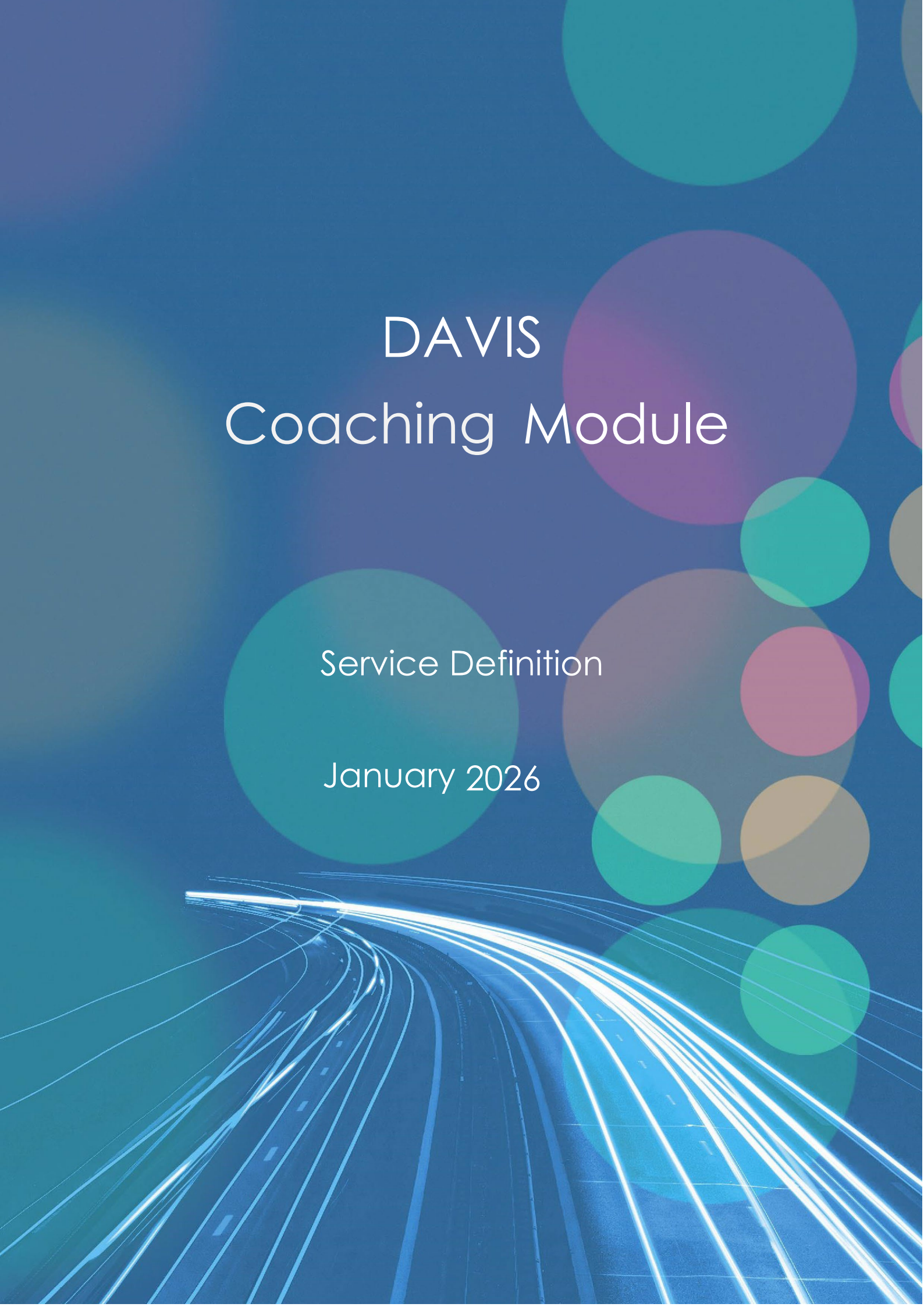


The background of the cover is a deep blue gradient. In the lower half, there are white and light blue light trails that curve from the bottom left towards the center, suggesting speed and movement. On the right side, there are several overlapping circles in various shades of teal, green, and purple. The text is centered in the upper half.

