



Key2: Fleet Management System Service Definition

G-Cloud 15

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About Jaama

Company Overview

Since its inception over 20 years ago, Jaama has always believed that fleet management should be more than just software. It's also about people, performance, and peace of mind, helping customers to get the most out of the solutions.

Founded in 2004 with a vision to simplify complex operations, we've spent years refining our award-winning technology to help organisations run compliant, smarter, safer, and more efficient fleets.

Our Key2 platform has become a trusted and comprehensive vehicle, asset, and driver management solution across sectors, including corporate fleets, public sector organisations, contract hire companies, construction equipment rental firms and fleet management providers, providing our 250+ customers with real-time visualisation data for proactive fleet monitoring and rapid, evidence-based decision-making. To date, Key2 manages over 1.5m vehicle assets for our customers.

Our Core Values

- **Own the outcome:** No excuses. We take full responsibility for results, not just roles. If it matters, we make it happen.
- **Champion our customers:** We think like our customers (both internal and external), act on their needs, and earn their trust every day.
- **Rewrite the rules:** We challenge outdated norms without hesitation. Innovation starts by asking, "What if we did it differently – and better?"
- **Unbreakable teamwork:** We win by working as one. No silos. No egos. Just open minds and shared goals.
- **Build the future:** We don't react to change. We lead it. We think long, move fast, and shape what's next.

Product Introduction

Jaama's Key2 solution blends fleet maintenance software and fleet asset management software into a single, powerful platform. It's a flexible, fully integrated fleet maintenance software built to adapt to a broad range of different customer operations.

Our modular delivery model allows customers to design their package to suit their needs, with fully integrated fleet asset management, driver compliance, workshop scheduling, and cost control modules available. Key2 provides customers with a unified source of truth, centralising all vehicle data and replacing spreadsheets and disconnected systems.

Ultimately Key2 automates critical processes, helping to reduce risk, increase productivity, and provides comprehensive reporting to make informed, data-driven decisions.

Whether you're managing 100 vehicles or 100,000 assets, Key2 scales with your business to deliver safer, greener, and more efficient fleet operations.

Benefits

Reduce Costs

Our Key2 solution delivers measurable financial impact with optimised maintenance scheduling and procurement that directly reduces your operating expenses. Customers report significant fuel savings and extended vehicle lifecycles that substantially improves value for money.

Stay Compliant

Gain complete confidence with our continuously updated compliance tools featuring automated alerts and checks, notifying stakeholders instantly if there's a compliance issue. Stay ahead of regulatory changes while protecting your organisation from costly penalties and unexpected risk exposure.

Increase Efficiency

Transform operations with automation that eliminates time-consuming administrative tasks. Our powerful reporting capabilities reveal efficiency opportunities that other systems miss, converting raw data into strategic insights via intuitive and completely customisable dashboards that drive smarter fleet management decisions.

Partnership Approach

We view implementation as just the beginning of our relationship, providing ongoing consultation and support that evolves with your business.

What is Key2?

Key2 is an end-to-end solution designed to meet the full range of operational requirements for public sector fleet services. Key2 brings together every aspect of fleet management into a single, integrated platform, ensuring that vehicles, equipment, drivers, and compliance obligations are managed consistently and transparently.

It enables public sector organisations to maintain complete oversight of their assets, control costs, and improve service delivery.

As a modular SaaS solution, customers can select the modules that best suit their individual use cases. Our out-of-the-box solution comes with the following, core modules, with a selection of optional modules available.

Core Modules



Vehicle Asset Management

A single, unified platform for managing all asset types within the fleet, supporting everything from cars, LCVs, HGVs, and motorcycles to specialist vehicles such as ambulances, fire engines, covert units, and even plant and handheld equipment.



Driver Management

A complete, GDPR-compliant solution for managing all authorised drivers and their associated records. Fully integrated with vehicle records, this module offers direct communication and full visibility and control with automated reminders and compliance notifications.



Fuel Tracking

A comprehensive fuel management capability designed to control costs, improve operational efficiency, and support sustainability objectives. Including integrations with major fuel card providers and bunker fuel systems.



Compliance and Maintenance

Advanced vehicle event management functionality that ensures full visibility, proactive scheduling of all compliance-related activities (MOTs, services, LOLER inspections, safety checks etc), and complete auditability across all fleet operations.



Dashboards

Real-time insights via customisable dashboards and interactive widgets that visualise critical data such as maintenance schedules, MOT expiry dates, asset utilisation etc using multiple intuitive formats, including pie charts, bar charts, line graphs, and RAG (Red-Amber-Green) indicators.



Report Studio and Export Studio

A powerful and highly configurable reporting and analytics suite designed to support both operational oversight and strategic decision-making. Our intuitive report-builder enables staff to sort, group, filter, and apply multiple conditional parameters across all system fields.



Document Management

A fully integrated Document Management solution that ensures insurance certificates, V5Cs, inspection reports, compliance certificates, training records, and lease agreements are securely stored, easily accessible, and linked to the relevant system records.



Licence Checking

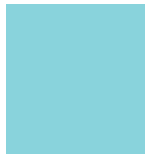
Automate DVLA checks, ensure duty of care and reduce admin with secure, online processing.

Optional Modules



Workshop and Stock Control

Digitise maintenance and workshop operations from booking to invoicing, with shared records and streamlined compliance. Workshop Diary schedules work against capacity and technician shifts and tracks progress with automated compliance



notifications.



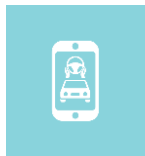
Short Term Hire

Our dedicated Short Term Hire module provides a hire inventory and full management of customer's short-term hire, rental fleet or sourced from third-party providers through configurable Cross Hire functionality.



Pool Booking System

Our MyDriver Portal provides a secure, role-based, browser interface for pool vehicle booking requests, helping organisations to maximise hire revenue and efficiency with real-time visibility, auto-allocating vehicles, fast quoting and seamless contract workflows.



MyVehicle App

Equips drivers with an integrated mobile tool to digitise daily vehicle walkaround checks with configurable checklists and defect reporting, enabling real-time updates to eliminate paperwork and automate compliance event notifications.



MyTechnician App

Enable workshop technicians to remotely complete job cards, record defects and attach relevant photos within embedded, configurable checklists. Full time tracking and reporting capabilities to monitor progress and cost tracking.

Vehicle Asset Management

Asset Lifecycle Management

At the heart of Key2 is its comprehensive asset lifecycle management capability, which ensures that vehicles and any equipment associated with individual vehicles are managed effectively from acquisition through to disposal. The system employs a structured hierarchy, categorising each asset by classification, group, and type. This structure provides the foundation for automated generation of compliance schedules, depreciation settings, licence requirements, and replacement profiles. This removes the need for manual intervention and can be customised to align with customer's policies whilst ensuring industry best practice.

Key2 accommodates all common acquisition methods, including outright purchase, leasing, hire, and financing. The vehicle ordering process is fully supported, enabling assets to be managed and tracked from initial request through to implementation and allocation to a specified customer area or cost centre.

