



PIMSS Compliance

G-Cloud 15

SERVICE DEFINITION DOCUMENT

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PIMSS Compliance allows you to manage statutory and regulatory compliance across the Big Six areas of Compliance risk.

It includes the key workflows you need in each area and a dashboard to provide an “at a glance” summary of compliance performance across all your assets. It also provides a fully auditable, tracking history, giving you 100% confidence that all your properties are safe for your tenants and stakeholders.

PIMSS Compliance also integrates with PIMSS Asset Management to create and maintain the Golden Thread of accurate data to maintain your Single Point of Truth for all your asset data.

Features & Benefits

Features

- Executive Summary dashboard with real time Compliance Monitoring and Reporting
- Statutory Compliance workflows with automated email alerts for;
 - Asbestos Management
 - Electrical Safety
 - Fire Safety including Fire Risk Assessments
 - Gas and Carbon Monoxide Safety
 - Lifts and Lifting Equipment Safety
 - Water Management (Legionella)
 - DSEAR compliance
 - RADON assessments
- Non-Statutory Inspection regime workflows e.g. tree inspections, CCTV servicing, playground inspections, gutter cleaning programmes
- Links specific team members to workflows to ensure inspections are done by qualified staff
- Customisable workflows & flexible form designer
- Integration with PIMSS Asset Management
- Barcode / QR coding for asset tagging
- Third Party system integration
- Mapping functionality
- Optional mobile app (Accord for Compliance) including off-line working
- Optional Document Reader to update Compliance from Contractor/Third Party documents
- API Connectivity for third-party system integration

Benefits

- 'At a glance' summary of your real time compliance for each Big Six area
- Central monitoring of all your compliance in one place for convenience
- Major risk areas covered using regulation compliant workflows giving you peace of mind
- Reduces your risk, inefficiency and cost compared to spreadsheet/paper-based systems
- Effective management and tracking of your remedial works and recommendations
- Confidence in your Statutory/Regulatory Compliance regime
- Visual reports showing your compliance status with drill through capability for ease of use
- Confidence in your data with the Golden Thread of data integrity between key systems
- Workflow automation saving time and money and speeds up remedial processes
- Mobile data capture and synchronisation for convenience & efficiency
- Helps make more effective use of your staff, budgets and resources

- User friendly, intuitive interface and system navigation saving users time and effort
- Designed by Asset Management Compliance experts for Asset Management Compliance users

- Supports use of both Internal and External Contractors (DLOs)
- Improved data alignment across your system platforms

Company Overview

We produce Asset Management, Stock Evaluation and Compliance software for use in Social Housing, Local Authorities and in the wider property and asset management sectors.

PIMSS was started in 1995. Since then, we have processed stock condition data equivalent to every Social Housing Property in the UK – over 5 million properties... and counting.

We have a history of innovation in Asset Management in our sector:

- We delivered what is still the largest ever stock condition survey data migration in the UK.
- We created the first web-based Asset Management system in the market.
- We created the first Cloud Based Asset Management system.
- Our Asset Management system is designed by Asset Management experts for Asset Management users to make it intuitive, clean looking and easier to use.

We have long term relationships with some of the largest Registered Providers (RPs) in Social Housing in the UK, helping them meet the challenges & change driven by sector, organisational & legislative requirements.

We are expert in helping clients through mergers and acquisitions, consolidating and creating a Single Point of Truth for reporting, management and governance purposes in your Asset Management function.

As a major Asset Management provider not owned by or attached to a Housing Management System provider, 100% of our resource is focused on asset management. It's what we do and it's where our expertise lays – and has done for over 30 years.

Why Choose PIMSS?

Five Pillars of Asset Management

We believe effective Asset Management requires five functions, or pillars, to support your organisation delivering on your key tactical and strategic objectives:

- Compliance – managing risk to your stakeholders
- Governance – reporting and evidencing value to your stakeholders & regulators
- Financial Management – optimising your budgets & cashflow
- Efficiencies – reducing your overheads/optimising your resources, delivering value
- Strategic Asset Management – the right data to support your Big Decision making

At PIMSS, our products and services are designed to support the pillars of your asset management function and are under-pinned by our unique position in the market;

Asset Management Experts

We don't make any other software. Our attention is solely on making the best possible Asset Management products. All our focus and development budgets go on that.

Big Decision Software

The Big Decisions are made in Asset Management – our products and services are designed to support you.