DAVIS Coaching Module

Service Definition

January 2026

Table of Contents

DAVIS Coaching Module G-Cloud Service Description	3
Section 1 - SERVICE DEFINITION	3
SERVICE DESCRIPTION	3
SERVICE OVERVIEW	4
SHARED SERVICES	4
NORMAL BUSINESS HOURS	5
Section 2 - IMPLEMENTATION	5
ONBOARDING	5
Section 2 - IMPLEMENTATION	5
OFFBOARDING	6
DATA IMPORT	6
TRAINING	6
Section 3 – OPERATIONS	6
ACCOUNT MANAGEMENT	6
SUPPORT	7
Section 4 - SERVICE DEVELOPMENT	9
SOLUTION DEVELOPMENT	9
MAINTENANCE AND UPDATES	9
Section 5 - SERVICE LEVELS	9
SERVICE AVAILABILITY	9
SERVICE LEVEL EXCLUSIONS	10
Section 6 – GOVERNANCE	10
INFORMATION ASSURANCE	10
DATA PROTECTION	10
BUSINESS CONTINUITY	10
Section 7 - CUSTOMER	10
RESPONSIBILITIES	10
Section 8 – SERVICE COSTS	11
PRICING	11
CHARGEABLE SERVICES	11
ORDERING AND INVOICING	11



DAVIS Coaching Module G-Cloud Service Description

Section 1 - SERVICE DEFINITION

DAVIS is an acronym stands for Driver & Vehicle Information Solution.

The Coaching service delivers content and manages information about an organisation's online driver training in terms of the actual training courses attempted, individual driver scores and overall risk score based upon driver results (answer scores) and their willingness to learn. The Coaching service provides a way for organisations to address the management of risk for those drivers who regularly drive for work related purposes. The content can be delivered either as a regularly scheduled 'bite-sized' exercise, or there is an option to extend the service to cover scheduled training that can be delivered according to the time of year or where specific individuals may require additional training to address a higher risk profile.

DAVIS Coaching content is delivered through an App that can be downloaded to a smartphone or tablet from the Google Store (Android) or the Apple App Store (iOs). Although content is best delivered through the mobile App, **no personal information will be stored or exchanged with the App itself**. Personal data will be stored in the main DAVIS service. The App uses a unique identifier to link the coaching service to the driver account.

Coaching is a cost-effective software solution designed to help organisations of all sizes to manage their driver risk, significantly improving driver welfare and ensuring legislative compliance. There are multiple courses to test driver knowledge as well as the option to deliver regular content to drivers. Multiple driver types and vehicles are supported.

Coaching will not only help to protect organisations from the risk of civil action or criminal prosecution but will also provide clear and unambiguous evidence of good practice in the management and the discharge of a responsible corporate health and safety policy.

SERVICE DESCRIPTION

Coaching is a modular solution that forms part of a wider range of hosted services (SaaS) for any organisation where employees drive in the delivery of their products or services. Coaching can be used as a self-contained driver and vehicle management and reporting module or can be used in conjunction with other driver compliance services including DAVIS Licence Check.

DAVIS Coaching provides a safe, secure and reliable hosted solution which records, stores and verifies individual driver tests and scores in order to produce an overall risk score. Driver scores can be reported individually as well as contributing to an overall corporate score. In addition to reporting on the driver responses to course questions, a propensity/willingness to learn score is recorded. This score can be aggregated with risk scores from other DAVIS modules to give an overall weighted score, or can be viewed individually or with other driver scores in the Dashboard Reports.



Content for the Coaching modules is provided under licence from a third-party provider. DAViS Coaching uses content derived from professional driving instructors as well as Government Agencies such as the DVSA. The App employs traditional questions and answers, links to images and dash-cam footage to provide a varied learning experience for drivers.

SERVICE OVERVIEW

The Coaching Module App includes the following services for managing drivers and vehicles;

Features

- Driver and vehicle specific training options/content (car, LCV/van, minibuss, LGV, PCV) Bite-sized quizzes delivered to drivers at regular intervals (user defined in frequency and number of questions).
- Detailed statistical analysis and reporting.
- Links to Driving Licence Checking Service.
- A willingness to learn score based upon response times and review of answers to incorrectly answered questions.
- A library of optional courses available to fleet managers that can be allocated to drivers based upon driver type, time of year or risk
- New and updated content added to library and available to subscribers
- Administrator has ability to make additional courses optional or required
- History of modules and results available for each driver taking part
- Annual licence gives unlimited access for the year
- System manages driver with prompts to remind of outstanding actions
- No personal driver data exchanged with Coaching App service
- Mobile App supports Android and iOS. Downloaded from Google Store or App Store.
- Useful Glovebox feature in the App to store corporate documents (Driver Handbook, Insurance documentation etc.).

Benefits

- Risk scoring for each driver based upon their results
- Provides evidence to insurers that high-risk drivers are being managed to improve organisation's risk profile
- Reduces central management overhead
- Health & safety compliance positively addressed
- Extensive reporting suite for management information requirements
- Online hosted system, always on, always accessible
- Seasonal content available to address particular risks such as winter driving

SHARED SERVICES

DAVIS Coaching is often deployed in organisations working together in partnership or within a group corporate scenario. We will work with customers to agree details of a suitable implementation, support, communication and planning structure that will meet the needs of all parties involved. The Coaching data is provided under contract with a third-party. It should be



noted however that no personal data is shared or exchanged with this third-party. All personal data remains within the hosted DAVIS service in Microsoft Azure.

