



Service Definition Document - Switchchee Cloud
G-Cloud Submission
www.switchchee.com

Service Overview

Switchchee exists to improve the quality of life for people living in rented homes.

Switchchee provides a cloud-based data and insights platform for asset management and resident welfare, designed for social landlords.

The Switchchee cloud platform and service is accessible via subscription and utilises data captured from an ecosystem of IoT sensors, centred upon the Switchchee smart thermostat. The Switchchee smart thermostat is a unique product designed specifically for social housing. The IoT device's sensor arrays provide property insights and data for Switchchee's machine learning engine, which is tasked with producing live, actionable repair and resident welfare insights on Switchchee's cloud platform.

The Switchchee cloud solution is designed to increase maintenance efficiencies and drive down costs, assist with compliance and ultimately enable the delivery of better outcomes for residents of social housing. The Switchchee thermostat device is designed to combat fuel poverty, condensation, damp and mould, over- and under-heating in homes, energy inefficiency, and reduce carbon emissions.

Switchchee saves landlords and residents money whilst improving conditions in rented homes.

Detailed Service Definition - how the service is executed

Switchchee is Europe's largest platform of internet-connected devices for social housing, receiving over 16 billion data points per year. The cloud platform provides real-time actionable insights into property performance, displaying a range of welfare and maintenance KPIs and alerts, designed to remove current operational friction, facilitate pre-emptive repairs, or simply provide post-delivery analysis.

The metrics and alerts provided on the Switchchee cloud platform include:

- Risk of mould
- Risk of fuel poverty
- Risk of overheating
- Time to Heat
- Heat Loss Rate

Our cloud-based system can also be used as a communication portal to connect landlords with their residents. This can be critical when gaining access to a property is a problem. Our communications portal can also be more effective than traditional methods (letter, text, phone call, door knock) at arranging appointments, gaining customer feedback and more.

Digitising resident communications via our in-home display, you can send and receive messages; whether it's satisfaction surveys, appointment reminders, mould triaging or energy-saving tips, with a Switchee device, communication with your residents is now quicker, easier, and more effective than ever. Compared with typical SMS and email messaging, this method is proven to cut costs, reduce environmental impact, and drive efficiency, with 90% of residents typically replying to a message within 24 hours.

What you expect the buyer to provide or input

The customer is expected to sign a cloud platform service agreement and data processing agreement, then receive access to the landlord dashboard. The landlord will be required to distribute the Switchee privacy notice to residents. Switchee will require details of who within the landlord's team needs access to the cloud portal and what level/access rights individuals should be granted. The landlord will also receive access to an API to directly ingest cloud data into their business management and reporting systems.

What is provided

Switchee provides a combined solution:

- o a cloud platform with actionable asset management and data insights from across their housing stock, which is (COVERED UNDER G-CLOUD FRAMEWORK)
- o enabled by sensory information provided by Switchee smart thermostats and sensors, which are designed to reduce fuel poverty, by optimising household heating settings for residents (HARDWARE NOT COVERED UNDER G-CLOUD FRAMEWORK - Switchee hardware must be purchased separately via a compliant route/another framework)

The Switchee cloud platform is a highly innovative product that offers a range of features currently unavailable in other solutions:

- o Remote boiler testing - before the heating season, Switchee allows landlords to send a command to the boiler of each home (at the consent of the resident) to test its performance
- o Messaging – Enables landlords to provide energy saving & damp prevention advice.
- o Subscription to risk alerts - weekly email digests for properties whose risk is increased, allowing more proactive management
- o GSM connectivity for hardware to ingest data into the cloud – it does not rely on residents' Wi-Fi
- o Ability to restrict the demand for heating usage to 15 mins per hour - emulating legal boiler service disruptors. A useful method to support access for compliance servicing
- o Bespoke Use Case Project Management & Enablement
- o Damp & Mould Remote Triage and Recommendations Report
- o Bespoke Insights, Performance and Analysis Report
- o In-person quarterly business review
- o Access to thought leadership events and speaker opportunities for senior leadership

Deliverables, outcomes, and outputs from the service

Switchee brings an innovative, cloud solution combined with a domestic environmental monitoring solution to the UK social housing market. The deliverables and outputs are:

- To provide social landlords with actionable, enterprise-level analytics designed to help them optimise the allocation of maintenance, repair, and welfare resources

- Give a potential return on investment within 2.5 years after deploying the Switchee cloud service
- To optimise the scheduling of maintenance visits to reduce the number of wasted call-outs to unoccupied houses
- Provide analytics for larger-scale retrofit programs using analysis of pre and post installation sensory data and thermal profiles to assess the effect of building fabric upgrades or other interventions objectively and remotely
- Allow remote heating system performance reporting and remote boiler testing before the heating season
- Provide remote monitoring of winter temperature levels for properties housing vulnerable residents, and identify and help mitigate the risk of fuel poverty
- Reduce the carbon footprint of homes installed with a Switchee. Our technology enables property owners to reduce energy consumption, in turn lowering carbon emissions, and promote eco-friendly living by optimising resource usage
- Provide live data on energy performance, the efficacy of retrofit solutions, as well as a range of asset management and welfare metrics, that could translate into a "live EPC" (Energy Performance Certificate) measurement
- Switchee devices use GSM connectivity, enabling all housing stock to be reached, including the digitally disadvantaged. The cost of connectivity is included in the Subscription service

Empowered Service includes:

This level of service is suitable for social landlords who have multi-stakeholder, cross-functional projects where property insights will benefit the wider business includes:

- Access to the cloud portal for an unlimited number of users
- Standard risk and insight metrics
- Standard API
- Bespoke use case project management
- Custom insight reporting
- Additional service and support for damp and mould
- Dedicated Customer Success and Account Management
- Landlord and resident support
- GSM connectivity for devices

Which situations your service can be used in

Switchee Cloud service can be used to ingest environmental data via Switchee devices and other 3rd party supported IoT hardware.

The Switchee device can be used as a monitoring-only solution - Switchee Connect, or as a full Smart Heating Control that is compatible with all residential heating systems that allow 3rd party heating controls (exception is normally night storage or quantum heating).

Although its initial design has been for UK social housing, the Switchee Data and Insights platform also has applications in other large-scale housing tenures such as student homes, elderly care

homes and MOD properties. There is also a significant potential to expand into the EU and other markets.

Why your company

Switchee exists to improve the lives of people living in rented homes.

Switchee has been an innovative tech startup business at the cutting edge of IoT technology in the housing sector for over 10 years. The business is well-funded and benefits from Innovation status under various government-led grant schemes. The Switchee cloud is the chosen solution for 120+ housing associations across the UK with thousands of connected homes in towns, cities, and rural locations.

For more information, visit www.switchee.com