

HabiTrack: Service Definition

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1. Overview

HabiTrack is a cloud-based SaaS platform that helps organisations embed behaviour change at scale. It enables organisations to define, assign, and track habits that support learning programmes, culture initiatives, and organisational objectives.

The service is designed to support sustained behaviour change over time, rather than one-off training or content delivery.

HabiTrack allows organisations to:

- Define habits centrally at organisational, team, or initiative level
- Assign habits to users, who work on them in teams or cohorts
- Enable users to log habit activity through simple, regular interactions
- Track participation, adoption, and progress over time
- View aggregated insights and engagement metrics at organisational, team, or initiative level
- Link behaviour activity to organisational goals and KPIs where required (Enterprise implementations)

Habits are configured and governed by the organisation. Individual users do not create or modify habits.

Who the service is for

HabiTrack is designed for organisations across the public sector, regulated environments, and private sector. It is for organisations that want to support and measure behaviour change at scale in a structured way.

The service is suitable for organisations delivering organisation-wide or cohort-based programmes such as leadership development, compliance and safety initiatives, change and transformation programmes, onboarding, or culture development, where behaviours are defined centrally and participation is tracked over time.

HabiTrack can be used as a standalone digital platform, to support ongoing programmes, or as a post-programme tool to reinforce learning and embed behaviours into day-to-day work, complementing existing learning, HR, or organisational change initiatives rather than replacing them.

What the service is not

HabiTrack is not designed for individual self-directed habit tracking. It is not employee surveillance or monitoring software, and it does not provide automated performance evaluation, profiling, or decision-making.

The service is not intended to support disciplinary or punitive employment actions and does not replace managerial judgement, coaching, or organisational context.

2. How the service works

HabiTrack is a centrally managed, cloud-based SaaS service used by organisations to deliver and support behaviour change initiatives. The service enables organisations to define habits linked to initiatives, assign them to users or cohorts, and track participation and engagement over time through a secure web interface and, where enabled, Microsoft Teams.

The service operates under a central governance model. Habit and initiative structures are configured by authorised organisational administrators. Individual users interact with habits that have been assigned to them but cannot create or modify initiative configuration.

HabiTrack is provided as a multi-tenant service with logical separation between customer environments. No local installation is required.

How do organisations use the service

Organisations use HabiTrack to support organisation-wide or cohort-based initiatives, such as leadership development programmes, compliance and safety initiatives, onboarding, or culture and change programmes.

Authorised administrators configure initiatives within the platform and define the habits associated with each initiative. Habits are typically small, repeatable actions that participants are encouraged to practice over time. Initiatives can be assigned to all users, specific teams, or defined cohorts.

Users access the service through a secure web browser or, where enabled, via corporate collaboration platforms such as Microsoft Teams. Users are presented with their assigned habits and can log activity through simple interactions. Engagement and participation data is captured automatically as part of normal use.

Organisations can view aggregated engagement and participation metrics at initiative, team, or organisational level. Where enabled (Enterprise implementations), organisations can also view behaviour activity alongside organisational goals and KPIs.

Customisation

The service allows buyers to configure initiatives, habits, and users using built-in features. It does not include bespoke development or custom feature creation. Buyers can configure:

- Initiatives and programmes
- Habits associated with each initiative
- User groups, teams, and cohorts
- Access roles and permissions
- Reporting views and engagement metrics
- Strategic objectives, goals, and KPIs (Enterprise implementations only)

Two implementation types are available:

- **Initiative-only implementation:** Organisations use HabiTrack to deliver one or more initiatives where employees track habits linked to those initiatives. Strategic objectives, organisational goals, and KPI configuration are not included.
- **Enterprise implementation:** In addition to initiative delivery, organisations can configure organisational objectives, team goals, and KPIs within the platform and view behaviour engagement alongside these measures.

Configuration is performed using standard platform features. Administrative configuration is accessed by authorised users and, where required, supported by the supplier as part of onboarding or ongoing service delivery. Standard users cannot modify initiatives, habits, or configuration settings.

