



Service Definition – TRL iROADS

G Cloud 15

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1 Disclaimer

The information contained herein is the property of TRL Limited.

2 Introduction

TRL was established in 1933 within the British Government as the UK's Transport Research Laboratory and was subsequently privatised in 1996. Today, TRL has more than 1,000 clients across 145 countries, driving positive societal and economic benefits worldwide.

Much of our research leads to the development of innovative software solutions that address transport issues at all scales, both in the UK and internationally. We develop powerful software based on solid, proven research, yet easy and practical to use. While we are continually developing new software based on cutting-edge research, well-established products such as iMAAP, UTC, ARCADY, PICADY, TRANSYT, SCOOT, and MOVA are used by hundreds of authorities, consultants, and engineers around the world.

All our products are built around industry-standard quality procedures and comply with the latest data protection standards, which are continually monitored and externally checked. TRL also provides full support, maintenance and training programmes for all its software products.

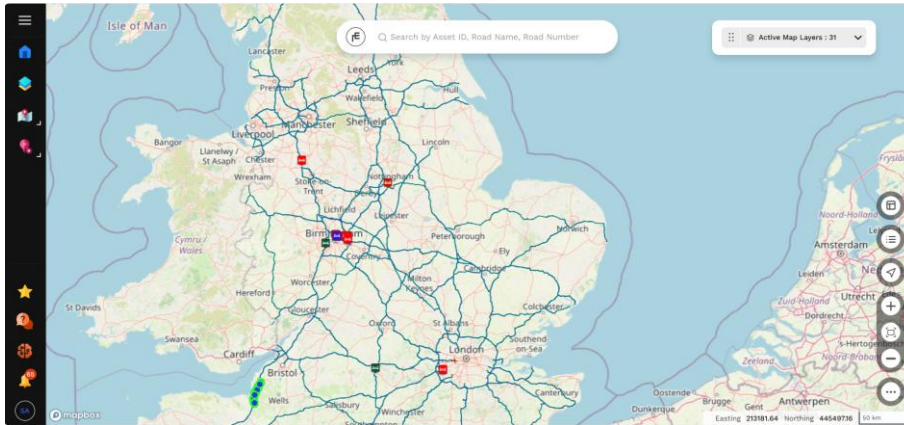
More information about TRL is on www.trl.co.uk & www.trlsoftware.co.uk

3 Service Overview

TRL **iROADS** is a cloud-based highways and asset management platform designed to support Strategic, Tactical, and Operational requirements of Local Highway Authorities. The service is modular, allowing authorities to deploy functionality aligned to their organisational maturity, priorities, and budget, while ensuring interoperability across all service levels.

iROADS provides a single, integrated environment for managing asset data, planning interventions, scheduling works, and evaluating long-term investment strategies. Modules can be implemented independently or combined to deliver a complete end-to-end highways asset management capability.

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3.1 Why TRL iROADS?

Developed by **TRL**, a recognised authority in transport research and applied analytics, iROADS is designed to support Strategic, Tactical, and Operational highways asset management requirements. The service applies TRL's long-standing expertise in infrastructure performance, lifecycle modelling, and investment planning to deliver practical, data-driven outcomes for Local Highway Authorities.

iROADS supports alignment with established asset management guidance and reporting expectations, including those promoted by **Department for Transport**, **UK Roads Liaison Group**, and **Highway Maintenance Efficiency Programme**, helping authorities demonstrate compliance, value for money, and sustainable network management through a structured, modular cloud service.

Built on Proven Success

- Deployed by National Highways for their pavement asset management system, UK local authorities and international road agencies
- Backed by TRL's long-standing research, analytics, and modelling capabilities
- Continuously enhanced to incorporate new data sources and analytical methods
- Designed to meet the evolving needs of digital-first, data-driven asset management

3.2 Key features of TRL iROADS

Key features include:

- **Modular SaaS platform** – Strategic, Tactical, and Operational modules can be licensed independently or in combination
- **Shared data model** – Ensures consistency and traceability from operational activity through to strategic outcomes
- **Unlimited users** – Includes Local Highway Authority staff and appointed contractors

- **Mobile application support** – Enables on-site inspections and data capture
- **Comprehensive Asset Register** – Centralised, GIS-enabled inventory for all asset types (carriageways, footways, lighting, drainage, bridges, street furniture, etc.)
- **Integrated Condition Data** – Import and analyse data from SCANNER, CVI, DVI, FNS and other surveys for consistent performance monitoring
- **Lifecycle Planning and Deterioration Modelling** – Predict future network conditions, funding needs, and optimal intervention timings
- **Scenario Modelling and Budget Forecasting** – Evaluate investment strategies to support long-term planning and funding cases
- **Dynamic Dashboards and Reports** – Interactive data visualisations for engineers, asset managers, and executives
- **Workflow and Inspection Management** – Digitally manage inspections, defects, and maintenance tasks end-to-end
- **Cloud-native and Secure** – Delivered as Software-as-a-Service (SaaS) with full data protection and availability assurance
- **Open APIs and Data Marketplace Integration** – Connect external datasets such as traffic, weather, and telematics for enhanced insight
- **Interoperability** – Integrates with existing corporate systems via standard interfaces
- **User Access Control** – Role-based permissions to ensure data integrity and secure collaboration

