."

- Support you to build the business case for PropertySense, including the financial return from fewer repeat visits, complaints and disrepair claims, alongside safer homes, tenant satisfaction and regulatory assurance.
- Give you a live demonstration of PropertySense using real repairs and hazard scenarios.

Where requested, Mobysoft may also offer a chargeable Proof of Value (POV) exercise that provides up to six months of service to prove PropertySense on your own data and test value against agreed success criteria (operated as a break clause for cause within a longer-term agreement).



Act where it matters





02 PropertySense Software Modules

Build a modern housing operation that truly meets resident needs

2. Build a modern housing operation that truly meets residents needs

Social landlords are spending more than ever to keep homes safe. Total spend on repairs and maintenance by private registered providers reached **£10.0bn** in England alone (year to March 2025), and providers' forecasts include an average of **£10.9bn** per annum over the next five years.

Spending more has not stopped residents complaining. In the Housing Ombudsman's 2024–25 review, poor property condition continues to dominate casework, with a **43% increase in findings**, far above the overall rise in investigations, and no improvement in the maladministration rate.

The regulatory bar has also risen. Under the Safety and Quality Standard, registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes, and must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes. Awaab's Law adds fixed deadlines.

The cost of getting this wrong falls on residents and the public purse. BRE estimates that poor housing in England could be costing the NHS **£1.4bn** a year in treatment bills.

Higher expectations. Higher cost of failure.



£10.0bn

repairs and maintenance spend by registered providers in 2024/25

Regulator of Social Housing, 2025 Global Accounts



+43%

increase in poor property condition findings

Housing Ombudsman, Annual Complaints Review 2024-25



Tighter standards, fixed deadlines

The Safety and Quality Standard requires an accurate, up to date and evidenced understanding of the condition of homes.

Awaab's Law sets fixed timescales for dealing with significant and emergency hazards.

Regulator of Social Housing; Hazards in Social Housing Regulations 2025

Connecting the dots

PropertySense shows your teams which homes need attention first and what to do next, so you can meet standards, satisfy residents and cut waste.

PropertySense: Safer homes, and the evidence to prove it

PropertySense® reads the signals already sitting in your repairs data, brings every housing hazard into the same service, and gives you an evidenced view of every home.

Built on experience of more than 7 million repair job records and hosted on AWS (London), PropertySense supports the Safety and Quality Standard requirement to understand the condition of every home at property level.

PropertySense is a modular service, so you can start where your need is greatest.

1. **Repairs:** links repeat call-outs to their root cause so your teams fix problems first time.
2. **Hazards:** assists you to identify hazards, and tracks performance against the statutory clocks.

A third capability, Component Management is due for release in the coming months and will help you replace components on condition rather than on calendar.



Figure 2: PropertySense
PropertySense® reads the signals already sitting in your repairs data, brings every housing hazard into the same service, and gives you an evidenced view of every home.

PropertySense: Understand the condition of your homes

The Safety and Quality Standard requires registered providers to maintain an accurate, up to date and evidenced understanding of the condition of homes at individual property level. That understanding is hardest to evidence for the homes you hear nothing from. A household that has stopped making contact appears as an absence of data.

Today, asset, jobs and risk data is often distributed across a social housing provider's teams and systems, making it hard for you to join the dots when managing stock. PropertySense connects with those systems to provide you an evidenced view of every property including:

- Visibility of open hazards and compliance status drawn from the Hazards Module;
- Tenant vulnerability;
- Job intensity – repairs frequency drawn from the Repairs module;
- No access risk - drawn from the Repairs, this captures where a resident has missed a



Figure 3: PropertySense
PropertySense provides you with a view of every home, enabling you to make smarter decisions across your stock.

configurable percentage of previous visits;
and

These are the very things your consumer grading and operational efficiency rest on. PropertySense brings this data together and presents every property as a single record, as well as summarising the key indicators for your management team at a glance helping you to drive tenant satisfaction and reduce complaints.

Act where it matters

Filters turn the stock into a prioritised working list of the homes that need attention. You can narrow by hazard category and compliance status, by projected damp and mould risk level, by recorded vulnerability, by whether an appointment is scheduled and how soon, by the outcome of the last visit, by no-access risk, and by whether repeat jobs are currently ongoing at this property. The output is a list your teams can work through, not a report they read.

The same filtered dataset can be plotted geographically. This will help you to understand if failed access, open hazards on a particular street or estate, enabling you to target your engagement efforts at communities that need your assistance. It also allows you to plan your