Importantly, associated equipment such as tail lifts, racking, or other specialist fit-outs can be managed within the same record, ensuring that additional costs are captured alongside the base vehicle.

Once vehicles are in service, Key2 calculates and consolidates whole-life costs by bringing together all relevant data on purchase or lease charges, maintenance, fuel, tyres, insurance, labour, accidents, and depreciation. These figures can be analysed at the level of individual vehicles, groups, or across

the entire fleet, giving managers the insight needed to make evidence-based decisions on utilisation and replacement strategies. Additionally, our Driver Management module tracks operators assigned to each vehicle (discussed below).

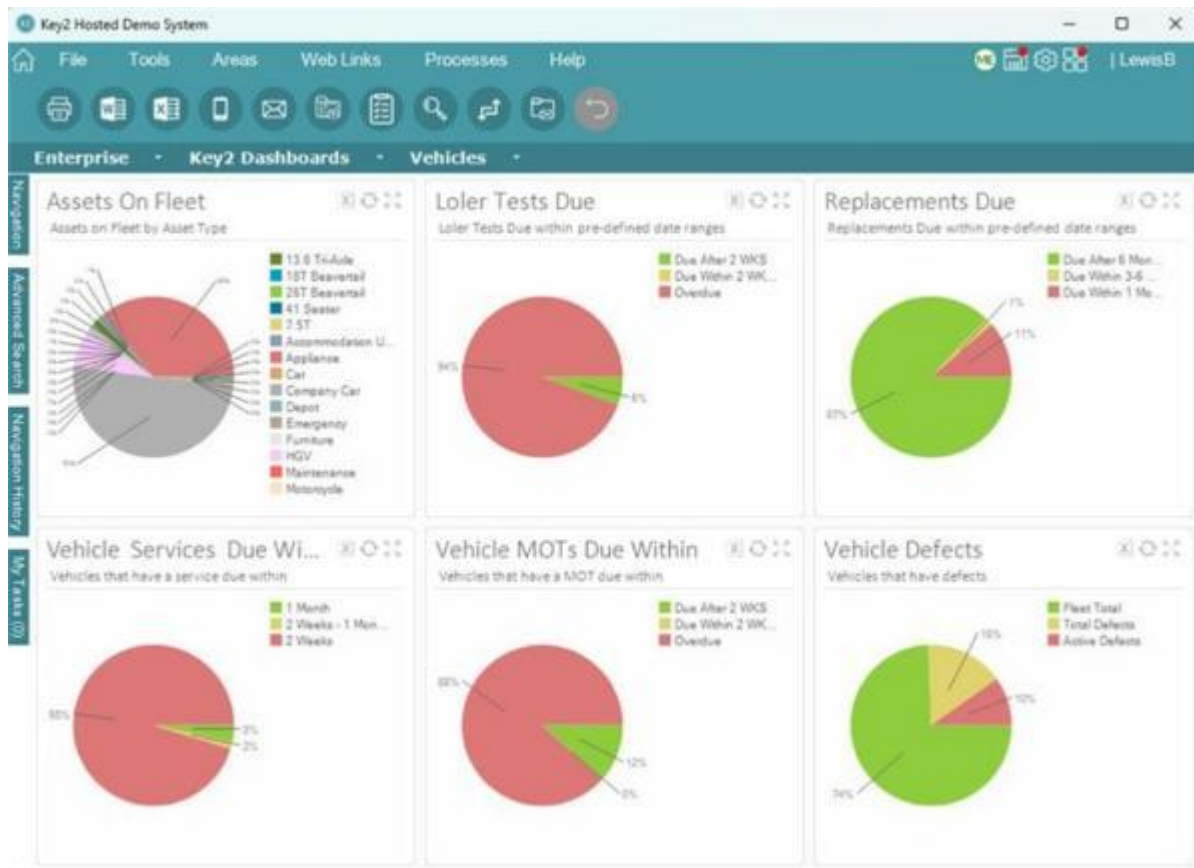
At the end of an asset's operational life, the system supports multiple disposal channels, including auction, trade sale, decommissioning, or write-off. All associated disposal costs are recorded, and the complete historical record of the asset remains available, creating a valuable audit trail that supports both compliance and forward-looking procurement strategies.

Interface

Key2 has been developed with a user-friendly, role-based interface that makes complex fleet management tasks straightforward. On login, each user is presented with a configurable Today Screen, which highlights relevant tasks, compliance alerts, and KPIs. Each user interface is completely customisable, based on customer-specific teams, departments, cost-centres, roles or on an individual level. During implementation, our team can help customer superusers map the organisational structure, including integrating with existing single sign-on directories, in order to simplify login and create highly bespoke interface templates to suit the use cases across roles. Role-based access control permissions can be configured down to a granular level, giving managers control over who can view or edit specific data.

The relational database structure allows users to move seamlessly between related records, for example, from a vehicle to its accident record, driver profile, or associated costs, reducing the need for repeated searches. Search tools are flexible and allow records to be found quickly by registration, fleet number, or other identifiers, with partial or exact matches supported.

All user actions are logged, creating a transparent audit trail that enhances confidence in system integrity. This design ensures that the system is intuitive for frontline users while still offering the depth and functionality required by fleet managers and administrators.



Customisation

Recognising that every customer has unique operational processes, Key2 provides extensive configuration options. The Asset Type Manager allows bespoke asset categories to be created, with compliance schedules, depreciation policies, and licence requirements automatically applied. User Defined Fields give administrators the ability to capture and report on organisation-specific data that may not be covered by the standard system.

The Menu Manager enables customers to customise system terminology and menu structures, ensuring alignment with local language and conventions. Reporting and dashboard tools can be tailored to meet the information needs of specific teams, with outputs presented in the most useful format.

This high level of flexibility means that the customer can adapt Key2 to its own processes and policies, rather than having to adjust operations to fit the system

Driver Management

Key2 incorporates a comprehensive driver management module that ensures customers can maintain a full, auditable, and GDPR-compliant record of all drivers and operators. Each driver profile contains personal and employment details, organisational allocation, accident history, training records, penalties, and associated costs. Integration with the DVLA enables both instant licence checks and recurring checks at configurable intervals.

Importantly, Key2 enforces licence validation by preventing the allocation of vehicles to drivers whose licences do not cover the appropriate categories. This feature protects both customers and its workforce from the risks associated with non-compliant driving.

The driver management functionality extends to training and qualifications, allowing managers to schedule, record, and monitor requirements such as Certificate of Professional Competence (CPC) modules, internal assessments, medicals, and renewal dates. Alerts are generated to customer-defined recipients/groups when documents or qualifications approach expiry, ensuring that compliance is maintained. For grey fleet management, the MyDriver Portal allows employees using their own vehicles to upload MOT, insurance, and service documents. Notifications remind them of upcoming renewals, ensuring compliance is monitored consistently across all fleet users.

