



ePermits

Product and Services Description



ePermits replaces paper-based permits with a smart, centralized system that links risk assessments, training, and contractor checks, helping businesses manage high-risk work safely, prevent clashes, and ensure full compliance from request to closeout.

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Disclaimer: Information correct as of January 2026. Please refer to our live G-Cloud 15 listing profile for the most up-to-date product and service details.

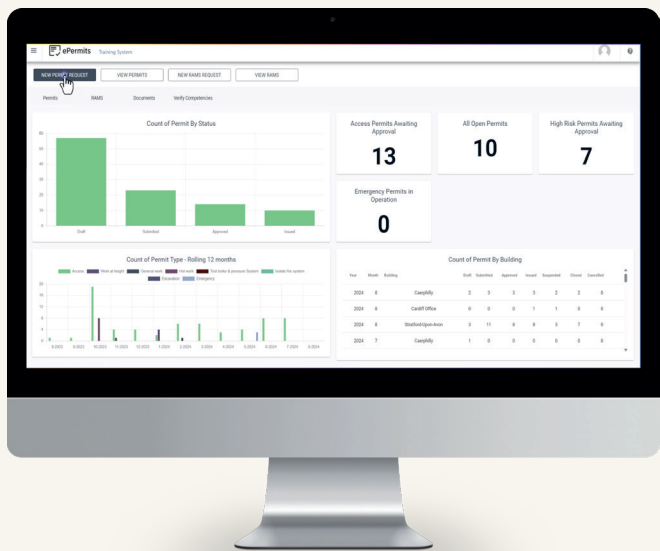
Solution Overview

ePermits is a digital permit to work solution for Operational and Safety leaders in medium to high-risk industries such as facilities management, construction, manufacturing, utilities, mining, and metals. It replaces paper permits and disconnected systems with a streamlined, compliance-first platform that ensures work is always safe, authorized, and under control.

The system digitizes the full permit-to-work lifecycle—request, approve, issue, suspend/resume, and closure—while automatically enforcing safety rules. It supports a wide range of permit types, from access and emergency permits to high-risk activities like hot work, confined space, and isolation. Structured workflows, user roles, and audit trails create clarity, accountability, and inspection readiness.

ePermits also embeds compliance into every step. Contractor training, inductions, RAMS, and insurance are linked directly to profiles, with non-compliance flagged automatically. SafeContractor integration, competence checks, and PPE ensure only qualified and approved personnel can carry out work. Clash checking and real-time dashboards provide complete visibility of risks, preventing unsafe overlaps before permits are issued.

Scalable from a single site to global operations, ePermits offers multilingual support, desktop and tablet optimization, remote e-signatures. The result: faster approvals, stronger compliance, reduced risk, and controlled, safer site operations.

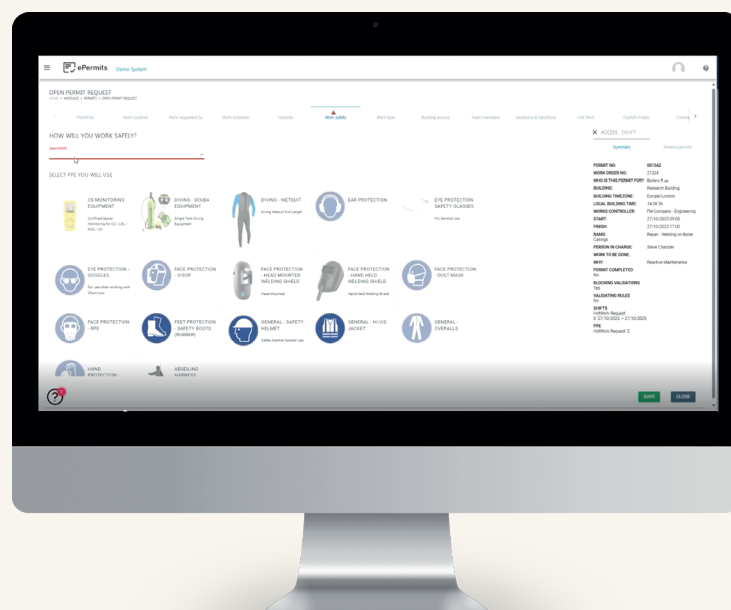


Key Features

- Permit management digitises permit to work creation approval suspension closure
- RAMS management enables contractors to upload task specific assessment documents
- Clash checking identifies time, location and service conflicts.
- Contractor compliance management captures training, insurance and work records
- Building administration structures sites, zones, rooms and assets for permit control
- Worker compliance checks qualifications training & inductions against permit requirements rules
- Guided permit workflows embed safety rules approvals and automated checks
- On site induction management flags gaps before work begins
- Personal protective equipment management ensures task specific requirements across sites
- Dashboards reporting provide visibility into permits RAMS & metrics

Benefits

- Automates permit processes reducing human error across the whole process
- Reduces compliance checking time during permit approval stages
- Ensures contractor compliance verified before arrival on site
- Manages permit closure effectively enabling contractor audits, reporting and reviews
- Provides complete audit trail supporting investigations and regulatory requirements
- Sends real time notifications throughout permit lifecycle stages
- Delivers user specific reporting aligned with defined access controls
- Improves communication and coordination during permit shift handovers
- Identifies conflicting activities reducing clashing risks
- Simplifies contractor induction improving readiness before site arrival



Service summary

What's Included:

- Deployment of ePermits system with default dataset (Location Types, Services, permit templates, rules)
- Setup of pilot building: zones, controllers, RAMS/permit settings, approval levels
- Core configuration: buildings, zones, location types, services, companies, teams, people, roles
- Standard permit framework (Access, High Risk, Isolations, Sanctions) with configurable rules
- Video Competency
- Document Management
- Email notifications and security settings (password policy, 2FA)
- Training and onboarding support

What's Not Included:

- Ongoing contractor data maintenance
- Custom development beyond configurable features
- Back sync of third party data (e.g., SafeContractor corrections)
- Customer IT change management for SSO

Optional Add Ons:

- Single Sign On (SAML 2.0)
- SafeContractor data import
- Bulk data import tools
- Additional languages
- Building specific permit templates/rules

Dependencies:

- Customer provides building/asset/PTW regime data, internal approvers, contractor lists
- Unique email per user; IdP details for SSO
- Optional modules require licensing and activation
- Customer owns data quality and updates
- Phased rollout recommended for adoption

Onboarding & Implementation

EcoOnline provides structured implementation and onboarding services to support the deployment of the ePermits solution. Services are designed to meet the needs of public sector organisations of different sizes, operational complexity, and internal capability.