NORMAL BUSINESS HOURS

Normal business hours are 8:30am to 5:30pm Monday to Thursday, 8:30am to 5:00 Friday, excluding UK public holidays.

Section 2 - IMPLEMENTATION

ONBOARDING

Licence Check Limited has a standard onboarding process for new customers to co-ordinate the transition from procurement to 'Business as Usual' live operation as a series of logical managed steps. As part of this Licence Check Limited will provide a nominated contact for the onboarding process. It is anticipated that the customer will also nominate a point of contact to manage the process from their end. Licence Check Limited will facilitate the procurement, installation and configuration of the necessary hosted hardware and third-party specific software for the delivery of the solution.

Stage	Description	Week
Order Placed	Signed Purchase Order received, Coaching Module Contact assigned.	1
Define Scope	Meeting arranged to define requirements including existing driver and vehicle data, site definition and cost centre set up	1 – 2
System Set-up / Configuration	System set-up and configured according requirements specified	1 – 2
Review	Review and feedback changes required	1 - 2
Training	Training of nominated staff	2
Go Live	Sign-off, Go Live	2

Note: average timescales are 2 weeks, however it will depend on the customer availability and therefore their ability to meet the milestones for each stage. Licence Check Limited will support the customer throughout the implementation process. The service can be implemented in a few days if this is required.

Section 2 - IMPLEMENTATION



OFFBOARDING

Unless specific alternative arrangements are agreed, upon termination of the service provision Licence Check Limited will;

- Advise the customer how to permanently delete driver records
- Remove access to the live environment for customer(s) drivers
- Block / Disable any data connections from customer's environment
- Switch the customer database instance offline
- Remove the customer database instance from the backup schedule

A copy of the customer's records can be provided in an XML structured format or CSV format file at no additional cost.

All the above tasks will be carried out within 5 working days of receiving the termination notice.

DATA IMPORT

Licence Check Limited will provide the customer's nominated administrative contact(s) with the specification requirements for any data to be imported into the solution(s).

TRAINING

Licence Check Limited will provide appropriate technical and non-technical training for nominated customer staff as part of the onboarding plan. Training is normally provided on-line. Additional training resources in the form of videos and quick start guides is available in the DAVIS knowledge base – accessible to those logged into the service.

Licence Check Limited's approach to training is to 'train the trainer', so that skills can be propagated as required into the wider organisation. However additional training can be provided by Licence Check (if required) as a separately chargeable service.

Section 3 – OPERATIONS

ACCOUNT MANAGEMENT

Licence Check Limited will assign an Account Manager to any new accounts. They will have the responsibility for working with the customer to review and maintain customer satisfaction with the day-to-day operation of DAVIS Licence Check solution and to review any future or strategic plans.

The Account Manager will act as a point of escalation in the support process.



SUPPORT

Introduction

Licence Check Limited provides customer support contacts and other nominated customer employees with the training necessary to work effectively with the solution. Where these trained customer staff cannot resolve an issue, or address a query with regard to the solution, Licence Check Limited will provide support and any resolution of a problem via one of the following channels:

- Online Support Service and Telephone Support Service by way of Helpdesk to nominated customer support contacts, and/or
- Remote terminal sharing using secure software links and/or • Email correspondence to the support services account.

Definitions

The Support section uses the following definitions:

Incident – an unplanned interruption to service availability of the solution or a fault or reduction in the quality of service provision

Issue – an underlying problem with the solution that may be a root cause of one or more Incidents

Query – a request for technical or non-technical guidance or assistance with regard to an aspect of the solution

DAVIS Knowledgebase

This will be available 24hrs, 7 days per week except during periods of planned maintenance or software upgrade: such periods of unavailability will be notified in advance to the customer's support contact(s) giving at least 24 hours' notice.

The service will provide customer support contact(s) with access to online support materials including FAQ's and responses to provide resolution to a number of commonly reported issues.

Telephone Support Service

The Telephone Support service will be available during normal business hours to deal with the different levels of priority Incidents (see below) and to facilitate Incident escalation. It will also be available as a point of contact for an incident or query if the Online Support Service is unavailable. Access details for the Telephone Support Service will be provided to customer support contact(s). Support calls and emails are logged and ticketed using Freshdesk.

