



Modern, AI-Powered CAFM for complex organisations looking to gain operational efficiencies and improve asset lifecycles with ease

FaultFixers Service Definition

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1. Service Overview

FaultFixers is a global provider of AI-powered CAFM (Computer Aided Facilities Management) software, delivered as a Software as a Service (SaaS) solution via web and mobile applications. The service is designed to support organisations to audit, manage, and improve statutory compliance, facilities management (FM) inspections, reactive and remedial works, and overall operational performance through intelligent asset lifecycle tracking.

FaultFixers supports organisations of all sizes across both the public and private sectors, including governmental departments. The platform is used across healthcare, workspace, commercial premises, corporate real estate, retail, trades and field services, life sciences, private sector FM providers, and any organisation managing multi-site estate portfolios.

The service is provided exclusively as SaaS.

2. Core Service Functionality

FaultFixers provides a comprehensive facilities and maintenance management platform. Core functionality includes, but is not limited to:

- Fault and issue logging, including AI-powered issue de-duplication
 - Reactive work order management
 - Planned Preventative Maintenance (PPM)
 - Statutory compliance management
 - FM inspections and audits via conditional smart forms and automated workflows
 - Asset register and asset lifecycle management
 - Document management (certificates, reports, photos, and supporting evidence)
 - Mobile access via dedicated iOS and Android applications
 - Reporting, dashboards, and management information
 - User and role-based access management
 - Contractor and supplier access
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3. Service Interfaces

FaultFixers provides multiple service interfaces tailored to different user roles:

- **FaultFixers Teams Web:** A browser-based interface providing full system access, optimised for configuration, administration, reporting, and management activities.
 - **FaultFixers Teams App:** Dedicated iOS and Android mobile applications optimised for on-site and field-based use, focusing on task execution, fault reporting, job updates, and data capture.
 - **FaultFixers Reporter App:** A free web and mobile application allowing end users to report issues directly into an organisation's helpdesk and reactive triage workflows.
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4. Hosting and Architecture

FaultFixers is hosted on Amazon Web Services (AWS) infrastructure. Customer data is primarily hosted within Ireland and the wider European Economic Area (EEA).

The platform operates as a multi-tenant SaaS solution with logical data separation between customers.

Customers may request geographic data residency restrictions, subject to commercial agreement.

5. Availability and Performance

FaultFixers provides a service availability target of 99.5% monthly uptime, excluding planned maintenance.

There is no fixed maintenance window. Planned maintenance is scheduled as required and customers are notified in advance where possible.

6. Data Backup, Restore, and Disaster Recovery

- Customer data is backed up daily.
- Backups are retained for 14 days.
- Backups are encrypted at rest and stored within the same region as production systems.

FaultFixers maintains documented disaster recovery procedures with the following objectives:

- Recovery Point Objective (RPO): Less than 24 hours
 - Recovery Time Objective (RTO): 24 hours
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7. Security and Compliance

FaultFixers maintains a strong security posture aligned to recognised standards:

- Cyber Essentials – Certified
- Cyber Essentials Plus – Certified
- ISO/IEC 27001 – Aligned
- ISO 9001 – Aligned

Security controls include:

- Role-Based Access Control (RBAC)
 - Logical tenant separation
 - Encryption of data in transit using TLS
 - Secure credential-based authentication
 - Single Sign-On (SSO) support
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8. Onboarding and Implementation

FaultFixers offers flexible onboarding options tailored to customer needs, including:

- Self-service onboarding
- Assisted onboarding
- Fully managed implementation

Implementation timelines vary based on scope and data readiness. Simple mobilisations may complete within weeks, while complex or large-scale implementations may take 3–6 months or longer.

Standard onboarding typically includes:

- System configuration
- User setup and permissions
- Data import and migration

- Remote training
- Go-live support

On-site training is available at additional cost. Test or staging environments are not provided as standard.

Each onboarding project is unique and our FaultFixers Onboarding and Implementation specialists will work with you to build a tailored programme to suit your project's needs.

9. Configuration and Customisation

FaultFixers is highly configurable, including support for configurable fields, workflows, forms, and permission models.

Bespoke custom development may be considered where appropriate and, where delivered, is implemented as globally available functionality for all FaultFixers customers.

10. Service Constraints

There are no fixed service constraints relating to users, sites, or usage, subject to fair use and contractual terms.

11. Support and Service Management

Standard customer support is provided during business hours. A 24/7 support service is available for critical incidents.

Support channels include:

- Email
- Support portal / ticketing system
- Telephone
- In-application support

Incident Management SLAs

FaultFixers operates defined incident priorities and response targets:

- Priority 1 – Core System Critical: System-wide outage affecting all users. Response within 2 hours and recovery within 4 working hours (during normal working hours) – 98% target.
- Priority 2 – Major Incident: Interruption to business operations without full service outage. Response within 8 hours and recovery within 24 hours – 98% target.
- Priority 3 – Bug Fix: Individual disruption with no workaround. Response within 2 working days – 98% target.
- Priority 4 – Minor Bug: Individual issue with workaround available. Resolution aligned to next feature release.

Customers are provided with a named account manager and receive regular service review meetings.

12. Change and Release Management

Platform updates and enhancements are included as part of the subscription.

FaultFixers operates formal change management and testing processes prior to release. Releases are delivered on a scheduled basis, with advance notice and release notes provided to customers.

13. After-Sales Support and Continuous Improvement

FaultFixers provides ongoing product enhancements and continuous improvement as part of the service. Customer feedback is actively incorporated through service reviews, roadmap discussions, and feature request processes.

14. Data Access and Exit Management

During the contract term, customers have continuous access to their data and can export data independently.

Upon contract termination:

- Customers may export their data prior to service end as zero cost

- FaultFixers can provide data exports on request for a free

Supported export formats include:

- CSV
- PDF
- Microsoft Word
- Microsoft Excel
- JSON
- Image formats (JPG, PNG)
- Audio and video formats (MP3, WAV, MOV)
- Email formats (EML)
- CAD and design formats (DWG and related formats)

Customer data is retained for 30 days following contract termination and is then securely deleted in line with industry best practice, unless otherwise agreed.

15. Technical Requirements

FaultFixers requires no customer-side infrastructure. Access is provided via a modern web browser with internet connectivity, and through dedicated iOS and Android mobile applications.

16. Pricing & Commercial Model

FaultFixers is purchased via multi-year SaaS subscription agreements, with discounts available for longer contractual commitments.

The SaaS subscription includes the software licence, software upgrades, maintenance and support and the Cloud Service.

Onboarding and Implementation support, as described above, is provided as a separate one-off cost not included within the annual subscription fee. We will provide customers with bespoke onboarding plans tailed for their needs, scope, and timelines.

For full details on subscription pricing and one-off onboarding costs, please refer to our Pricing Document.

17. Data Protection

The customer acts as the Data Controller. FaultFixers acts as the Data Processor and processes personal data in accordance with UK GDPR and applicable EEA data protection legislation.