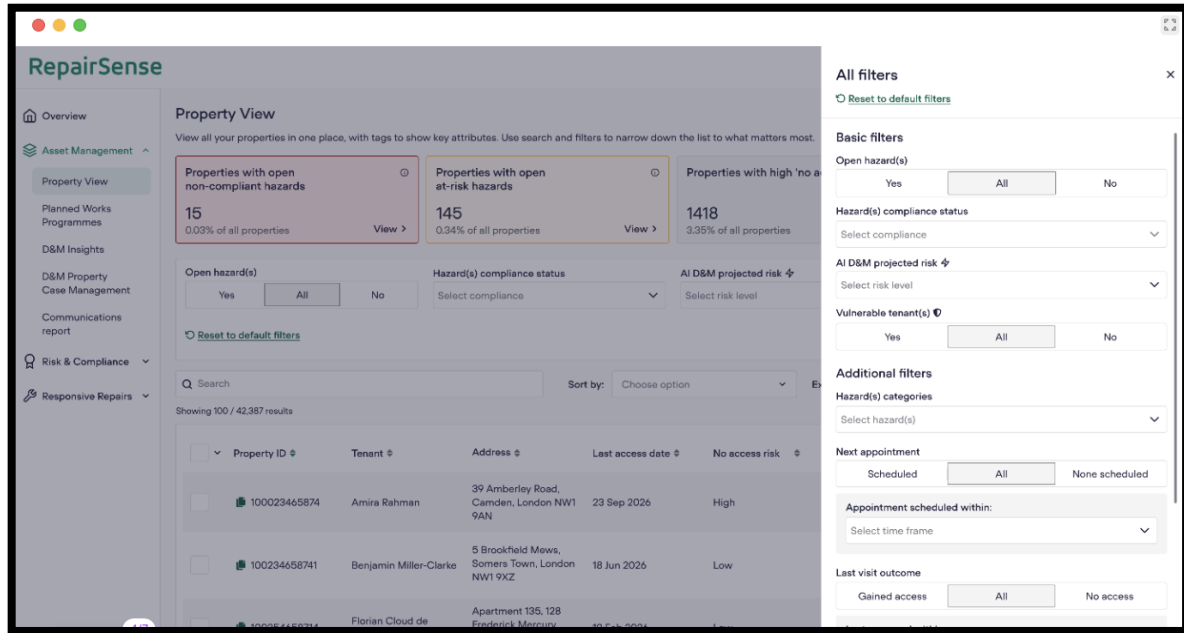


Figure 4: Act where it matters
PropertySense provides you with a view of every home, enabling you to make smarter decisions across your stock.

operative's intervention in an efficient way, to solve multiple problems within the same area

From targeted list to targeted contact

A filtered list can be used directly as a campaign list. For example, you can apply the optional Assisted Automation service to manage property access. Assisted Automation is a rich card messaging service that cuts no-access visits on repairs appointments, e.g., on the morning of a booked visit, it can send tenants branded rich card messages showing the appointment time, the trade, and the operative's name. The tenant can then "Confirm", or "Reschedule". Providing options for the tenant to confirm visits can go ahead as planned or to prompt you to reschedule them.



Visualisation, product configuration to be agreed during deployment.

Repairs: Cut Waste, Satisfy Tenants

Most social landlords respond to repairs well, but often without the full picture. A damp report, a plastering job and a broken extractor fan at the same property are logged as three separate jobs, although they are one unresolved problem. Because these patterns sit in unstructured job logs, they stay hidden.

Operatives arrive without context, repeat visits use up capacity, and residents have to explain the same fault again and again. The cost is high. Tenants with repeat issues are six times more likely to complain, which increases exposure to disrepair claims and Housing Ombudsman scrutiny.



Repeat visits use **up capacity**.



Residents explain the same fault **again and again**.



Higher **complaints**, greater scrutiny.

£10.0bn
spent on repairs & maintenance
England, year to March 2025

£10.9bn
forecast per annum
next five years

43%
increase in findings for poor property condition
Housing Ombudsman 2024–25

Responsive Repairs

The Repairs module is built on experience from more than 7 million repair jobs from UK social landlords, it uses natural language processing to read the intelligence held across a housing provider in real time. This includes the unstructured job logs, free-text notes and operative device notes that conventional reporting cannot read. As each job is logged or updated, the service consolidates the new data with the property's history and presents a live, property-level view to the teams who need it. This lets them:

- **See the current repair history at a glance:** it shows every property's visit and note up to the last minute, so a damp report, a plastering job and a broken extractor fan are seen as one unresolved problem rather than three separate tickets.
- **Prioritise repeat and high-severity cases:** the service highlights chain repeat repairs (fewer than four visits) and high-severity chain repairs (equal to or more than four visits) as they emerge. Teams can then prioritise action and manage repairs more proactively across plumbing, heating, electrical and joinery cases.

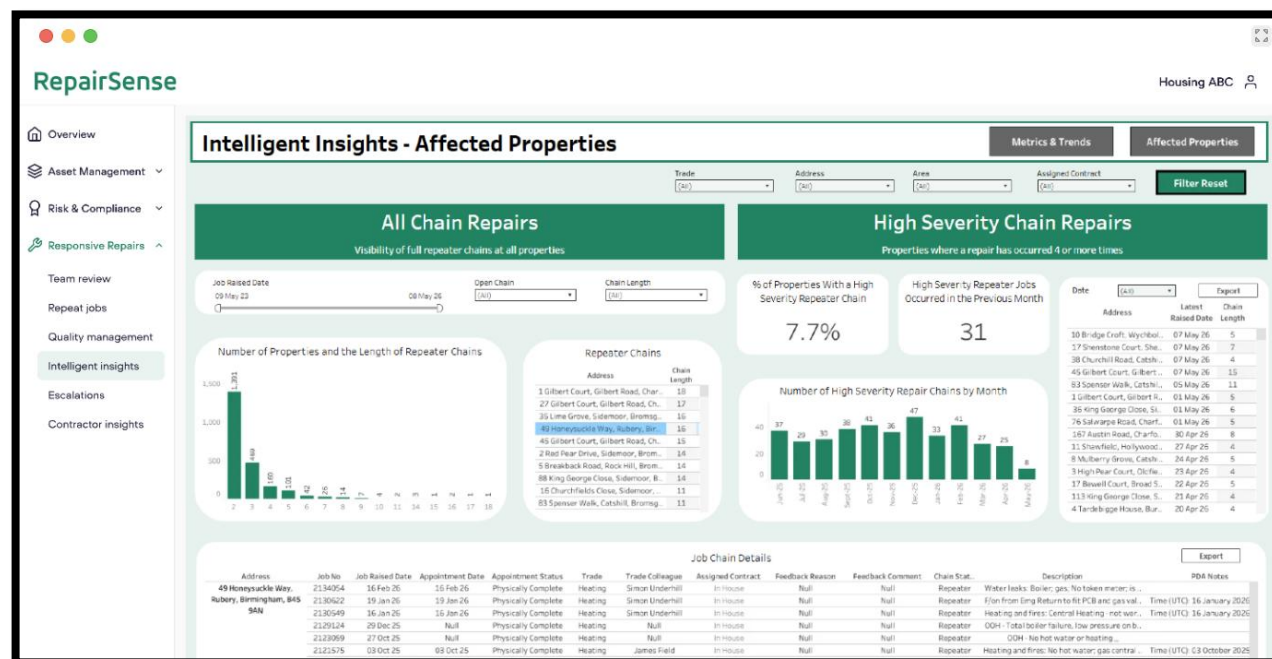


Figure 5: React to signals in your repairs data
The Repairs module provides a Responsive Repairs Inbox that presents cases for investigation (Job ID, Raised Time, Priority and the Trade). Users are then able to investigate cases at the click of a button.