Key2 also offers a driver risk profiling function, which aggregates data from accidents, infringements, mileage, and penalties to provide a risk score for each driver. This enables managers to identify higher-risk drivers, target interventions, and allocate training resources effectively, thereby improving safety and reducing liability. The system can be configured to carry out risk-based checks, for example, scheduling more frequent reviews for drivers with penalty points, or those who pass a customer-defined risk threshold.

Fuel Tracking

Fuel consumption represents a significant cost and environmental factor for any public sector fleet, and Key2 provides detailed functionality to manage and control this expenditure. The system imports data directly from major fuel card providers, including Triscan, BP, Shell, Esso, Allstar, and others, as well as from bunker fuel systems and telematics mileage feeds. Each transaction is validated against vehicle records, odometer readings, and tank capacity, with anomalies flagged to nominated recipients for review.

This data is then consolidated into asset and driver records, enabling accurate monitoring of fuel usage and performance. The system can calculate fuel economy for each vehicle and can compare actual performance with expected figures, highlighting poor results through exception reporting. Managers can then investigate and take corrective action, whether through driver training, mechanical repair, or vehicle replacement.

By combining fuel spend with other operational costs, Key2 provides a comprehensive picture of whole-life costs at both asset and organisational level. Alerts can be configured to flag overspending, ensuring that budgets are actively managed. The result is improved financial control, better environmental reporting, and a clear understanding of the factors driving fuel consumption across the fleet.

Environmental management is integrated into Key2's analytics suite. It can track and report on carbon emissions, calculating CO₂ output from fuel consumption and vehicle type data, and monitor electric vehicle usage to support growing sustainability objectives. These metrics can be incorporated into new or existing reporting and dashboard sets.

Compliance and Maintenance

Key2 delivers a comprehensive compliance and maintenance management framework that ensures full visibility, proactive scheduling, and complete auditability across all fleet operations. This advanced vehicle event management functionality enables organisations to configure and automate all compliance-related activities, such as MOTs, services, LOLER inspections, tachograph calibrations, safety checks, and other statutory or internal requirements.

Events can be scheduled based on time, mileage, or combined “earliest/latest” logic, and are fully configurable by asset type, ensuring that new vehicles automatically inherit the correct compliance schedule without manual intervention. Additional events can be added at an individual asset level, providing flexibility for specialist vehicles or unique operational requirements.

The Compliance Manager module provides a centralised, on-screen dashboard for managing all scheduled and unscheduled events, including repairs, warranty work, defects, and breakdowns. Users can view compliance activity in calendar or grid format, filter by date range, event type, supplier, or status (e.g., overdue or missed), and prioritise workloads using intuitive RAG indicators. This functionality supports proactive planning by allowing events to be grouped together to minimise downtime, for example, combining an MOT and service into a single visit.

Compliance Manager integrates seamlessly with Key2’s optional Workshop module, enabling automatic booking creation based on workshop availability and loading capacity. Dynamic scheduling ensures vehicles are serviced at optimal intervals, while job sheets can be prepopulated with expected labour and parts using standard job definitions linked to asset type. This reduces administrative effort, improves accuracy, and supports technician productivity.

Additionally, Key2 offers a Generic Maintenance Data Import, allowing third-party maintenance transactions to be ingested via CSV files. This import routine captures key fields such as registration number, odometer reading, job description, labour hours, tyre details, costs, and supplier information, ensuring that all external work is recorded accurately and consolidated into the asset’s maintenance history. This capability eliminates manual data entry, improves data integrity, and provides a complete picture of maintenance activity across internal and external workshops.

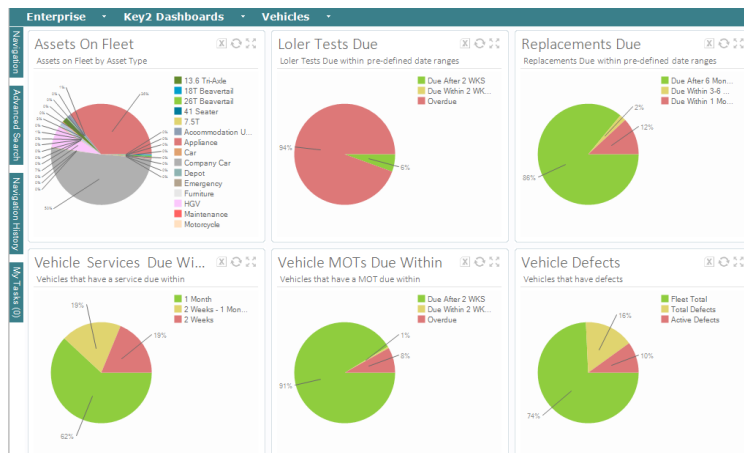
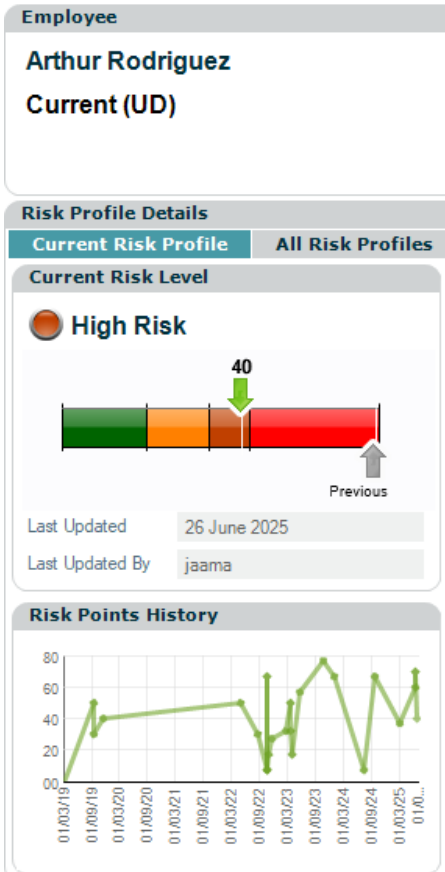
All compliance events and associated documentation are time and date stamped, creating a robust audit trail that supports DVSA Earned Recognition and other regulatory frameworks. Key2 also offers flexible reporting and planning tools, including the ability to generate printable vehicle planners in Excel or Word for distribution to internal teams or third-party suppliers. Combined with automated alerts, exception reporting, and configurable workflows, Key2 ensures that compliance obligations are met consistently, downtime is minimised, and operational risk is effectively managed.

Dashboards, Report Studio and Export Studio

Dashboards

Key2 offers advanced reporting and dashboard tools that provide timely, accurate, and actionable management information. The system’s dashboards are fully configurable, enabling managers to design views that are tailored to the various roles and priorities of individual role families, teams or staff. Visual indicators display key metrics such as compliance status, vehicle utilisation, costs, and fuel performance, with drill-down capability to supporting data.