We Make It Work

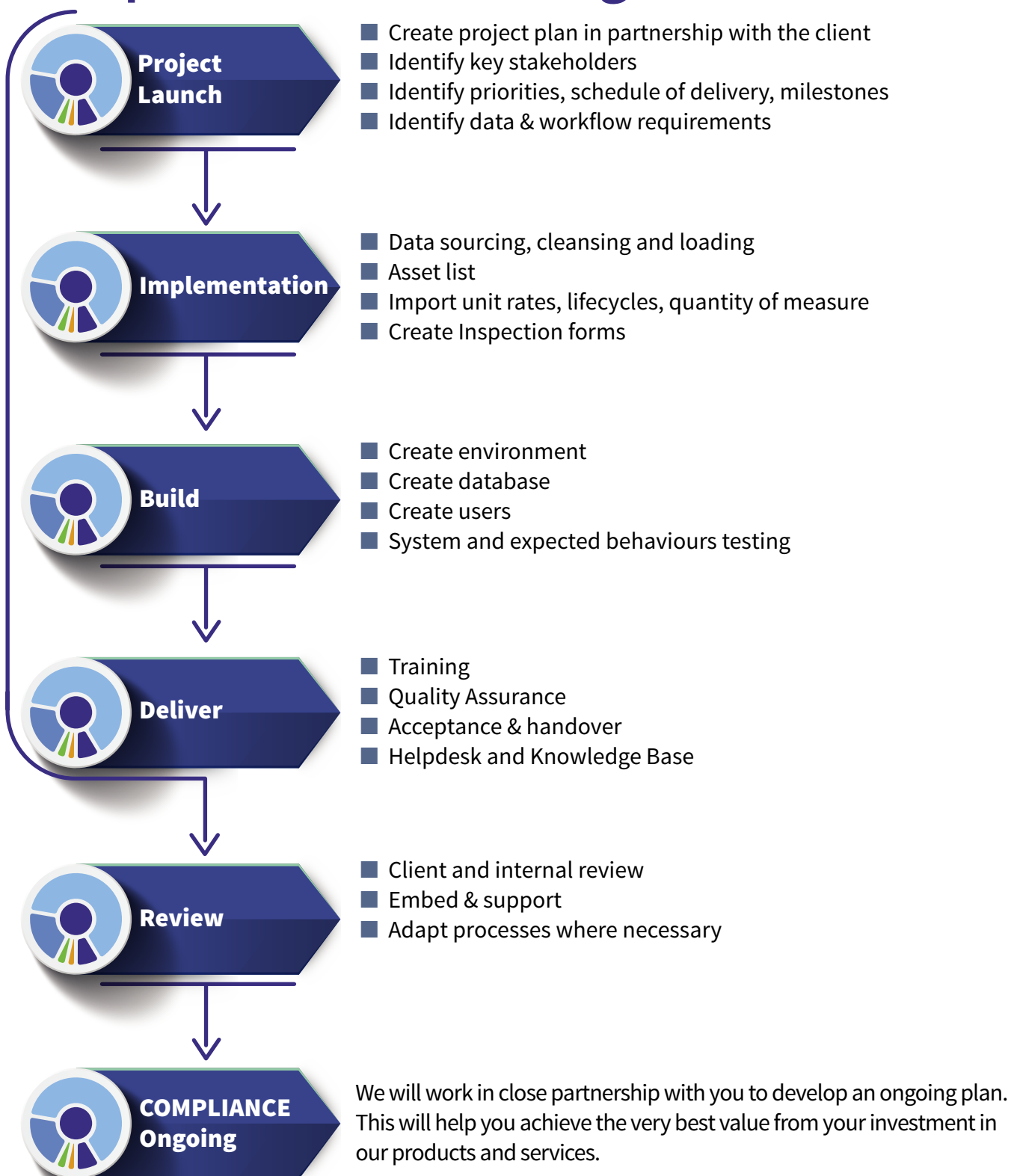
You know your organisation. We know our software and Asset Management.

Working together in partnership, we can provide a range of wrap-around services to complement your in-house resources and expertise and help you optimise the value you derive from your investment in our software.

It's not just about Onboarding, it's about Ongoing.

We have over 30 years' experience, continuously developing our products and helping our clients embed them. Our philosophy is "buy once, buy right".

Compliance Onboarding



Our approach to onboarding uses a tried and tested best practice blueprint methodology, aligned to PRINCE2 project management principles.

We frequently deliver complex implementations to tight deadlines and have been very successful in helping clients achieve their Asset Management business objectives.

The PIMSS SaaS Model

Helpdesk

Operational 5 days per week 8.30am to 5pm for access by PIMSS trained users. (Excluding weekends & Bank Holidays)

Services

- Access to PIMSS Knowledge Base for training and guidance material, videos, FAQs, webinar library and more.
- Dedicated Training Request Web Form
- Named Client Relationship Manager
- Named Project Manager
- Access to live knowledge sharing webinars & product specific workshops

Maintenance

- Software upgrades and enhancements

Standard Service Level Agreement (SLA)

Client Impact Score	Response Time*	Target Fix Time**
1. System Down	Within 1 hour	1 day
2. Module Not Working	Within 1 hour	2 days
3. Something is not working properly	Within 1 hour	10 days
4. Require help	Within 1 hour	10 days

*Response time from receipt of ticket

**Target Fix only – complexity, triage, information provided by user, further investigations, wider impact and external factors will influence actual fix times.