- **Diagnose root cause as issues emerge:** failing components and developing problems can be identified as soon as the pattern appears, before a resident feels forced to complain.
- **Fix first time:** operatives arrive with live property history, including notes from the most recent visit, and the context to fix the root cause in a single visit.
- **Manage operative performance:** current repeat rates by operative, trade and contractor show where performance is strong and where targeted coaching is needed.

Fewer repeat repairs mean direct savings. Every repeat visit avoided saves operative time, travel, materials and administration, and frees trades capacity for planned and backlog work. Cutting repeat complaints at source also reduces the cost of handling complaints, compensation, disrepair claims and legal fees.

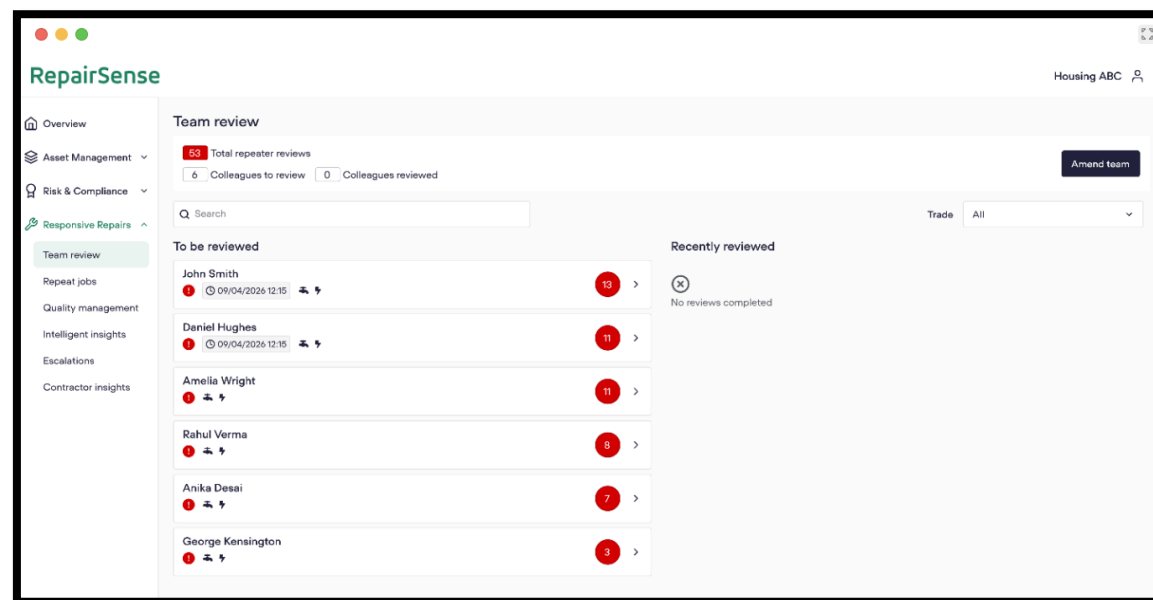


Figure 6: Reduce Repair Jobs, Direct Savings
RepairSense enables you to manage Operative Performance

Outperforming Sector Averages

Providers that have been live for 12 months or more consistently rank in the upper quartile for tenant satisfaction, averaging over 80% against a sector average of 72.3%. You can therefore adopt our service knowing that it delivers fewer repeat visits, fewer complaints and higher satisfaction in practice.



Gloucester
City Homes

“ PropertySense gives teams — from engineers to managers — the data to take ownership and make informed decisions.

Lee Duty
Director of Homes & Sustainability

Raven
HOUSING TRUST

Raven Housing Trust's repairs transformation is featured in the on-demand Mobysoft webinar.

The modern repairs operation
October 2026

Hazard Compliance

Social Housing Providers (SHP) are operating in an environment of increasing regulatory scrutiny, heightened expectations around resident safety, and rising levels of tenant vulnerability.

Landlords are required to identify housing hazards early, prioritise the most serious risks, and take timely, evidenced action to protect residents and demonstrate compliance with Awaab's Law. In practice, this is challenging across large and complex housing portfolios, where risk indicators are often fragmented across multiple systems and teams.

Housing Ombudsman investigations underline the need for better access to data in order to properly manage hazards, e.g., in 32% of cases investigated, the Housing Ombudsman recommends that additional training, record keeping and knowledge management improvements are required for Housing Providers to correctly manage hazards.



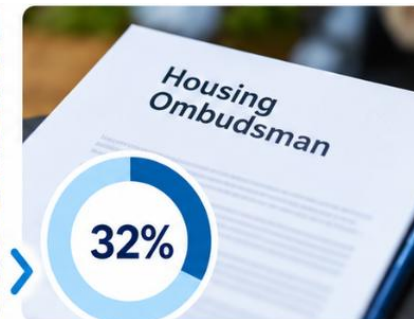
Increasing Scrutiny & Higher Expectations

- Awaab's Law
- Welsh Housing Quality Standard (WHQS)
- Hazard Response Rule, Housing (Scotland) Act 2025
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025



Challenging Environment

- Complex Housing Portfolios
- Fragmented Systems & Data



Connecting the Dots

32% of cases highlight the need for better record keeping and knowledge management improvements.