The system offers a dedicated compliance dashboard and calendar view, enabling fleet managers to see, at a glance, which events are scheduled, overdue, or outstanding. These views can be filtered by vehicle type, supplier, or organisational unit, while RAG-status indicators make it immediately clear where attention is required. In cases where compliance-critical defects are reported, Key2 can automatically designate vehicles as “Vehicle Off Road,” preventing them from being allocated until the issue has been rectified.



The system captures and analyses trends around incidents and driver safety-related metrics, giving fleet managers a holistic view of operations and risk.

Key2 is fully referential meaning every data point can be reported on or displaying in dashboards

For those with the optional **Workshop Management** module enabled, effective management of workshop resources is critical to maintaining throughput. Key2 provides supervisors with a real-time dashboard displaying bay occupancy, job progress, technician availability, and equipment status. This gives a clear and up-to-date view of workshop utilisation at any given moment.

Key2 supports forecasting of workshop capacity, highlighting future resource constraints and potential bottlenecks. For example, the system can identify if a large number of compliance events are due in the same timeframe, allowing supervisors to redistribute workloads. The ability to predict and address these issues proactively prevents operational disruption and ensures service continuity.

Workshop utilisation is closely linked to parts availability. Key2 integrates workshop management with stores and inventory control, ensuring that required parts are available when needed. Parts can be pre-allocated to jobs, and if stock is low, the system issues alerts and helps initiate reordering. This level of integration ensures mechanics are not delayed by missing parts and that workshops operate at maximum efficiency.

Report Studio



Key2 provides an extensive suite of standard reports out of the box that cover all the essential aspects of fleet management. These reports address vehicle inspections due, maintenance histories, asset availability, fuel consumption, and compliance alerts such as upcoming MOT expirations and safety-related events.

To put customers in full control of their reporting needs, the Report Studio and Export Studio provides a flexible environment to design custom reports using our intuitive yet sophisticated tool that balances ease of use with enterprise-grade functionality, and export data into a variety of formats for downstream processing. Through its guided, wizard-based workflow, users can create bespoke reports and dashboards, by defining precise data filters, applying multi-level grouping and sorting, incorporating calculated or conditional fields such as counts, sums, and averages, and scheduling.

Reports can be formatted and laid out to match business requirements, while dashboards provide clear visual aggregation of data through configurable charts with flexible designs such as pie, bar, line, area, or stacked, ensuring content is relevant for different roles and business units.

By providing real-time access to reliable data, Key2 supports evidence-based decision making, enables performance monitoring, and demonstrates accountability across the customer fleet operations.

Within Key2, there is a complete audit log of all user activity. This monitors and logs any creation or change of system records. Each audit log contains the user that performed the change, what the record was prior to and after the change and the date/time the change was made. In order to make this area user friendly, there are filter and sort tools along with statistics that display areas where the most changes have been made. Each user login/logout is logged and tracked, along with failed login attempts. Key2 identifies the Time/Date, user, computer name, and a description of the activity that was performed (and whether it was a success or failure). This can be viewed and reported on.

Scheduling

To enhance the reporting function further, Key2 includes a powerful scheduling tool which allows report generation and distribution to be automated. Reports, both standard and custom, can be programmed to run at defined intervals such as hourly, daily, weekly, or monthly, with notifications sent automatically via email to a configurable set of recipients, to network locations for either posterity, secure file transfer or to inform other systems. These are available in multiple formats including Excel, PDF, Word, and CSV. This ensures decision-makers receive consistent, timely insights to support fleet governance and continuous improvement without the overhead of having to run reports manually every time.

Workshop Management Reporting

For those with the optional Workshop Management module enabled, Key2 offers an extensive library of standard reports, alongside customisable reporting tools covering areas such as workshop throughput, job turnaround time, idle time, technician productivity, repeat repairs, and downtime analysis. The system offers configurable dashboards that allow performance to be monitored in real time, as well as historical reports to analyse trends over time. Users can drill down to review specific jobs, compare estimated versus actual completion times, and track the frequency of repeat repairs.

The insights provided by Key2 support customers in identifying recurring maintenance issues, analysing parts usage trends, and monitoring compliance performance. This data enables evidence-based decision-making and supports continuous improvement in workshop operations.

As Jaama is accredited under the DVSA Earned Recognition scheme, Key2 captures and collates compliance data for submission. This ensures statutory reporting obligations are met without additional administrative burden.

Document Management

Key2's document management functionality ensures that all records required for fleet and driver compliance are securely stored, easily accessible, and linked to the relevant system records. Documents such as insurance certificates, V5Cs, inspection reports, compliance certificates, training records, and lease agreements can be uploaded via drag-and-drop, scanning devices, or email integration. Each document is embedded within the Key2 database and associated with the correct vehicle, driver, supplier, or transaction record, eliminating data silos and ensuring a single source of truth.

The system supports structured folder hierarchies within each functional area, enabling organisations to maintain logical document organisation. Every document added to Key2 is time and date stamped with user credentials, creating a complete audit trail for compliance and governance purposes. Mandatory documents such as inspection checklists can be flagged for monitoring, with automated alerts and exception reports highlighting missing or expired documentation.

Key2 also integrates with eSignature functionality, allowing documents to be signed electronically and returned directly into the system, expediting processes such as vehicle orders, driver mandates, and compliance confirmations.

Document retrieval is fast and intuitive, with advanced search and filtering options enabling users to locate records by asset, driver, supplier, or document type. Combined with configurable user permissions, Key2 ensures that sensitive information is protected while authorised personnel have secure access to the documents they need. This comprehensive approach supports DVSA Earned Recognition requirements, internal audits, and external inspections, while reducing administrative overhead and improving operational efficiency.

Workshop and Stock Control

Job Creation and Scheduling

Key2 delivers an end-to-end, paperless workshop operation. It offers multiple routes for job initiation, ensuring that no maintenance requirement is overlooked. Jobs can be generated automatically from scheduled compliance events such as MOTs, LOLER inspections, periodic services, or other maintenance events (which are fully within the gift of the customer to define and control). Jobs are able to be standardised, with pre-filled labour and parts information and an associated checklist to be completed by the technician in the MyTechnician app. Jobs in Key2 are controlled through the core Compliance Manager module, which provides a central calendar and list view of upcoming, in-progress, and overdue events. Driver defect reports, captured via the MyVehicle app, also prompt the creation of jobs, ensuring issues highlighted during daily checks are presented immediately for rectification. Users with the correct permissions also retain the flexibility to create ad-hoc or emergency repair jobs manually where required.

Mechanic Assignment and Job Execution

Once jobs are initiated, the Workshop Diary provides a powerful scheduling tool. It allows jobs to be assigned intelligently based on technician availability based on defined shift patterns and workload balancing. Key2 also allows for the alignment of events to minimise downtime (for example, combining lower-priority inspections with high-priority repairs during a single visit). Users with the correct permissions can also see schedules across multiple workshops or technicians and make adjustments as required. This ensures the right job is planned for the right time, avoiding bottlenecks and ensuring compliance deadlines are met.

