

Service Definition Document

Gather is a system that collects, reports and shares all the data that's key to your organisation.

FEATURES AND FUNCTIONS

- **Web and Mobile Applications:** We provide a web application and native mobile applications (iOS, Android, and Windows) for real-time data input and access from any location.
- **Built-in Data Forms:** detailed audits, customisable surveys, structured modules, and general data entry forms standardise and streamline data collection processes.
- **System-to-System Integration:** Gather is built for seamless data interoperability. We can automatically integrate and report on key data held within your organisation's existing internal systems, creating a single, unified view of all critical information.

REPORTING AND ORGANISATIONAL STRUCTURE

- **Organisational Structure Mapping:** The system allows you to accurately model your unique organisational hierarchy - from teams and departments to groups and specific areas of operation. This structure ensures reports and data access are relevant to each specific user's role and responsibilities.
- **Customisable Dashboards:** All collected and integrated data is presented through fully customisable dashboards. Users can configure visualisations, Key Performance Indicators (KPIs), and detailed reports to monitor performance, identify trends, and make data-driven decisions.

ELIGIBILITY & PREREQUISITES

Gather is built for maximum accessibility and compatibility:

- **Web Application:** Our web-based application is compatible with all major modern browsers and can be accessed on any internet-connected device, including desktops, laptops, and mobile devices.
- **Mobile Applications:** Dedicated, feature-rich native applications are available for **iOS, Android, and Windows** to ensure optimal performance and offline functionality for field-based users.

AVAILABILITY & SUPPORT

We understand that continuous access to your critical data is essential.

Service availability is governed by a flexible Service Level Agreement (SLA), ensuring uptime percentages are aligned with your specific organisational requirements.

Standard Support: Online and telephone support is available during standard office hours.

Critical Support: A dedicated support team is available to address critical issues.

Self-Service: Users have access to built-in tutorials and online guides.

SELF-SERVICE SUPPORT

We empower users to find answers quickly with comprehensive self-service resources:

- **Online Guides and Documentation:** Access a full library of detailed, up-to-date user guides and technical documentation.
- **Built-in Tutorials:** The system includes intuitive, step-by-step tutorials embedded directly within the application to guide users through key functions and processes.

COMMUNICATIONS & ACCOUNT MANAGEMENT

- **System Updates:** All service updates, maintenance schedules, and new feature announcements are disseminated through our dedicated communication channels, ensuring users are always informed.
- **Dedicated Account Management (for Large Organisations):** Large-scale deployments benefit from a single, named account manager. This individual acts as the primary point of contact, ensuring all service needs are met, and provides valuable on-site support and consultancy as required.

SECURITY

Data integrity and security are paramount.

- **Encryption:** All data transmitted and stored within the Gather system is fully encrypted using industry-leading protocols.
- **Infrastructure:** Our system runs on our own fully managed, secure infrastructure, which is centrally based in the **United Kingdom**, ensuring compliance with strict data residency and privacy standards.

CHARGES

Our pricing model is designed to be straightforward and scalable:

- **Minimum Charge:** There is a minimum charge of **£1 per team/area per day.**
- **Pricing Structure:** This single price is comprehensive, covering all aspects of the service, including software access, updates, and all required support needs.
- **Discounts:** Significant volume discounts are available for large organisations to ensure cost-effectiveness as you scale your usage.