



PIMSS Asset Management

G-Cloud 15

SERVICE DEFINITION DOCUMENT

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PIMSS CORE & MODULES

Decency Measures inc SHQS / WHQS / HHSRS

Cost Profiles

Dashboard

Schedule of Rates

Assets & Attributes

Surveys

Rule Sets

Data Importer/Exporter

Document Attachments

Search Facility

Reports

Asset Hierarchy & Grouping

Batch Report Processing

Cloning

Built-in User Admin & Security

API Connectivity

Planning

- Versioning for 'What if' scenarios
- Decency overlays
- Model delaying or accelerating work
- Integrates with Contracts to output work schedules

Contracts

- Manage Workflow & Governance
- Track budget v actual spend
- Completions update stock condition data
- Integrates with Contractor Portal and Planning Module

Asbestos

- Asbestos register fully compliant with regulations (HSG227, 264, CAR)
- Audit trail of changes
- Attachment of documents and lab results
- Data Loader

Integration with PIMSS Compliance & Viability

Energy

- Generation of EPCs
- Updated EPRs when improvements are made
- RdSAP Scoring
- Automatic data uploads from third party surveyors

Enhanced Energy Reporting Suite

- Calculate Cost to Net Zero
- Plan for EPC Band C improvements

Contractor Portal

- Share Asbestos register securely with Contractors
- Allow for work completions and payment requests to be sent to Contracts module

Agility

- Mobile surveying application
- Support offline working

Interfaces

- Property and Attribute data interface to HMS
- Interface with Repairs system

PIMSS is the market leading Asset Management software. It helps you maintain decency standards, manage and plan the cost of decarbonisation and investment programmes. It ensures the health and safety of tenants and stakeholders and provides a single point of truth for all your asset management data whilst integrating with your other key systems. PIMSS saves you time, money and duplication of effort and gives you the confidence you need to make the Big Decisions in Asset Management.

Features & Benefits

Features

- Real-time reporting
- Decency reporting for Decent Homes, SHQS, WHQS
- Unlimited, user definable surveys to monitor Stock Condition, Decency and Housing Health & Safety (HHSRS)
- A flexible Excel spreadsheet import tool for bulk system updates
- Apple & Android Mobile Survey App
- Investment planning
- Asset data analysis and scenario testing
- Contract management
- Asbestos management
- Energy management
- Decarbonisation reports
- Mobile working
- Task management
- Audit reporting
- Document management
- Provides a central repository for all asset-related information
- Links documents via Electronic Document Management Systems (EDMS)
- Report across all stock, property groups down to individual asset, including drill down facilities and automated batch report processing
- Built in user administration and security features
- API Connectivity for third-party system integration

Benefits

- Greater data accuracy and reliability for more reliable Big Decisions
- Effective budget planning and financial control to save time and resources
- Standard reporting making it easier to meet your regulator's governance requirements
- Improved data accuracy with in-built data validation on bulk system updates
- Rule sets that trigger automatic updates, preventing duplication of effort and data conflicts
- Cost profiles for effective planning of component replacements improving efficiencies
- Dashboard displays all relevant asset information in one place for ease of use/ convenience
- Multiple sets of unit rates & component lifecycles enabling easier business plan modelling
- Dynamic search facilities to enable identification of property groups for effective planning and reporting
- Data cloning facility saving time and duplication of effort
- User friendly, intuitive interface and system navigation saving users time and effort
- Helps you meet your compliance/health and safety obligations

- Mobile data capture and synchronisation for convenience/efficient use of time and resources
- Identification of energy efficiency improvements helping your decarbonisation initiatives
- Makes it easier to plan and manage the cost of decarbonisation
- Helps you make more effective use of your staff, budgets and resources
- Access, model and assess all the data you need for reliable Big Decision making
- Eliminates data silos
- Provides a Single Point of Truth for greater data integrity and reliability to underpin Big Decision making
- Designed by Asset Management experts for Asset Management users
- 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.