Hazards: Meet Standards, Protect Tenants

The Hazards module is designed to help social landlords proactively identify and prioritise housing hazards.

The Hazard module integrates with existing housing and asset management systems to understand hazards across your housing portfolio. The service provides you with visibility of current and emerging risks across your housing stock.

This enables you to:

- Identify and prioritise risk quickly
- Prioritise cases based on severity, resident and potential impact.
- Deliver timely intervention.
- Maintain transparent audit trails to support regulatory assurance, and the record-keeping expected under Awaab's Law and the Housing Ombudsman's guidance.

Ultimately, this means that when the regulator asks, the answer is already there: timelines, stages, outcomes and whether the fix actually held. Greatwell Homes confirms that with the PropertySense Hazards function: "We now

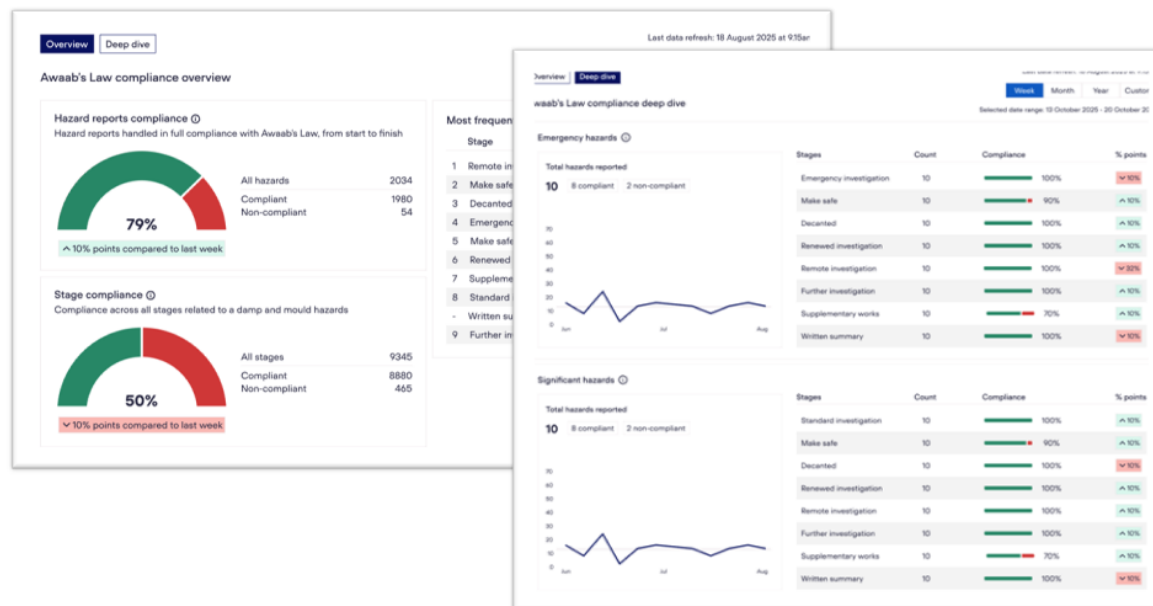


Figure 7: Track & Manage Hazards with PropertySense
The Hazards module enables you to evidence Compliance with Hazard response standards and regulations.

know no jobs will be missed and it also identifies any errors. It is critical for us with compliance."

Projected Risk: Pre-emptive Hazard Prevention

Projected Risk is an optional module that extends the core Hazards module by surfacing forward-looking risk indicators based on data patterns and historical trends using Natural Language Processing and Machine Learning. The service enables you to quickly "connect the dots" when investigating Hazards and potential Hazards, reflecting the Housing Ombudsman's findings in its Severe Maladministration Report that landlords must make better use of the data they hold.

At the core of Projected Risk is a modelling capability that identifies properties at heightened risk of hazards such as damp and mould. It brings together repairs' history, property characteristic and tenancy information to surface emerging risks before they escalate into serious disrepair, complaints, or regulatory breaches.