Supervisors benefit from real-time visibility of scheduled jobs, with the ability to reprioritise or reassign tasks instantly. This flexibility is particularly valuable in local authority contexts, where unexpected breakdowns or urgent safety requirements often arise. The scheduling functionality integrates directly with parts and stock management, so supervisors can verify parts availability before confirming job bookings, thereby preventing delays due to shortages.

Mechanics access their assignments via the MyTechnician app on a workshop tablet. This eliminates the reliance on paper job cards and inspection sheets, creating a fully digital workflow. Each mechanic can log in to see their personal work queue, view detailed job sheets, and access vehicle history or compliance requirements before commencing work. They can then progress the job by recording start, pause, and completion times, as well as capturing parts used, defects identified, checklists completed, notes, and photographic evidence. The MyTechnician app is optimised for mobile and tablet use, enabling mechanics to interact with the system directly from the shop floor. This feature improves data accuracy, as updates are made in real time at the point of work. It also enhances productivity by reducing administrative overhead, allowing technicians to focus on repair and maintenance tasks rather than paperwork.

Job Templates and Quality Assurance

To further streamline the workshop process, Key2 supports the creation of standard job templates. These can include predefined labour requirements, estimated times, and associated parts. When a standard job is initiated, the system highlights that required resources are reserved and available. This reduces planning overheads and ensures parts are procured and ready in advance, minimising job delays and vehicle downtime.

When a job is finished, mechanics are required to enter mandatory information such as labour hours, parts used, and checklist completion. Supervisors or compliance officers must then sign off on the job before the vehicle can be released back to service. This ensures that all work is properly documented and verified. Compliance is built into the job completion process. Electronic checklists, tailored to specific compliance events (e.g., MOTs, LOLER inspections), must be completed before the job can be signed off. Supporting documentation, including test results, certificates, or inspection reports, can be attached directly to the job record and stored against the vehicle's history. If a job fails quality control or further defects are identified, rework jobs are automatically logged and tracked. These are flagged in reports, enabling supervisors to identify recurring issues and take corrective action.

Key2 captures detailed data on mechanic performance, including number of jobs completed per day, time spent per task etc.. There is a clear picture of both individual and team productivity available through various Key2 reporting and business intelligence tools.

Alerts, Notifications, and Communication

Key2 generates automated alerts to notify workshop staff of upcoming or overdue services, compliance deadlines, low stock levels, and job changes. Alerts are configurable and can be tailored to the roles of specific users, ensuring that relevant information is delivered to the right person at the right time. Technicians can have visibility of new assignments or changes to existing jobs via the MyTechnician app.

The integration of the MyTechnician app with Key2 allows workshop staff to communicate directly with the main platform. This reduces reliance on external communication channels, speeds up issue resolution, and ensures all job-related communication is logged and auditable.

Workshop Utilisation Management

Effective management of workshop resources is critical to maintaining throughput. Key2 provides supervisors with a real-time dashboard displaying bay occupancy, job progress, technician availability, and equipment status. This gives a clear and up-to-date view of workshop utilisation at any given moment. Key2 supports forecasting of workshop capacity, highlighting future resource constraints and potential bottlenecks.

Use Case

The system can identify if a large number of compliance events are due in the same timeframe, allowing supervisors to redistribute workloads. The ability to predict and address these issues proactively prevents operational disruption and ensures service continuity.

Workshop utilisation is closely linked to parts availability. Key2 integrates workshop management with stores and inventory control, ensuring that required parts are available when needed. Parts can be pre-allocated to jobs, and if stock is low, the system issues alerts and helps initiate reordering. This level of integration ensures mechanics are not delayed by missing parts and that workshops operate at maximum efficiency.

Interface

The user interface has been designed for clarity and ease of use. Technicians access role-specific dashboards via terminals or tablets, which display only the jobs and data relevant to their role. This minimises training requirements and ensures focus on task execution. Supervisors and fleet managers have access to broader dashboards providing oversight of workshop utilisation, job progress, and compliance status.

managed, and recharged within a dedicated Short Term Hire module. This module enables full management of the customer's short-term hire or rental fleet. Hire assets can be drawn from the customer's own fleet inventory or sourced from third-party providers through configurable cross hire functionality. Each hire record is tracked through three defined stages:

- Quotation
- Booking
- Agreement

This ensures all key information relating to hire activity is accurately captured, centrally managed, and securely stored within the system. Supplier records within Key2 allow detailed management of rental providers, including asset availability, applicable tariffs, and rate cards. Billing configurations are highly flexible, supporting multiple tariff models such as daily, weekly, or 4 weekly charging, as well as bespoke elements like minimum hire charges, grace periods, excess mileage policies, and 5/7 day charging options.

Hire vehicles and related transactions can be managed as internal or external hires. Customers are able to recharge hire costs to internal cost centres or departments and raise revenue where applicable. Each hire transaction automatically records associated costs and enables appropriate recharges to be applied based on the selected tariff or rate. Summary pages within Key2 clearly display the financial performance of each asset, showing revenue, costs, and posting category breakdowns for full visibility.

Pool Booking System

The MyDriver Portal provides a secure, role-based, browser interface for pool vehicle booking requests and is integrated with the Key2 Short Term Hire module. A guided wizard captures booking reason, duration, preferred vehicle class, and driver/responsible contact, then auto-allocates the vehicle to the driver for the booking period so compliance and mileage attribution remain accurate. The portal and core app enforce authorised driver rules. Vehicle allocation will not proceed if the driver lacks the required licence category or authorisation flag. All booking documentation is stored against the booking via Key2's document manager, time/date/user-stamped for audit, with version control and mandatory document flags to chase missing items.

Financially, bookings can recharge to cost centres using Posting Definitions. Utilisation and availability are shown via dashboards (RAG views for upcoming/overdue events on booked vehicles) and scheduled reports (e.g., weekly utilisation by depot/department, underused assets), while notifications confirm bookings, remind drivers of collection/return, and alert administrators to pending approvals. Access and actions are secured through the driver record, with either username and password or SAML 2.0 SSO integration and full audit logs of login/logout and all booking updates.

MyVehicle App

Mobile functionality is essential for modern fleet operations, and Key2 extends core features to drivers and remote staff through dedicated applications and portals.