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

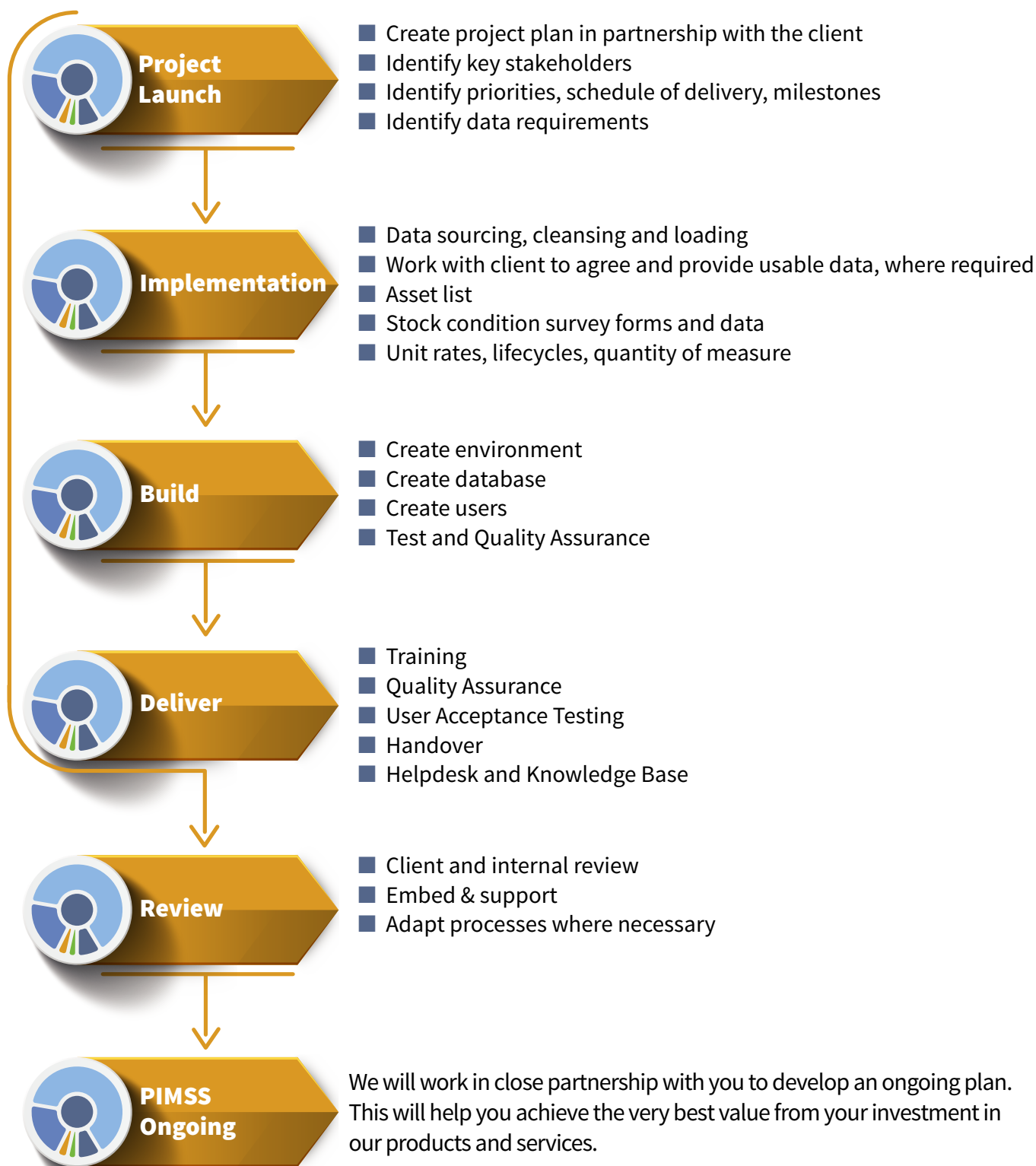
You know your organisation. We know our software and Asset Management.

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".

PIMSS 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.

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?

PIMSS:

- Unlimited User Licences
- Helpdesk support during office hours for PIMSS trained users
- System Enhancements and Upgrades
- Access to training materials/library content/PIMSS Knowledge Base
- Named Client Relationship Manager
- Named Project Manager
- PIMSS System is branded with your organisations logo

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.

Hosting costs are itemised separately in the pricing document.

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.

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
- Enhanced and Custom Report packages to help with funding, audit or board reporting
- Defined project packages
- Access to Subject Matter Experts to support your in-house Asset Management function

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

12 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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