Additional reporting or analytics services are available for Enterprise implementations as optional services, subject to agreement.

The service does not support bespoke feature development or customer-specific code changes.

Onboarding and implementation

HabiTrack is supported by a structured onboarding process delivered remotely.

Onboarding typically includes:

- Confirmation of implementation type (Initiative-only or Enterprise)
- Initial configuration of initiatives and habits
- Initial configuration of objectives, goals, and KPIs (Enterprise only)
- Setup of organisational roles and permissions
- User provisioning approach (invite-based access or integration where agreed)
- Guidance on programme rollout and user communications

FabricShift provides guidance and documentation to support initial setup.

Initial user access is set up during onboarding based on agreed user lists or group structures. Ongoing access changes, including joiners and leavers, are managed centrally by the organisation, with supplier support where required.

Where enabled, integrations with external systems such as HR or management information platforms may be used to support user and team data updates (for example joiners, leavers, role or team changes) or to ingest agreed organisational metrics, such as KPIs, for reporting purposes. Integrations are available as part of Enterprise implementations or as an additional service, subject to agreement.

User access to HabiTrack is controlled by the buying organisation. Users authenticate using organisation-managed email accounts or federated single sign-on (SSO), where enabled.

End users are onboarded through an invite-based process. Users receive a secure link to access the service and are guided through an introductory experience explaining how to use the platform and participate in assigned initiatives. Supporting user guidance is provided within the service and through onboarding materials.

Offboarding and exit

At the end of the contract, organisations are supported through an offboarding process.

The customer may request an export of their data during the contract term or as part of exit. Data is provided in commonly used, machine-readable formats, such as CSV, suitable for reuse or import into other systems. Data exports are coordinated by the supplier to ensure secure transfer.

Following contract termination:

- access to the service is withdrawn in line with agreed notice periods
- customer data is retained for a limited period to support data export
- data is deleted in accordance with the agreed data retention and deletion policy, unless retention is required by law

Derived, anonymised data that cannot reasonably be re-identified may be retained by the supplier for analytical and service improvement purposes, in line with contractual terms.

3. Service constraints and technical requirements

Service constraints

HabiTrack is delivered as a centrally hosted, cloud-based SaaS platform. The service is not available as an on-premise, customer-hosted, or self-managed deployment.

The service does not support bespoke development or customer-specific code changes. Configuration is provided through standard platform features only, including the configuration of initiatives, habits, users, cohorts, roles, objectives, goals, KPIs, and reporting views by authorised administrators.

The service is accessed via a supported web browser and requires internet connectivity. No local software installation is required. Planned maintenance and updates are managed by the supplier in line with standard SaaS practices, with advance notice provided where reasonably possible.

HabiTrack operates as a multi-tenant service with logical separation between customer environments, meaning customer data is isolated through tenant-level access controls, role-based permissions, and database-level security controls. Customers do not have direct access to underlying infrastructure or hosting environments.

Supported browsers include current versions of Microsoft Edge, Chrome, Firefox, and Safari. The service is designed for use on both desktop and mobile devices using a responsive web interface. Mobile and desktop users have access to the same core functionality, although presentation may vary to suit screen size.

Technical requirements

To use HabiTrack, organisations and users require:

- A modern web browser supporting current HTML and JavaScript standards
- An internet connection to access the cloud-hosted service
- User authentication via federated single sign-on (SSO) using the buying organisation's identity provider, where enabled

Where Microsoft Teams access is required, users must also hold an appropriate Microsoft Teams licence. All core service functionality remains available through the web application and does not require Teams integration.

No specialist hardware, software installation, or local infrastructure is required.