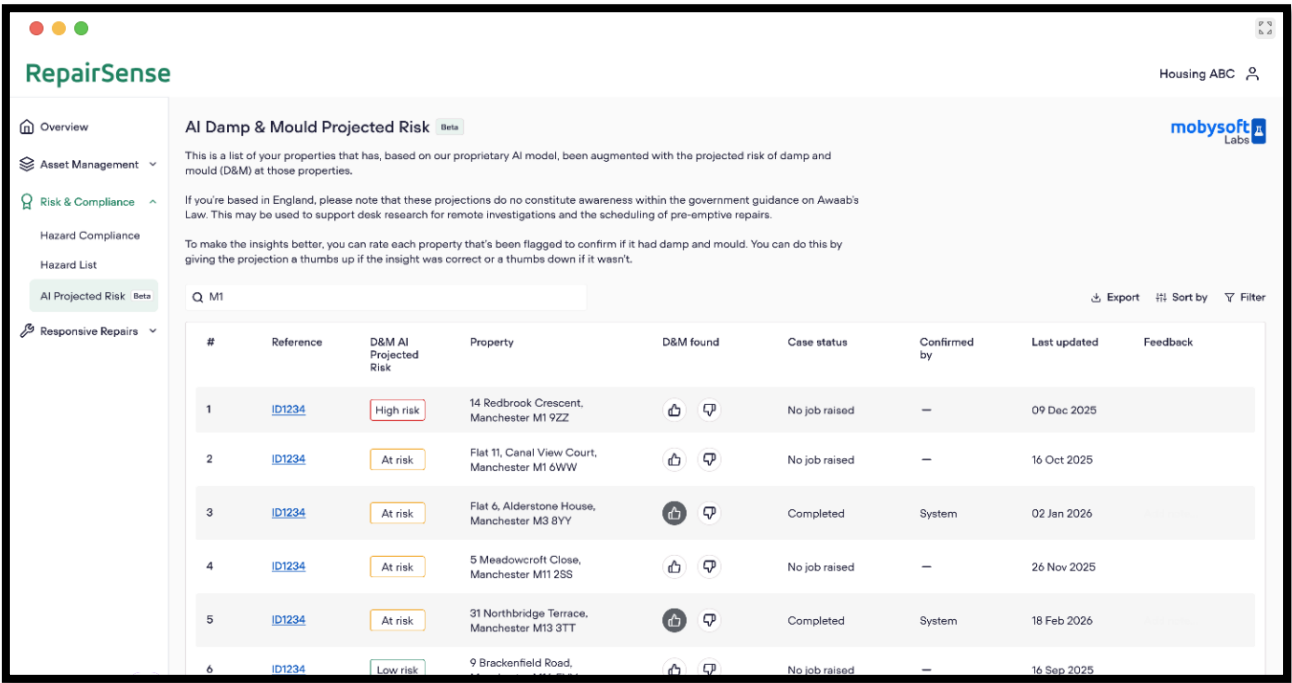


Figure 8: Projected Risk
Projected Risk is an optional module that extends the core Hazards module by surfacing forward-looking risk indicators based on data patterns and historical trends.

03 Implementation

Accelerating time to value

3. Implementation: Accelerating time to value

We will form a joint project team with you to implement PropertySense using our proven project methodology.

Implementation Methodology

Our methodology is proven to get customers live quickly, safely, and with confidence, while ensuring the solution is configured to reflect how your team's work. The key stages of an implementation are:

- **Discovery** ensures that we understand your IT environment, patch structures and ways of working, ahead of deploying PropertySense.
- Once technical requirements are understood we will **Provision PropertySense** and **Configure PropertySense** to follow your preferred ways of working - this is a collaborative phase combining our implementation expertise with your operational insight to ensure the system

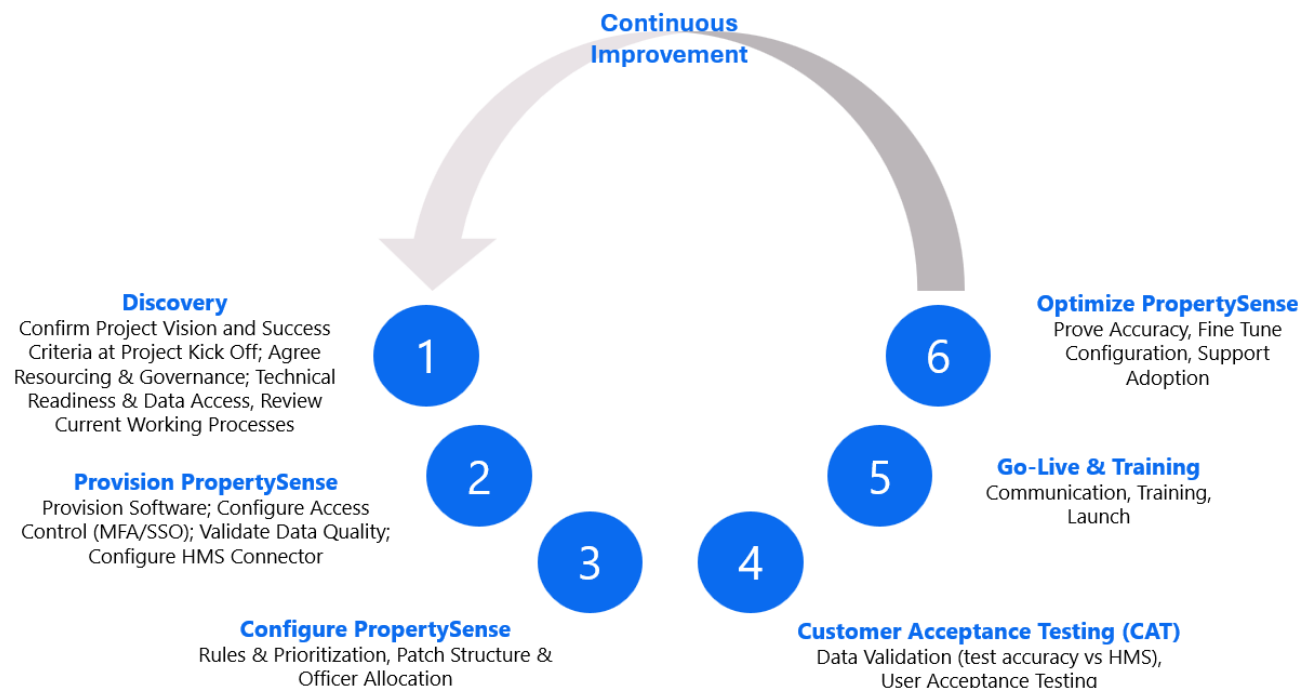


Figure 4: Proven Implementation Methodology
Our methodology is proven to get customers live quickly, safely, and with confidence, while ensuring the solution is configured to reflect how your team's work.

highlights the right cases, at the right time, for the right people.

- You will then perform [Customer Acceptance Testing \(CAT\)](#) ahead of [Go-Live & Training](#).

Following go-live, we will work collaboratively with you to [Optimise PropertySense](#). This includes monitoring performance and usage, proving accuracy, as well as hands-on support from our team to support you adopt good practice.

Once the service is optimised, it will enter a short period of Hypercare, prior to the service being formally transitioned to our Customer Success team.