Customers can choose between two implementation models:

Standard Implementation

A collaborative approach where EcoOnline provides hands-on guidance and best-practice support, with configuration activities shared between EcoOnline and the customer. This option is suitable for organisations with internal resources and standard implementation requirements.

Typical implementation timescales are 4–8 weeks per phase.

Premium Implementation

EcoOnline leads the implementation end-to-end, including detailed system configuration and coordination of delivery activities. This option is suitable for organisations with complex requirements, multiple locations, or limited internal capacity.

Typical implementation timescales are 8–12 weeks per phase.

Typical implementation scope

1. Project Initiation
2. System Configuration
3. Review and Validation
4. Training and Change Management
5. Go-Live and Transition

Optional Services (Available Separately)

- Data migration and user imports
- Additional virtual training sessions
- Single Sign-On (SSO) integration
- Internationalisation, including system languages and automated translation

ePermits is currently available in 19 languages: The default is English. Others available include: Arabic (Modern Standard), Chinese Simplified, Chinese Traditional, Czech, Danish, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish.

Service Management & Support

ePermits is a SaaS solution offered by EcoOnline, enabling customers to achieve their required outcomes without the need to own or manage the underlying technology, operational costs, or associated risks. Service management is focused on ensuring availability, performance, security, and continuity of the service throughout its lifecycle.

EcoOnline applies recognised IT service management best practice, including ITIL principles, using a pragmatic and proportionate approach aligned to the services provided. Where third-party cloud services are used (for example, Microsoft Azure), EcoOnline works in partnership with those suppliers to ensure end-to-end service delivery.

Technical Support

Our technical support services are designed to ensure you receive timely, reliable assistance whenever you need it.

Customers can raise support requests via email or our online ticketing system, providing a simple and efficient way to log and track issues.

Support Response Times

We operate a structured priority-based response model to ensure critical issues are addressed quickly:

Category 1 (Critical): Initial response within 2 business hours, with regular updates provided until the issue is resolved.

Category 2 (High): Initial response within 4 business hours, with ongoing communication maintained through to resolution.

Category 3 (Medium): Initial response within 12 business hours of case creation.

Category 4 (Low): Initial response within 24 business hours of case creation.

Support Channels

Phone support: Available 24 hours a day, 7 days a week

Email & online ticketing: Available for logging and managing support requests

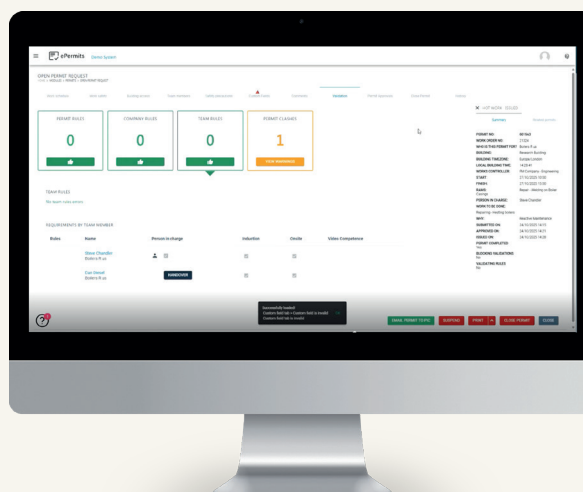
Onsite support: Available by arrangement and at an additional cost

Security & Data Protection

- Data will only be used in the provision of the service contracted for, including support of that service. Data will not be used for development purposes.
- Data is stored within the Azure UK South Region data centre with backup and Recovery vaults in UK West Region. We hold all data within the UK and do not use any other datacentre locations
- Each client's data is held in separate databases to ensure segregation and security.
- Application data is held for the life of the contract. At contract termination, the offboarding process describes on exit the customer is sent copies of their data and it is removed from production after 60 days. Backups will expunge through normal rotation
- Data in transit is protected using TLS 1.2 or above. Data at rest is encrypted using AES 256 and access is restricted to authorised users
- ePermits contains built-in validation of data. All data is transmitted/received via TLS 1.2 or above with handshake. ePermits uses token exchange for account and permissions verification and authentication. CSRF Tokens prevent cross-site request forgery. Nonce values accompany scripts to ensure no replay is possible. CSP includes HSTS, X-Content-Type-Options, and X-Frame-Options. See SecurityHeaders.io. Input Data validation uses data type checks e.g. int check and range checks e.g. data validation or acceptable range.
- ISO/IEC 27001:2013

Service Availability & Performance

- EcoOnline offer 99.95% application uptime and 99.99% hosting uptime. The application and hosting environment is continuously monitored. We have 24/7 provider support SLAs in place to ensure uptime of the hosting infrastructure.
- EcoOnline maintain full disaster recovery plans for all business activities and hosted infrastructure. These are audited as part of our ISO 27001 certification and are managed as part of an overall audit program.





www.econline.com



Aldgate Tower, 2 Leman Street, London, UK