Training

Outside our comprehensive Onboarding Plan, we provide a broad range of training materials and services to support your Ongoing Plan and use of PIMSS products. This is designed to be appropriate to the needs of the various user profiles in your organisation, who may require different competencies.

PIMSS Knowledge Base

- Short Self-service/Self-help videos
- 'How Do I's?
- Competency refreshers
- User Guides for all products
- FAQs Library

Webinars – Live, Pre-recorded and Library Content

- Short scheduled sessions
- Knowledge sharing
- Targeted content to specific products
- Library content accessible 24/7

Dedicated Web Form to Request and Schedule Training

All training is:

- Delivered via Teams - Onsite training available by special request

10 What's Included?

Compliance:

- Unlimited User Licences
- Standard Workflow Definition Templates
- Helpdesk support during office hours for PIMSS trained users
- System Enhancements and Upgrades
- Access to training materials/library content/Knowledge Base
- Named Client Relationship Manager
- Named Project Manager
- Hosting on Microsoft Azure

What's Not Included?

At PIMSS we believe that you should buy once, buy right.

And one size does not fit all.

Onboarding and Implementation costs – All client's requirements are different. We can provide clear and transparent costs once details of these requirements have been discussed with you.

Integration with Third Party Applications are available. Clarification provided after requirements have been discussed.

All prices are exclusive of VAT.

Enhanced Packages:

Our 'Make It Work' philosophy is supported by our provision of enhanced package options. These provide clear strategic and budgetary assurance for selected and ongoing additional services.

We will help tailor these to your individual requirements once a full assessment of your Ongoing Plan is established and will be quoted for separately. These are priced in bundles.

Value Added Services:

You know your organisation. We know our software and Asset Management.

Working in partnership, we can provide a range of wrap-around services to complement your in-house resources and expertise and help you optimise the value you derive from your investment in our software.

Here is a brief example of some of the services we offer:

- Data Services - Plugging your in-house resource gaps. Quality checks and gap analysis
- Creation of bespoke workflows
- Development of bespoke Building Safety Procedures
- Access to Subject Matter Experts (Data, Technical, System)
- Amendments to standard workflows and forms (e.g. due to legislative changes, internal changes of policy)
- Defined project packages

Hosting and Security Overview

PIMSS cloud products are engineered on a robust, future-proof technical foundation, utilizing **Microsoft Azure** for all hosting and data storage requirements. By leveraging UK-based datacentres for primary hosting and geographically distinct UK regions for redundant replication, the platform ensures total data sovereignty and high availability. This infrastructure is managed through a strategic partnership between PIMSS Data Systems and a specialized UK Cloud Service Provider (CSP). Furthermore, the service aligns with global sustainability mandates; as Microsoft Azure has maintained carbon neutrality since 2012 with a commitment to become carbon negative by 2030, the PIMSS hosting environment is verified as **carbon neutral**.

The software architecture is designed for long-term stability and peak performance, utilizing the **.NET framework** and **Microsoft SQL Server**. To maintain a secure and modern language framework, the system receives regular, automated updates and version increments. The platform provides a

seamless, “anywhere” user experience through a fully responsive interface, supporting all major web browsers—including Edge, Chrome, Firefox, and Safari—across any PC, tablet or mobile device. To ensure consistent delivery under varying loads, server capacity and hardware performance are scaled to match specific customer throughput and usage patterns.

Security is the cornerstone of the PIMSS delivery model, governed by a “**Zero Trust**” philosophy. PIMSS is **Cyber Essentials Certified**, and all products are penetration tested annually by specialist security company. All data transmissions are protected by high-grade **TLS 1.2 encryption**, access is strictly regulated through **Multi-Factor Authentication (MFA)** and granular **Role-Based Access Control (RBAC)**, ensuring users only access information pertinent to their role. Every system interaction is captured by an automated auditing engine, providing an immutable record of “who, what, and when” for every data modification.

To ensure business continuity, PIMSS offers a high-availability service level agreement (SLA) of up to **99.99%**, supported by 24/7/365 automated system monitoring. Resilience is built into the service via daily database backups with 7-day retention and system snapshots with 2-day retention, all stored in geo-redundant UK locations. In the event of a critical service disruption, PIMSS follows a rigorous

five-stage **Disaster Recovery Plan: Identification** (rapid gathering of incident data), **Containment** (evaluating scope and impact), **Eradication** (root cause elimination), **Recovery** (restoration of full service via software or configuration updates), and a comprehensive **Post-Incident Review** to prevent recurrence.



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