Assumptions

The service definition assumes that:

- The buying organisation is responsible for defining how HabiTrack is used within its organisation, including initiative design and habit definition where these are not provided as part of a pre-configured initiative
- The buying organisation is responsible for establishing who is responsible for initiatives and how they are run internally
- The organisation manages its own users, teams, and access policies, with supplier support provided where agreed
- Users have access to suitable devices and internet connectivity to access the service
- Any integrations with external systems (for example HR or management information platforms) are enabled only where agreed and supported by appropriate access, data, and security arrangements

HabiTrack is intended to support organisational programmes and initiatives and is used alongside existing organisational systems and processes. It does not replace HR systems, learning management systems, or employment decision-making processes.

4. Service levels and support

Availability and performance

FabricShift provides a standard availability service level agreement (SLA) for HabiTrack where agreed contractually.

Under the standard service level, HabiTrack is provided with a target monthly availability of 99.5%, measured on a monthly basis using platform monitoring data. Availability is calculated as the percentage of time the service is operational during the measurement period, excluding planned maintenance windows notified in advance where reasonably possible.

Service performance is monitored and managed through standard SaaS operational practices, including platform monitoring and capacity management.

Where availability targets are not met, service credits may apply in accordance with the contractual terms in place with the customer. No additional financial compensation or remedies are provided beyond agreed service credits. No availability or performance guarantees apply unless expressly stated in the contract.

Enhanced availability options may be available by agreement as part of specific contractual arrangements.

Outage and maintenance management

HabiTrack is monitored continuously to detect service disruptions or degraded performance. Where service outages or incidents occur, they are assessed and managed in line with defined incident and operational processes.

Customers are informed of service outages and significant incidents through agreed communication channels, which may include email notifications and updates via the service status page.

Planned maintenance and platform updates are managed by FabricShift in line with standard SaaS practices. Where reasonably possible, customers are provided with advance notice of planned maintenance, typically at least 48 hours in advance. Planned maintenance is scheduled to minimise disruption to users.

Emergency maintenance may be carried out where required to protect service security, stability, or data integrity. In such cases, customers are informed as soon as practicable.

Support model

FabricShift provides a standard support service for HabiTrack, included within the service price.

Support is provided via email or online ticketing, during UK business hours (Monday to Friday). The service does not include phone, web chat, or onsite support.

Support requests are acknowledged during UK business hours and prioritised based on severity and service impact:

- Critical issues (service unavailable): within 4 business hours
- High-priority issues (significant functionality impaired): within 8 business hours
- Normal queries and requests: within 2 business days

Weekend support is limited. Requests received outside UK business hours are responded to on the next business day.

After-sales support is provided throughout the contract term and includes assistance with service usage, configuration queries, issue resolution, and ongoing service queries. Customers are assigned a named account manager who acts as the primary point of contact for relationship management and coordination of technical setup and integrations where required.

Support is available to third parties acting on behalf of the buying organisation, where authorised.

5. Hosting, backup, and resilience

Hosting

The service is hosted in the public cloud and operated by FabricShift as a multi-tenant service. Customer data is logically separated between organisations using tenant-level access controls. No local installation or customer-hosted deployment is required.

HabiTrack is hosted on infrastructure provided by Amazon Web Services (AWS). Data is stored and processed within the United Kingdom. There are no alternative hosting or deployment options, and the service is not offered as an on-premise or private cloud deployment.

AWS maintains the following certifications applicable to the underlying infrastructure:

- ISO 27001
- SOC 2 Type II
- Cyber Essentials Plus
- G-Cloud accreditation

Data backup

HabiTrack uses automated backup processes to protect customer data and support service continuity.

Core application data, including configuration, habit activity, participation records, and reporting data, is backed up automatically as part of normal service operation.

Database backups are retained for up to 30 days and stored securely in cloud object storage, separate from live production systems. Infrastructure configuration and application artefacts are versioned to support recovery and redeployment.