A Typical Implementation Plan

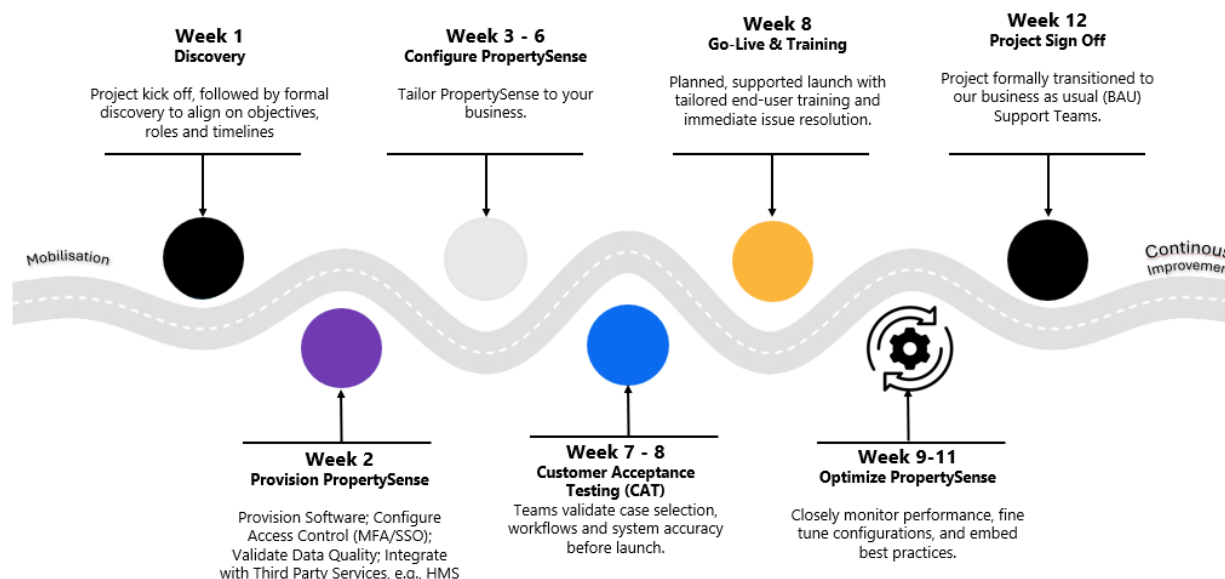


Figure 5: Typical Implementation Plan

Projects follow our structured implementation methodology to accelerate your time to value.



mobysoft

04 Customer Success Sustainable value

4. Customer Success: Sustainable value

Sustained improvements in the management of hazards and repairs requires a stable predictive analytics service, product adoption, effective operational practices, and strong leadership focus. The Mobysoft service model therefore combines both:

- A Service Desk Institute aligned Support Package to drive service availability. The service includes deployment of updates & upgrades to your service.
- An assigned Customer Success Manager will help you to drive benefits realisation, e.g., by providing insight into good practice from across our user base, as well as the provision of training on how to maximise the value of our service.

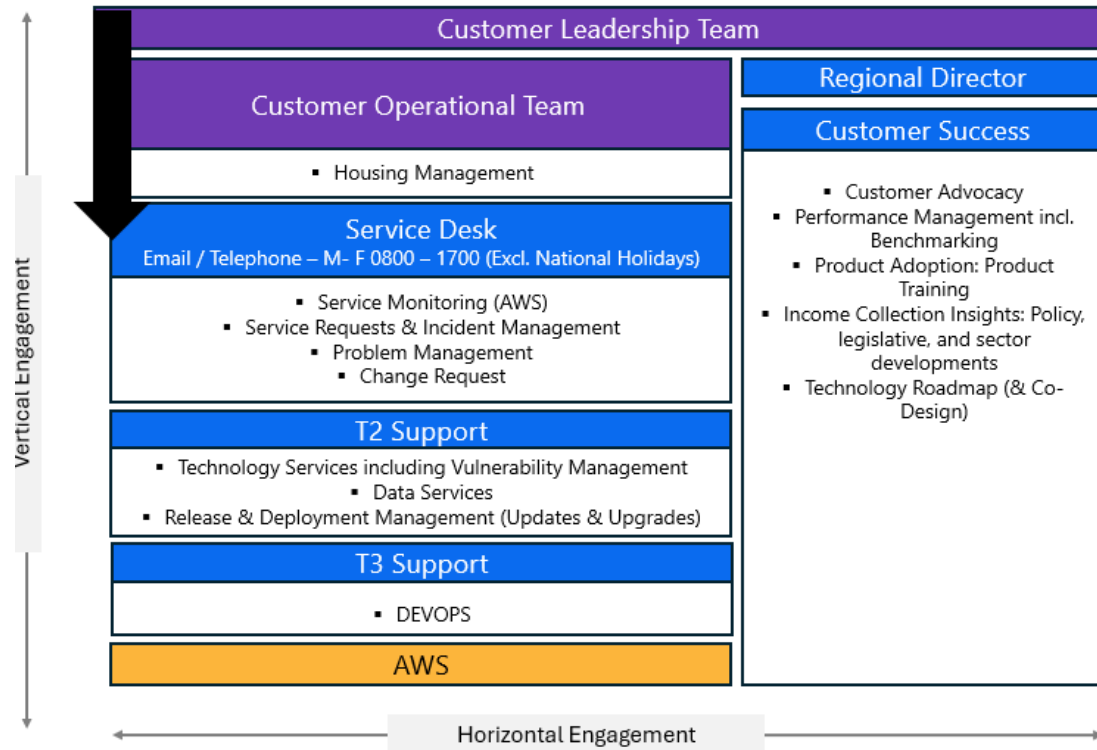


Figure 6: Delivering High Performance Services

Our Service Model is aligned to the Blueprint of the Service Desk Institute Global Best Practice to drive availability, adoption, and performance.

