



Service Definition Document -  
Swift by Switchchee - SaaS  
G-Cloud Submission  
[www.switchchee.com](http://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. Swift by Switchchee is a product designed specifically to connect to Switchchee Cloud. The IoT device's sensors 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. Swift is designed to capture data to alert fuel poverty, condensation, damp and mould, over- and under-heating in homes.

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

## Detailed Service Definition - how the Swift SaaS service is executed

Switchchee is Europe's largest platform of internet-connected devices for social housing. 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 via Swift devices include:

- Risk of mould
- Risk of fuel poverty
- Risk of overheating

## 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 Switchchee privacy notice to residents. Switchchee 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.

- A SaaS licence per Swift device is required.

### What is provided

Switchchee provides a combined solution:

- a cloud platform with actionable asset management and data insights from across their housing stock, which is (COVERED UNDER G-CLOUD FRAMEWORK)
- enabled by sensory information provided by Swift devices.

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

- Subscription to risk alerts - weekly email digests for properties whose risk is increased, allowing more proactive management
- GSM connectivity for hardware to ingest data into the cloud – it does not rely on residents' Wi-Fi
- Bespoke use case project management and enablement
- Damp and mould remote triage and recommendations report
- Bespoke insights, performance and analysis report
- In-person quarterly business review

### Deliverables, outcomes, and outputs from the service

Switchchee 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 Switchchee cloud service
- 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
- Provide remote monitoring of winter temperature levels for properties housing vulnerable residents, and identify and help mitigate the risk of fuel poverty
- Switchchee devices use GSM connectivity. The cost of connectivity is included in the subscription service

### Swift by Switchchee SaaS 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
- Dedicated Customer Success and Account Management
- Landlord support

- GSM connectivity for devices

### Which situations your service can be used in

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

Although its design is for UK social housing, the Switchee Data and Insights platform also has applications in other large-scale housing tenures such as student homes, elderly and specialist care homes as well as Ministry of Defence (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 140+ housing associations across the UK with thousands of connected homes in towns, cities, and rural locations.

For more information, visit [www.switchee.com](http://www.switchee.com)