Response Times

Calls and emails to the Helpdesk are managed using Freshdesk. This logs the report, allocates an incident number and manages the support ticket thereafter. Queries are responded to in line with the prioritisation and escalation criteria defined below:

	First Response	Target Response
Priority 1	2 hours	4 hours
Priority 2	4 hours	16 hours
Priority 3	8 hours	40 hours
Priority 4	16 hours	No Target

Note: all response times relate to elapsed normal business hours since an incident was registered, and it is assumed the customer is available to co-operate in the resolution process as required.

Priority Definitions

Priority	Definition
Priority 1	- Service unavailable to significant number of users - Complete failure of business critical functions with no workaround offered, and immediate and substantial operational impact, leading to reputational damage
Priority 2	- Business critical functions unavailable with only a limited workaround available - Service is severely degraded for a significant number of users
Priority 3	Aspects of functionality not operating in line with its specification. Has limited operational impact and / or a reasonable interim workaround available
Priority 4	New or duplicate Request for service enhancement
	Service Query / Known Issue

Escalation

Unless otherwise agreed all communication relating to an Incident or Query will be through the customer support contact(s). Incidents can be escalated by customer support contact(s) and will be automatically escalated if response times are breached.

Escalation is as follows:



Level 1 – DAVIS – Helpdesk/Account Manager

Level 2 – DAVIS – Chief Operations Officer

Closure

Incidents and queries will be closed by agreement between Licence Check Limited support staff and the customer support contact(s). Where appropriate Incidents or Queries may as part of the closure process transition in to one of the following items:

- Request for enhancement
- Known defect
- Known issue

Actions for progressing / resolving these items will depend on the individual characteristics of the request or incident as well as any business impact and benefits and will be reviewed with the customer at the point of closure.

Section 4 - SERVICE DEVELOPMENT

SOLUTION DEVELOPMENT

Licence Check Limited will continue to develop and update the solution throughout the lifetime of the contract based on a wide-ranging set of requirements, including customer's requests for enhancements to the service, internal development requests and planned roadmap developments. Newly developed features will be made available to the customer(s) as part of the ongoing delivery of the solution to the wider user community. Where features are developed, which are deemed additional to or external to the solution or are requested on a bespoke basis, they will be made available as a separately chargeable service.

MAINTENANCE AND UPDATES

Licence Check Limited will manage the delivery, installation and configuration of all necessary updates to third party and solution specific software components. Where possible updates will be applied outside normal business hours.

Section 5 - SERVICE LEVELS

SERVICE AVAILABILITY

The DAVIS Coaching solution will be available to the customer 24 hours per day 7 days per week other than during periods set aside for planned maintenance or system updates. Such periods of unavailability will be notified in advance to the nominated customer contact(s) as per the periods notified earlier but generally providing a minimum of 48 hours' advance notice.



SERVICE LEVEL EXCLUSIONS

Service level targets, including solution availability do not apply when the service is impaired by the following;

- Issues relating to the behaviour or performance of third-party hardware and networking systems or services that form part of the customer's IT estate or are part of the internet
- Issues relating to the behaviour or performance of the customer's users when using the service outside the terms and conditions set out in the End User Contract Agreement

Section 6 – GOVERNANCE

INFORMATION ASSURANCE

Licence Check Limited acts as a data processor on behalf of the customer, and is ISO 27001 and Cyber Essentials Plus accredited.

DATA PROTECTION

Licence Check Limited is a registered data controller with the Information Commissioners Office. The ICO registration is Z1734781.

BUSINESS CONTINUITY

Licence Check Limited as part of its ISO 27001 accreditation has a Business Continuity Plan. The plan is internally tested and updated every 12 months as part of Licence Check Limited's own internal governance processes.

Section 7 - CUSTOMER

RESPONSIBILITIES

It is the responsibility of the customer to ensure that their users:

- Have access to suitable software and IT infrastructure to exploit the features of the service. Use of a compliant web browser and access to a suitable network as defined in the 'Support web browsers' and 'Networks and connectivity' sections of the G-Cloud service description for this item.
- Have been trained correctly in how to use the service, through DAVIS Licence Check online learning materials or through a train the trainer programme sponsored by the customer
- To ensure that all contacts information used in the service is correct and up to date and that the contact has given permission to be contacted by the customer



Section 8 – SERVICE COSTS

PRICING

For comprehensive pricing information, including unit prices, discounts and day rates please see the G-Cloud Pricing document.

CHARGEABLE SERVICES

Bespoke and repeat services can be provided by Licence Check Limited as required by the customer. These will be delivered as Chargeable Services; examples could include:

- Bespoke or repeat Training
- Bespoke Management Reports
- Bespoke branding

Chargeable Services can be purchased on demand at the standard DAVIS Licence Check day rates as detailed in the Pricing Document for this G-Cloud item.

ORDERING AND INVOICING

To discuss any matter relating to ordering and invoicing please contact accounts@licencecheck.co.uk.