Service Definition: Sheetloom (SaaS)

1. Service Overview

Sheetloom is a decision intelligence and spreadsheet automation platform that automatically generates live, data-driven spreadsheets from Excel templates. It connects directly to databases, APIs, and other data sources, ensuring spreadsheets remain accurate, consistent, and auditable without manual data handling. The service is suitable for public sector organisations seeking to modernise spreadsheet-based decision-making while maintaining governance and control.

2. Scope of Service

The Sheetloom service includes: - Secure, hosted access to the Sheetloom platform - Automated generation of spreadsheets from predefined Excel templates - Integration with supported data sources including databases, APIs, and files - Centralised management of spreadsheet logic and templates - Role-based access control and data filtering - Audit logging and version history of generated outputs - API access for programmatic spreadsheet generation - User support and service management

3. Service Functionality

Sheetloom uses Excel templates with named ranges to inject live data at runtime. Spreadsheets can be generated on demand using URLs or APIs, enabling parameterised outputs such as reports by date, organisation, or role. Outputs are provided in standard Excel-compatible formats.

4. Deployment Model

- Software-as-a-Service (SaaS) hosted on secure cloud infrastructure
- Optional customer-managed deployment in supported cloud environments where required

5. Security and Compliance

Millersoft applies supplier-defined security controls aligned with UK Government Cloud Security Principles.

5.1 Identity and Access Management

- Role-based access control
- Least-privilege access for users
- Secure authentication mechanisms

5.2 Data Security

- Encryption of data in transit
- Secure handling of credentials for data source connections
- Logical tenant isolation between customers

5.3 Monitoring and Logging

- Centralised logging of access and generation events
- Monitoring of platform availability and performance

6. Service Management

- Incident and problem management processes
- Change and release management
- Planned maintenance with customer notification

7. Customer Responsibilities

Customers are responsible for: - Providing and maintaining spreadsheet templates - Managing access to underlying data sources - Data classification, governance, and compliance

8. Onboarding and Offboarding

- Structured onboarding with documentation and walkthroughs
- Offboarding support including export of generated spreadsheets and configuration
- Secure service decommissioning

9. Service Levels

Service availability targets, response times, and support arrangements are defined contractually and documented separately.

10. Exit and Portability

- Export of generated spreadsheets in standard formats
- Access to configuration and templates
- Knowledge transfer to support migration to alternative solutions