Customer Success

Customer Success is structured around regular performance reviews, delivered monthly, bi-monthly, or quarterly depending on customer preference. These sessions:

- Track progress against agreed objectives and business cases
- Identify opportunities to improve outcomes through configuration, process, or behavioural change
- Share good practice and provide access to webinars and training events that will sustain high performance.
- Capture customer feedback and product roadmap suggestions to share with our product and data teams to inform the development of the next release of PropertySense.

Where issues or concerns arise, your Customer Success Manager acts as an escalation point for your team.

Support and Service Management

A Service Desk Institute aligned Support Package is provided to drive service availability. The service includes:

- Service monitoring and proactive service availability management.
- 99.5% service availability SLA.
- Target response and resolution times for service requests.
- Components of the Blueprint of the Service Desk Institute Global Best Practice including Vulnerability Management; & Problem Management.
- Deployment of updates & upgrades to your service so that you can keep at the forefront of housing management.

For full details of the SLA included within our pricing, please refer to Appendix E – SLA.



"It's not just about the product; there's a wraparound service with real support and training from knowledgeable people."

Director of Customer Services

Annex

A smarter way to deliver safer homes

Appendix A: Mobysoft Overview

Our Business

Mobysoft develops solutions to enhance social housing, by improving tenants' lives and the quality of homes they live in, whilst helping social landlords deliver better services more effectively. Our solutions and services are designed to help upskill users and improve job satisfaction.

Our Values

The Mobysoft corporate identity & brand is underpinned by its values:

Courageous
Collaborative

Innovative
Customer-focused

Outcome Orientated
Accountable

Our Products

Our products provide a secure, scalable environment for combining hazard insight with operational housing, repairs and asset data:

- **PropertySense®**. An analytics solution that helps social landlords understand, forecast and manage repairs demand and performance, enabling more proactive and efficient repairs services
- **RentSense®**. A predictive income management solution that helps landlords prioritise arrears cases and maximise rent collection efficiency

Our Commitment to Social Value

Mobysoft is a tech-for-good organisation committed to delivering measurable social value alongside our services.

We want our customers to create new opportunities in their region. Unless otherwise agreed, we will therefore make 1% of your annual subscription fees available to fund social value projects in your area. This could include creating apprenticeship opportunities in-line with PPN026, support for voluntary and third sector organisations in your area, or other initiatives that matter locally.

We'll help you identify where that support will count most — whether that's placements within your own teams, apprenticeships with your contractors and local employers, programmes run with a nearby college or training provider, or projects delivered by community and voluntary organisations. We can deliver the funding by paying the training provider, employer or organisation directly, or in kind through staff time, software, mentoring and training from our own team.

Funding doesn't roll over between years, but meaningful projects rarely fit neatly into twelve months. So where it helps, we can agree to combine two or more years' funding to support a longer programme or a larger cohort, and even front-load it so the work can start sooner. Every project supported is a shared achievement. We'll work with you on a short case study for each of our websites — agreed with you in advance — so the people and the outcomes behind it are properly recognised.

Recent examples include:

- Supporting over 140 people into stable housing and 70+ people into employment through community partnerships
- Delivering £400,000+ of added value to the social housing sector through income maximisation services in 2024
- Providing apprenticeships, mentoring, and employability support for young people entering technology roles.

Our social value activity is embedded in how we operate as a supplier to the social housing sector and supports wider community outcomes alongside service delivery.

Appendix B: Architecture

Solution Architecture Overview

Hosted by AWS (London), PropertySense® is designed to complement, not replace, a customer's Housing Management System (HMS). Relevant data is securely extracted in real time and processed within the PropertySense® platform, where it is modelled and structured to produce a prioritised view of housing hazards, forward-looking insights and management dashboards.

The architecture is intentionally simple and low-risk: it requires no changes to your core housing system, supports secure access controls, and ensures that insight is always based on the most up-to-date data available. This approach allows organisations to realise value quickly, while maintaining full control over their source systems and data:

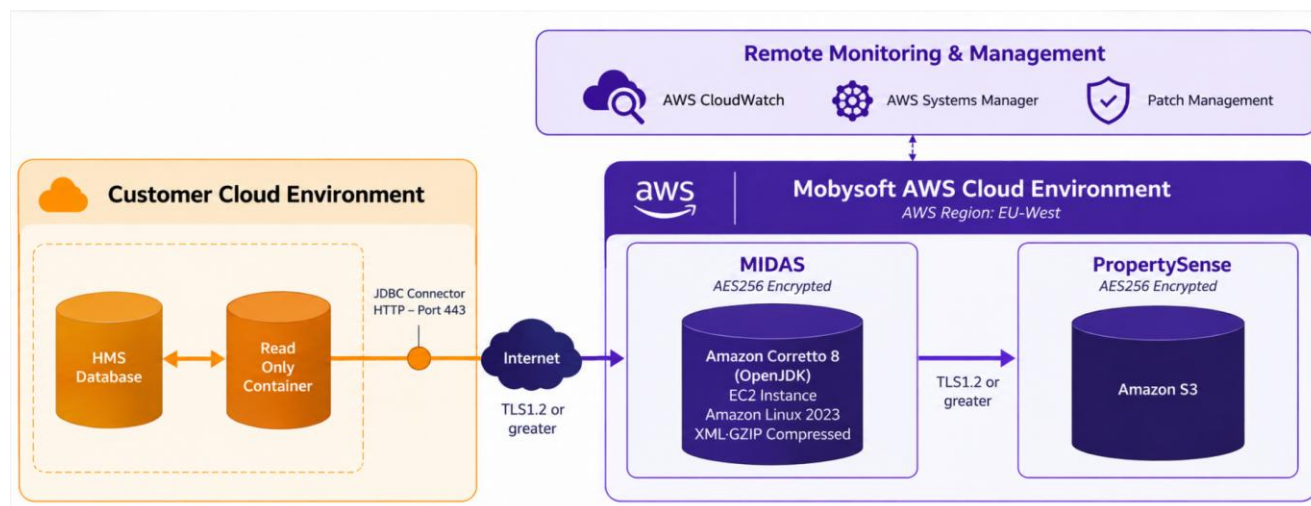


Figure 7: Service Architecture

We provide a secure, simple and scalable service architecture.