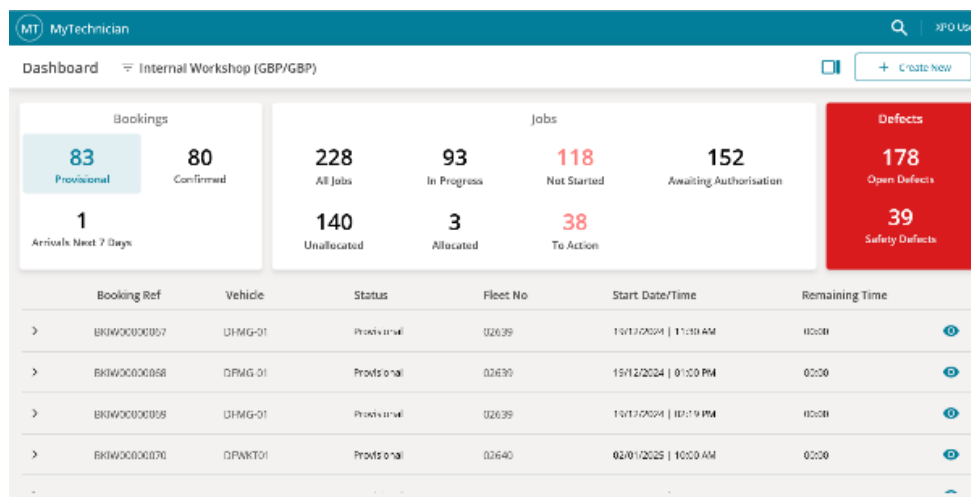
The MyVehicle app (available on iOS and Android) gives drivers mobile access to customisable data sets including vehicle records, configurable daily checklists with enforced mandatory fields, and defect reporting tools. Defects can be reported instantly, with supporting photographs attached, notes, and GPS location, and once submitted, the system auto-numbers the defect and stores it against the vehicle, immediately flagging it as Vehicle Off Road (VOR) until resolved where necessary. The app also supports accident reporting, enabling drivers to upload images and details directly from the scene, and shows upcoming compliance events with RAG warnings (MOT/service due).

Optional summaries are emailed to designated contacts on creation of defects or accidents. Safety-critical defects can automatically set VOR, cascading across modules so the vehicle cannot be booked or used until rectified and closed, while non-safety defects can be bundled with the next service to minimise downtime. Our fully integrated platform means defects are logged within the Compliance Manager and job sheets within Workshop and Stock Control modules for internal workshop rectification.

For licence compliance, drivers can complete eDeclarations online, authorising DVLA checks without the need for paper forms.

MyTechnician App

The MyTechnician app (available on iOS and Android) gives workshop technicians a fully mobile environment to record work carried out, complete job cards, submit defects and attach relevant photos and workshop checklists. All activity is timestamped enabling clocking in/out of specific jobs to quantify time spent on individual vehicles, inspection tracking and carry out service/inspection checklists (DVSA compliant). MyTechnician App also links to Key2 Stores, an included module within Workshop and Stock Control, so technicians can issue parts to the job and fit them to the vehicle where required (e.g. oil filter/air filter).



Integrations

We have built many out-of-the-box integrations to help pull and push data between commonly used

systems or external third-party organisations for compliance purposes, including:

- Managed Parts Supplier (Fleet Factors and Alliance UK)
- Fuel Card System (Allstar)
- Vehicle Tracking Solution (Teletrac Navman)
- Driving Licence Checking (Driver Check DVLA)
- Finance System (Oracle Fusion)
- Fuel Management System (Triscan)
- Multiple fuel cards or bunker fuel systems including BP, Shell
- Drivers' Hours (Aquarius IT)
- DVSA View Vehicle Record database (DVLA VVR platform)
- Single Sign-On Integration and XI integration with Outlook

DVLA integration

This is a core part of Key2 system functionality. Key2's core Driver module details information on all authorised drivers including licence details. Key2 directly links into the DVLA for driver licence checking and will facilitate a one off instant driver licence check for new drivers.

It is also possible to set regular recurrence of licence checks in line with company vehicle use policy. This can be set at fixed frequency (i.e. every 12 months) or can be flexible dependent on a configurable set of driver risk information, such as number of endorsement points, or a more sophisticated driver risk score that can be defined by each customer.

In order for a driver to be checked then there will be a requirement for driver consent to be obtained. Jaama have developed eDeclaration which will enable drivers to log into a portal and e-sign their driver mandate which removes the need for the paper mandate, although a paper mandate can still be utilised in conjunction with the eConsent solution where electronic means are not appropriate.

Exception alerts highlight any issues uncovered from the check. Information is returned from the DVLA directly into Key2 including (but not restricted to) endorsements and associated descriptions and dates, categories, restrictions, valid to/from dates, photo card licence, CPC and tachograph licence expiry dates. Jaama also supports the DVLA VVR platform and allow an import from VVR direct to the Key2 system for the purposes of V5 suppression. Use of this module is subject to the DECS agreement included in our terms and conditions document.

Single Sign On Integration

The core Key2 application supports SAML SSO systems. Integration with AD or AZURE AD is fully possible. Note that ADFS (Active Directory Federation Services) will be required on the AD in order for it to support SSO.

Integration with Outlook

For integration between the Key2 system and Microsoft Outlook (Office 365), Jaama's Hosted Key2 platform offers robust email relaying options to suit varying infrastructure and compliance needs including:

- Direct 365 SMTP server connection
- Jaama's Direct Relay or Smart Host Relay to the client's own Office 365 server

Data Protection and Information Security

Information Assurance

The Jaama platform is fully hosted with infrastructure across two geographic areas: Northampton and Wakefield in the UK. Our facilities are Node4, Tier 3+ data centres, providing Jaama with co-location services, including secure premises, rack space, and power. All servers, storage, and networking equipment within this facility are owned and managed solely by Jaama, with Node4 having no access to systems or data. This serves as the primary hosting location for Jaama's Key2 SaaS platform. The hosting service is underpinned by high-performance, low-latency internet connectivity.

Data Protection

Data protection is central to Jaama's hosting strategy. Microsoft Data Protection Manager is deployed as the backup platform, with every production Key2 system backed up at 30-minute intervals.

All hosted connections are secured via HTTPS (TLS1.2+), with no allowance for unencrypted access. Data at rest is further safeguarded through SQL Transparent Data Encryption (TDE) with AES 256 encryption. Access to hosted data by Jaama employees is prohibited by default. A controlled internal access management process governs all requests, which are strictly limited to role-based requirements, such as responding to customer support tickets in a fully auditable process, ensuring both accountability and compliance.

Jaama enforces strict data segregation measures to prevent cross-system exposure. Each hosted instance of Key2 operates on a unique database with its own credentials generated upon deployment. No Key2 environment is multi-tenanted, guaranteeing that customer data is isolated at all times. Furthermore, clear separation is maintained between live and test environments, reinforcing both security and operational integrity.

Data Backup, Data Restoration and Disaster Recovery

Jaama operates a comprehensive approach to ensuring business continuity, cyber incident response, backup and disaster recovery.

Backup Policy

Our Backup Policy is designed to secure, encrypt, and recover all business-critical and client data in line with industry best practice. Our process combines local and off-site encrypted backups for resilience, using Microsoft Data Protection Manager with RAID redundancy at server level. Data is first backed up to a local encrypted server, then replicated to an encrypted off-site backup server over private secure links.

Business Continuity Policy

Jaama's Business Continuity Plan supports response to significant disruptions by restoring normal operations efficiently. Response Teams follow the plan to initiate recovery and communication actions. The plan is portable and accessible during incidents, covering major incident management, disaster recovery, and information security to ensure critical systems remain available and remote operation is possible.