3.3 Key benefits of TRL iROADS

Key benefits include:

- **Clear alignment between strategy and delivery** – Connects long-term objectives with tactical planning and operational execution.
- **Improved Network Efficiency** – Optimise maintenance planning and reduce whole-life costs through predictive analysis
- **Evidence-Based Decision Making** – Support funding submissions and investment prioritisation with transparent data insights
- **Operational Productivity** – Reduce manual processes and data duplication with a unified, cloud-hosted platform
- **Enhanced Collaboration** – Enable multiple stakeholders, including contractors and consultants, to access and update shared data securely
- **Regulatory Alignment** – Complies with national and local asset management standards and reporting requirements
- **Rapid Deployment and Low Maintenance** – Cloud-based architecture eliminates the need for local hosting or complex IT overhead
- **Future-Ready Platform** – Designed for integration with emerging data sources, AI analytics, and connected infrastructure technologies.

4 Accreditation and Deployment Models

4.1 Deployment

TRL iROADS will be deployed in the cloud. TRL offers a fully hosted service using Microsoft Azure.

4.2 Accreditation

TRL is certified to ISO 9001, ISO 27001 and Cyber Essentials Plus.

5 Technical Requirements

5.1 Hardware and Software Specifications

The server requirements will be automatically provided when the software is hosted using TRL's hosted service using Microsoft Azure

5.2 Supported Browsers

TRL iROADS supports the following web browsers:

- IE11+
- Firefox
- Chrome
- Safari
- Opera

6 Service Management

6.1 Onboarding Process

The onboarding process involves the end user subscribing via the call-off contract. Following this, a detailed implementation plan will be agreed upon, which includes details and timescales for implementing the software, carrying out any appropriate testing and training all users. Any implementation time will be quoted and charged in accordance with our published SFIA rates.

6.2 Offboarding Process

As part of the contract, we will work with the customer to create an exit plan. This plan will detail and agree on the end-of-contract process, including data preparation and export, service cut-off date and any necessary data migration. The customer will have the option to include, at cost, any required migration support to a new systems vendor.

6.3 Backup and Disaster Recovery

Database backups are taken automatically and stored in a separate storage location regularly. This backup period is configurable. The backups are purged based on a backup retention period policy.

If necessary, the database can be recovered at any point during the backup retention period. There is also an option to back up the database manually on demand, and this is used during TRL iROADS updates.

6.4 Data Restoration

The database instance will be backed up automatically and stored in a separate storage location regularly. The backups are purged based on a backup retention period policy.

It is possible to recover the database at any point in time during the backup retention period.

6.5 Support Services

All support services are provided online and over the phone. The main point of support is the TRL customer help desk, which allows users to log issues and receive instant assistance. Our service level agreement is included within our terms and conditions document.

7 Commercial Consideration

7.1 Pricing

Please refer to the pricing document attached to the G Cloud.

7.2 Minimum Contract / Billing Period

The minimum contract period for TRL iROADS is 1 year.

7.3 Service Constraints

TRL will communicate any maintenance windows in advance and ensure users are satisfied with any planned service downtime.

7.4 Ordering and Invoicing

We will commence with the implementation once the call-off contract is finalised and the purchase order cover is in place. Invoices will be raised in line with the terms agreed and outlined within the call-off contract.

7.5 Termination Terms

Our standard termination terms and conditions are set out in our “Terms and Conditions” document.

8 Service Levels

TRL offer a fully comprehensive support and maintenance package which includes:

- All upgrades and updates during the contract period
- Unlimited telephone, e-mail and helpdesk support between the hours of 09:00 and 17:00 UK time, Monday to Friday, excluding bank holidays.

8.1 Software Updates and Upgrades

TRL's offering includes all software updates and upgrades throughout the duration of the contract.

8.2 Support

This will include:

- Answering questions related to the use of the software
- Logging calls, incidents and faults
- Identifying and verifying the causes of suspected errors
- Providing workarounds, when available, for verified errors
- Escalating issues which are not resolved to meet agreed response targets

8.3 Training

Training for TRL iROADS can be delivered either at TRL offices, at the client's site or remotely. Please refer to the pricing schedule for the available training and its associated cost.

9 Consumer Responsibilities

The customer must ensure that only those individuals authorised to access the service attempt to use it. Access credentials should not be shared between users. Additionally, the customer must ensure credentials are not distributed to individuals outside their user community. For more information on Consumer Responsibilities, please refer to the Call-Off Contract terms and our Supplier Terms and Conditions.



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