Appendix C: Non-Functional Capabilities

Configuration

The service is highly configurable to meet the operational needs of different housing providers without requiring bespoke development.

Configuration options include:

- Role-based user access and permissions
- Reporting alerts
- Data refresh frequencies and notification preferences

Configuration changes can be made by authorised customer administrators or by the supplier as part of an agreed support or customer success engagement. All configuration changes are logged and auditable.

Audit

Comprehensive audit logging is enabled across the platform, with logs centrally collected, retained, and reviewed to support accountability and incident investigation.

Integration

The service is designed to connect securely with customer systems and third-party platforms. Key integration capabilities include:

- Secure file-based transfers (SFTP) where APIs are not available.
- Integration with select Housing Management Systems (HMS),.
- Support for batch and near-real-time data flows, depending on use case.

Updates & Upgrades

Type:	Updates include security patches, performance improvements, defect fixes, and functional enhancements.
Frequency:	Minor updates are deployed regularly; major releases are delivered periodically.
Customer impact:	Updates are designed to be non-disruptive, with no customer action required.
Notice:	Customers are notified in advance of any changes that may affect functionality or user experience.

End-of-Life (EoL):

Where functionality is to be deprecated or retired, customers are provided with clear notice, guidance on alternatives, and reasonable transition timelines, e.g., you will receive 6 months-notice for features that are going to be sunset (full support is offered during this period). Typically, sunset features are replaced with better, more capable functionality.

Service Continuity – Business Continuity & Disaster Recovery (BCDR)

The PropertySense® database is operated in a fault tolerant manner to ensure continual availability. In the event of a major issue with the underlying hosting provider, the stated Recovery Time Objective (RTO) is 6 hours, with a Recovery Point Objective (RPO) of end-of-last working day.

Mobysoft has a Business Continuity and Disaster Recovery Programme that provides for continued operation of the business and the delivery of PropertySense® in the event of partial/total loss of either hosting provider infrastructure or the Mobysoft office location(s).

Backup

Backups are performed by AWS automatically every 24 hours.

Information Security

Information security is embedded into the design, delivery, and operation of the service. Key controls include:

- Access control: Role-based access, least-privilege principles, and multi-factor authentication where appropriate.
- Encryption: Data encrypted in transit and at rest using industry-standard protocols.
- Vulnerability management: Regular vulnerability scanning, patching, and penetration testing
- Monitoring: Continuous monitoring for security events and anomalous activity.
- Incident management: Defined security incident response processes, including customer notification where required.

Security controls are aligned to recognised best-practice frameworks. Mobysoft is ISO 27001 certified and Cyber Essentials Plus certified.

Responsible AI

Where AI, machine learning, or automated decision-support is used, it is applied responsibly and transparently.

Responsible AI principles include:

- AI is used to support human decision-making, not replace it
- Outputs are explainable and interpretable by users
- Models are monitored for performance, bias, and drift
- Customers retain control over how AI-driven insights are operationalised
- No automated decisions are made without appropriate human oversight

AI capabilities are designed to be ethical, accountable, and aligned with customer and regulatory expectations.

Compliance

The service is designed to support customer compliance with relevant legal and regulatory requirements. This includes:

- Provides the tools you need to maintain your compliance with the UK GDPR and Data Protection Act
- Secure data handling and retention practices
- Support for sector-specific regulatory obligations (e.g. social housing governance and reporting)
- Alignment with recognised information security and service management standards

Compliance controls are reviewed regularly to reflect changes in regulation and best practice.

Language

English language interface that supports capturing data in alpha and numeric characters, e.g., you can store Welsh Language entries without special characters if required, or send SMS in the same way.

Appendix D: Technical Requirements

Web Services Supported

Users access their PropertySense® caseloads via a web portal. All modern web browsers are supported (Chrome, Edge, Safari, etc.).

Appendix E: Service Level Agreement

Support Hours

Standard support is provided during the following hours:

- Monday to Friday, 08:00 – 17:30 (UK time)
- Excluding England & Wales public holidays as defined here: [UK bank holidays - GOV.UK](https://www.gov.uk/bank-holidays)

Out-of-hours support for critical incidents is available via escalation.

Service Availability

Mobysoft targets a **monthly service availability of 99.5%**, measured across core application services. Availability is calculated as the percentage of total time in a calendar month that the Service is available, excluding:

- Customer misuse or unauthorised changes
- Planned maintenance (with notice)
- Force majeure events
- Issues caused by customer systems, connectivity, or third-party services outside Mobyssoft control.

Target Service Request Response and Resolution Times

Severity	Description	Response	Resolution
1 – Critical	Complete loss of service or a critical function unavailable with no workaround.	Within 1 business hour.	As soon as reasonably practicable. Noting that the stated Recovery Time Objective (RTO) is 6 hours, with a Recovery Point Objective (RPO) of end-of-last working day.
2 – High	Major functionality impaired, significant business impact.	Within 4 business hours.	Next business day.
3 – Medium	Partial loss of functionality or degraded performance.	Within 1 business day.	Agreed with Customer.
4 – Low	Minor issue, cosmetic defect, or general query.	Within 2 business days.	Next release (where added to the Mobyssoft product roadmap).

Maintenance Windows

Planned maintenance is typically performed outside standard business hours:

- Customers will receive at least 5 business days' notice
- Emergency maintenance may be required in exceptional circumstances



Act where it matters



EMAIL: commercial@mobysoft.com
Website: www.mobysoft.com

A yellow triangle is located in the bottom right corner of the page, pointing towards the top right.