Cyber Incident Response Policy

Jaama's Incident Reporting Procedure outlines the process for identifying, reporting, and collecting information security events. All reports of information security weaknesses or events are logged and assessed immediately by the Data Protection Officer. The procedure includes categorising events, personal data breaches, and incidents, and prioritising responses based on the criticality of the business systems and information assets at risk. The Data Protection Officer coordinates with the IT & R&D Director, Chief Technical Officer, and Chief Executive Officer to implement appropriate actions to contain and resolve incidents.

Disaster Recovery Plans

Jaama's Hosted Systems Continuity document details the steps taken to protect the continuity of hosted solutions in the event of a major disaster at the hosting facility. The disaster recovery process aims to restore hosted system availability with a Recovery Point Objective of 30 minutes and a Recovery Time Objective of 24 hours. The process includes backup plans, secondary hosting location activation, and data restoration. The goal is to handle localised disasters and ensure that data and systems are continually protected. To guarantee data integrity, weekly test restores are performed and validated, with results logged and investigated if anomalies arise.

Access Restrictions

The Key2 User and Group Management module is a part of core system functionality. This module will enable customers to limit and control access of all authorised system users. These users can be sorted into groups so that the 'super users' can configure access levels once, and apply them to many users who require the same level of access to system areas, functions, processes, reports and data sets.

Password complexity and history policies can be enforced, as can the requirement to force password changes at predefined intervals. Customers are able to define whether users have the capability to view or create/update records. This can be system wide or at a more granular level (data sets, system modules, system areas, processes and imports/exports/reports). Where required, system users can be restricted so that they can only access certain system areas.

Use Case

A workshop technician may be restricted to all functions within the job sheet area and have the ability to request parts for those job sheets, whereas a workshop supervisor may be able to view linked vehicle maintenance histories, raise parts orders and receive them into stock, run reports on WIP & technician productivity and re-assign jobs to different technicians.

Similarly, there is the ability to restrict user access to data sets. This is particularly useful if customers wish to provide system access, for example, to cost centre or departmental managers. This can be achieved by linking a Key2 system user to the organisational level (or levels) that user requires restricted access to. Once configured, the departmental/cost centre manager will then only see records that are allocated to their level (or levels) of the organisation. The data set restrictions also apply to system reporting.

Using the service

Ordering and Invoicing

Following an initial discussion with an assigned sales consultant, we will create a Product Brief listing all of the modules necessary to meet your specific use case, licence volume and asset needs. All pricing will be aligned with our submitted Pricing Schedule.

Pricing Overview

We offer a “Core” package of specific modules, with a selection of “Optional” modules available as priced up within our Pricing Schedule. Our Core package, as well as optional modules, are charged at a fixed rate per Vehicle or Asset per month. Our licencing fee includes access, support and free upgrades for the duration of each contract.

Implementation costs are charged separately and will be calculated based on submitted day rates contained within our pricing schedule, dictated largely by the scope of each implementation and the specific needs of each customer.

Setup Overview

The Setup Service provides a structured, best practice “plug and play” installation of the standard fleet software product, ensuring every public sector customer begins with a consistent, reliable and

fully supported foundation. The service covers all essential preparatory activities required to establish the hosted environment, deploy the standard software components and equip users to begin operating the system effectively from day one. This approach supports a smooth and consistent mobilisation process across all implementations.

Scope of the Setup Service

Hosting Environment Provisioning and Configuration:

Creation and configuration of the secure hosted environment required to operate the solution, including core infrastructure and security controls.

SQL Licensing and Commissioning:

Commissioning and configuration of the required SQL components to establish a fully operational and compliant database layer.

Deployment of Standard Software Components:

Installation of the standard Key2 software suite using a controlled, repeatable deployment process aligned with supported releases.

Baseline System Configuration:

Configuration of essential system parameters, workflows and operational settings to public sector best-practice standards based on Jaama's extensive industry experience.

Standard User Training:

Delivery of core training to ensure users are prepared to operate the system effectively from the outset.

This structured and transparent mobilisation approach ensures all customers begin with the same dependable foundation. By standardising the core setup activities, the service reduces implementation risk, accelerates readiness and supports consistent, high quality outcomes across public sector deployments.

Optional Implementation

Optional Implementation Services

To help public sector customers maximise the value of their mobilisation and ensure the strongest possible outcomes, a range of optional implementation services is available to complement the standard setup activities. These services provide access to Jaama's wider Professional Services team that supports project success and helps to align the solution effectively to each organisation's operational needs.

Scope of Optional Implementation Services

Specialist Programme Support:

- Guidance from experienced implementation consultants with deep knowledge of the Key2 product suite, to meet organisation-specific requirements

- Support in shaping mobilisation plans, with key stakeholders collaborating on the delivery approach
- Risk management and mitigation planning to further secure and strengthen programme outcomes

Data Migration Expertise:

- Assistance with data cleansing, mapping and transformation from legacy systems and informal data sources
- Development of migration strategies tailored to customer data structures, including data validation to ensure accuracy and completeness of migrated data
- Migration of data leveraging industry tools such as the DVLA V5C data download to streamline the population of core vehicle records. This improves data accuracy and can be supplemented by use of Jaama's Key2 Data Conversion Schema as required.

Business Process Design:

- Mapping, review and optimisation of the organisation's existing processes
- Aligning the organisation's system needs with system capabilities and best practice

Enhanced System Configuration:

- Configuration beyond the standard baseline to meet the organisation's specific requirements
- Support for more complex fleet requirements fulfilled by the selected optional modules
- Expert guidance on software configuration to encourage end user self-sufficiency, futureproofing against organisational development and change

User Acceptance and Organisational Readiness:

- Support in preparing and managing User Acceptance Testing (UAT) activities
- Assistance with issue resolution, UAT validation and Go-Live readiness assessments

Tailored Training and Adoption Support:

- Role specific or advanced training beyond the standard training package
- Enhanced report training and generation support
- Training material and re-useable resource tailored to customer processes and structures

Flexible Engagement Approach

Customers can draw on these services at any stage of their mobilisation. Some choose to incorporate them from the outset, while others adopt a phased approach, engaging expert support once the core system is in place to further optimise processes and unlock additional value.

These optional implementation services give organisations the flexibility to bring in expert support where it will make the biggest difference. Whether customers need help shaping their programme, managing data, refining processes or preparing teams for go live, the services are there to strengthen delivery and reduce risk. By choosing the level of support that fits their own capacity and complexity, organisations can move into live service with greater confidence and get more value from their transition to Key2.

We will assign a dedicated PRINCE2 project manager to lead on delivery and generate a tailored Implementation Delivery Plan, embedding customer testing and approval sign-off before going live. Implementation design will be contingent on package/module selection and priced based on pricing schedule rates but typically will involve the following phases.

Project Management

Our projects follow Agile deliver methodology, breaking down the project into a manageable phases, and executing a delivery plan which is the quickest route to a live instances of Key2.