In the standard service configuration:

- Primary application databases are backed up at regular intervals and retained for up to 30 days. Backups are stored in secure cloud object storage separate from live production systems. Typical RPO of up to 4 hours.
- Infrastructure storage volumes are protected using automated snapshot mechanisms, with backups retained for up to 30 days and a typical RPO of up to 6 hours.
- Infrastructure configuration is version-controlled and stored securely, enabling full environment reconstruction if required.
- Application build artefacts are retained in a private container registry (GHCR), with recent builds (typically last 100) immediately redeployable and older builds reproducible from versioned source code repositories.
- Source code is retained indefinitely in version-controlled repositories with tagged releases, supporting rebuild and recovery of application components where required.

Backup data is encrypted at rest and managed by the supplier. Customers do not directly access or manage backup data.

Restore and disaster recovery

HabiTrack is designed to support service restoration in the event of data loss, infrastructure failure, or other service-impacting incidents.

The service operates using redundant cloud infrastructure and standard SaaS resilience practices. In the event of a major incident, FabricShift follows documented incident and recovery procedures to restore service availability and access to customer data as soon as practicable.

Where expressly agreed in the contract, FabricShift may commit to a recovery time objective (RTO) of up to 4 hours for restoration of service availability following a qualifying service-impacting incident. Unless explicitly stated in the contract, no specific RTO or recovery objectives are guaranteed, and recovery times may vary depending on the nature and scope of the incident. Customers are informed of service-impacting incidents in line with the service's outage and incident communication approach.

Disaster recovery measures include:

- Database backups stored in AWS S3 with versioning enabled
- Infrastructure environments that are fully reproducible from version-controlled OpenTofu state
- Application builds retained in a private container registry or rebuildable from versioned source code repositories
- A documented business continuity and disaster recovery plan, available to customers on request

6. Security and compliance

Security

FabricShift operates under an ISO 27001-certified Information Security Management System, which governs how information security risks are identified, assessed, and managed across the organisation. Information

security governance is overseen by a named senior leader with organisational authority, with day-to-day technical controls implemented by the engineering function.

Access to HabiTrack is controlled using role-based access controls and the principle of least privilege. Administrative access to the platform and supporting services is restricted to authorised personnel and formally approved. Access rights are reviewed regularly and removed promptly when no longer required.

User authentication is performed via federated single sign-on using the buying organisation's own identity provider. Supported identity providers include Azure Active Directory and other OAuth/OpenID-compliant services where enabled. Administrative access for FabricShift staff is protected using single sign-on with multi-factor authentication.

Data is protected using encryption in transit and at rest. All data transmitted between users and the service, and within supplier networks, is encrypted using TLS version 1.2 or above. Data stored within the service, including databases and backups, is encrypted at rest using industry-standard encryption (AES-256).

Regarding network security, Kubernetes network policies restrict inter-service communication, and security groups limit inbound traffic to required ports only.

Instance Hardening controls include IMDSv2 on all EC2 instances, enforcement of IAM least-privilege policies, and regular security patches applied.

The service is monitored to detect security events, service anomalies, and operational issues. Monitoring includes application-level logging, infrastructure monitoring, and dependency monitoring. Logs and audit information are retained for a defined period in line with data retention policies. Where potential security incidents are identified, they are assessed and managed through documented incident management processes.

HabiTrack operates as a multi-tenant service with logical separation between customer environments. Customer data is isolated using tenant-level access controls, database-level security, and application-level isolation. Customers do not have access to underlying infrastructure, hosting environments, or other customers' data.

Compliance

FabricShift maintains ISO 27001 certification covering its organisational Information Security Management System. The organisation also holds Cyber Essentials Plus certification, demonstrating compliance with UK government-recognised baseline cyber security controls.

The service undergoes regular security testing. Independent penetration testing is conducted at least annually by an external specialist organisation. Identified findings are risk-assessed and remediated in line with defined vulnerability management and change management processes.

Security policies, procedures, and controls are reviewed regularly as part of FabricShift's information security governance and audit programme. Where required, further assurance information can be provided to buyers under appropriate confidentiality arrangements.

7. Contact information

For enquiries relating to the HabiTrack service, onboarding, or support, customers can contact FabricShift at support@fabricshift.com.