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MiHub AI

Service Definition Document

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MiHub AI – Service Definition Document

1. Service Overview

MiHub AI is a cloud-based Software-as-a-Service (SaaS) platform that delivers a centralised data environment for managing, structuring, and analysing building and built-environment information. At its core, MiHub provides a single source of truth that powers a suite of user-facing applications, digital dashboards, mobile tools, and AI-driven analytics.

MiHub is used across facilities management, operations, compliance, and asset management functions to consolidate fragmented building data into one secure platform. The service brings together documentation, operational records, BIM models, IoT and sensor data, and performance metrics to support intelligent building operation and informed decision-making.

The platform enables users to monitor building performance, track assets, analyse trends, identify risks, and optimise maintenance activities. Advanced AI-powered analytics support anomaly detection, forecasting, and predictive maintenance, helping organisations move from reactive to proactive and data-driven building management.

MiHub supports the Golden Thread and aligns with Buildings Safety Act requirements by ensuring building information is accurate, accessible, traceable, and auditable throughout the asset lifecycle.

2. Service Scope

MiHub delivers a centralised database and analytics platform that includes multiple applications, dashboards, and reporting tools. The service includes data ingestion, storage, processing, analytics, visualisation, and secure access via web and mobile interfaces.

MiHub supports facilities management, operations, compliance reporting, and asset lifecycle management. The platform enables intelligent operation and maintenance by allowing users to search and interact with O&M manuals, compliance documentation, and asset records using AI-assisted tools.

The service includes configurable dashboards for monitoring building performance, energy consumption, system health, and operational trends. Automated alerts notify users of abnormal or out-of-tolerance behaviour, supporting faster response and reduced risk. AI-powered modules enable predictive maintenance, performance forecasting, and long-term trend analysis across building systems.

MiHub is delivered as a fully managed service, including hosting, monitoring, backups, security controls, and platform maintenance. The platform can be configured to meet client-specific data models, workflows, reporting requirements, and operational priorities.

Key Functional Capabilities

MiHub provides the following core functional capabilities:

- A suite of mobile and web applications, including digital twins
- Centralised building data repository for documents, assets, and operational records
- Intelligent search across O&M manuals, compliance documents, and technical information
- Facilities management and asset tracking, including asset tagging and metadata management
- Digital dashboards for building performance, compliance, and operational reporting
- Energy consumption monitoring and performance benchmarking
- Anomaly detection and automated alerts for abnormal system behaviour
- Predictive maintenance and lifecycle forecasting using AI-driven analytics
- Building performance trend analysis across time and systems
- Support for security, compliance, and audit reporting

These capabilities can be deployed individually or in combination, depending on customer requirements.

3. Service Architecture

MiHub is hosted within Microsoft Azure UK regions and delivered using a secure, multi-tenant cloud architecture. Customer data is logically segregated using Azure resource isolation, role-based access control, and virtual networking. The platform uses managed cloud services to provide scalability, resilience, and operational efficiency. Components include application services, secure storage, analytics engines, monitoring services, and identity controls.

4. Data Management

MiHub supports ingestion of structured and unstructured data including documents, BIM models, sensor data, and operational metrics. Data is stored and processed within UK-based Azure data centres. Customers retain control over their data and can export it in standard

formats at any time. Data retention, backup, and deletion processes are defined and auditable.

5. Security Controls

The service implements layered security controls covering identity, access, network protection, encryption, monitoring, and incident management. Data in transit is protected using encrypted connections. Data at rest is protected through cloud-provider security controls and physical data centre safeguards. Access is restricted using least-privilege principles and role-based access control. Security monitoring and logging are in place to detect and respond to threats.

6. Availability and Resilience

MiHub is designed for high availability using redundant infrastructure and managed cloud services. Automated backups and recovery processes are implemented and tested periodically. Service availability is monitored continuously, and resilience measures are reviewed and enhanced as the platform evolves. The service targets 99.8% availability, subject to cloud provider dependencies and planned maintenance.

7. Service Management and Support

MiHub is supported by a defined service management model including incident management, change management, and customer support. Support is available via email, and phone, during service hours. Incidents are logged, prioritised, and resolved in line with service levels. Planned changes are managed through a controlled change process and communicated to customers where service impact is expected.

8. Onboarding and Offboarding

Customer onboarding includes environment setup, configuration, training, and access to documentation and training materials. At contract end, customers may export their data in agreed formats. Data is retained and deleted in accordance with defined retention schedules.

9. Service Constraints and Dependencies

MiHub requires supported web browsers and mobile operating systems as specified in the service description. Service availability and resilience are dependent on underlying Microsoft Azure infrastructure. Integration with third-party systems may require additional configuration or client-provided access.

10. Compliance and Standards

MiHub aligns with recognised security and operational best practices, including Cyber Essentials Plus and cloud security frameworks. Policies and processes are reviewed periodically to maintain compliance and support continuous improvement.

11. Service Evolution

MiHub is actively developed and enhanced. Updates, improvements, and new features are delivered through controlled release processes. Customers are not required to adopt new features immediately and are notified of material changes that may affect service use.