All projects have the following elements and supporting documentation:

- Scoping document
- Stakeholder management strategy
- Testing strategy
- Quality strategy
- Change management
- Configuration management
- Risk management
- Defect and issue management
- Action management
- Feedback mechanism
- Highlight reports
- Project plan
- Sign off requirements at key milestones

Jaama utilise a cloud-based project management tool called Basecamp which provides a central platform for all project stakeholders to monitor activity, raise questions, collaborate with stakeholders across both businesses (campfire) and access project resources such as up-to-date plans, highlight reports, training collateral, risk registers and escalation contact details. We can also set up a MS Teams channel to support with communication and document sharing.

Access to the System

The Key2 system is available in a Managed Hosting SaaS mode. The organisation would be provided with a single-tenanted Key2 database and application, accessible through a dedicated URL. Users log in with a unique username and password (as controlled by the customer) or utilise SSO as detailed previously.

Training

We provide project overview of the onboarding process, with a series of short videos prior to kick off. In addition, we provide a suite of Key2 familiarisation videos which are role based, to add

context to the onboarding process and allow stakeholders to build an understanding of Key2 prior to participating in any Jaama led sessions.

We have a plethora of pre-built training modules available to customers covering all possible modules selected. These can be delivered via classroom, remote or on-site as per each customer's requirements.

Ongoing Support

Jaama's Core Support Service Hours are 08:00 – 18:00 Monday to Friday with exception of public holidays, however Customer Service requests can be made directly via the web portal 24/7, providing users with ticket progress tracking. Users can also raise tickets via email or phone.

Where issues relate to hosting connections and infrastructure, Jaama operate as needed to resolve the issues, outside business hours if necessary.

Service Levels

Our service levels are detailed within our standard Terms and Conditions.

Upgrades

The system is designed to support frequent and timely updates, for security patches, software and feature upgrades, and the management of server architecture and network infrastructure; minimising downtime and ensuring full compliance with evolving customer requirements. All solution upgrades including security patches, new releases, and functionality are included as part of the core support and maintenance contract, with no additional fees charged to the customer for these activities.

A clear roadmap and schedule is made available to customers for all major upgrades and patches, with full release notes on forthcoming changes and their impact. Planned maintenance activities are normally scheduled outside of working hours to minimise disruption, typically lasting only a few minutes. Customers, receive at least two weeks' prior notice for planned maintenance. If urgent, unavoidable maintenance is required, notification is provided at the earliest opportunity.

Configuration Changes and Change Management

A test environment is provided, enabling safe trialling of custom changes or data imports without impacting the live environment. The test environment can be overwritten with data from the live system at any time, at the request of each customer. Structured change management processes are in place to ensure that larger, supplier-led changes are conducted in partnership with customers and follow best practice for minimising risks.

Provision of the service

Customer Responsibilities

Our implementation will be contingent on customer's providing access to several key stakeholder roles including:

- **Project Sponsor:** Responsible for confirming project success criteria, confirming project deliverables and outcomes, approving change requests, attending checkpoint meetings, providing support to the customer and Jaama project managers if actions or decisions are required that exceed the agreed project tolerances that may impact a successful outcome.
- **Project Manager:** Collaborate with the Jaama project manager to ensure an achievable project plan is produced; Secure and manage customer project resource; Manage customer's risk register; Attend weekly progress meetings; Produce UAT plan (with Jaama assistance) including associated resources; Provide progress updates on actions and UAT outcomes; Manage delivery of actions.
- **Super Users:** Commit time to participating in required Jaama led sessions; Commit time to completing assigned and agreed actions; Deliver training and support to the end users; Contribute to the test cases, processes and output for the UAT plan; Support with activity during UAT, including triaging defects, supporting with user knowledge, reporting test outcomes and progress.
- **End Users:** Attend and participate in training session; Support with activity during UAT.

Technical Requirements

- All desktop clients must have the .NET4.8 framework or later installed. This must be the full framework; the .NET Client Profile is not supported.
- Microsoft Word and Excel are required to open the Word documents and spreadsheets generated by Key2 but are not required to run the application.
- CPU: Intel Core i3 1.7Ghz or equivalent or faster
- RAM: 4GB or more
- Network: 100Mbps Ethernet or faster
- OS: Windows 10 or 11
- Screen Resolution: 1024x768 or greater

Technical Recommendations

- Desktop clients should be configured to use the same regional settings as the server
- For maximum compatibility, we also recommend using the standard UK date format (dd/mm/yyyy).
- CPU: Intel Core i5 2Ghz or equivalent or faster
- RAM: 8GB or more
- Network: 1Gbps Ethernet
- OS: Windows 10 or 11
- Screen Resolution: 1920x1080

MyVehicle App Requirements

To run our mobile applications provided via either the Google Play store or the Apple App store, you will require one of the following:

- A device running Android Version 6 or above.
- A device running iOS Version 11 or above.
- A persistent connection to the internet whilst running the application.
- Network: 100Mbps or Faster Screen Resolution: 1024 x 768 or Greater.
- Display Type: A single touch capable touch screen, multi touch screens are also supported.
- Android: RAM: 4GB or more OS: Android 12 or Greater
- iPad: OS: iOS 17 or greater
- Windows: OS: Windows 11 or greater

Termination & Exit Assistance Service

The Exit Assistance Service provides a structured and controlled process to support customers at the point of contract termination in line with Jaama's ISO 27001 certification and GDPR compliance. It ensures that all data, environments and associated assets are handled securely, consistently and in full alignment with our data-retention and information-security policies, giving organisations confidence that their transition away from the service is managed professionally and without unnecessary risk.

Scope of the Exit Assistance Service

Provision of Customer Data:

- Extraction of customer data from the hosted service
- Delivery of data in a predefined standard format, such as CSV files or SQL tables
- Inclusion of all core datasets required for onward use or migration

Secure Data Transfer:

- Transfer of extracted data using an approved secure method, such as SFTP
- Verification of successful receipt by the customer or nominated third-party
- Maintenance of audit trails for compliance and assurance

Orderly Decommissioning of the Hosted Environment:

- Controlled shutdown and decommissioning of the hosted application and supporting infrastructure
- Removal of customer-specific configurations, integrations and access permissions
- Assurance that no active components remain accessible following termination

Secure Data Disposal:

- Secure deletion of all customer data remaining within the hosted environment. Where the optional Key2 Driver Licence Checking Service has been used, DVLA regulations require that driver mandate records are retained by Jaama for seven years.
- Execution of disposal activities in accordance with our data-retention, security and disposal policies
- Provision of confirmation once all data has been securely removed

Additional Exit Support

Where customers require activities beyond the standard exit process, such as bespoke data formats, extended consultancy or tailored migration assistance, additional services can be provided. These will be scoped, costed and agreed through a quotation and Order Form. This flexible approach allows organisations to access the level of support that best fits their needs, ensuring a smooth and well-managed transition out of the service.

Contact Details

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