



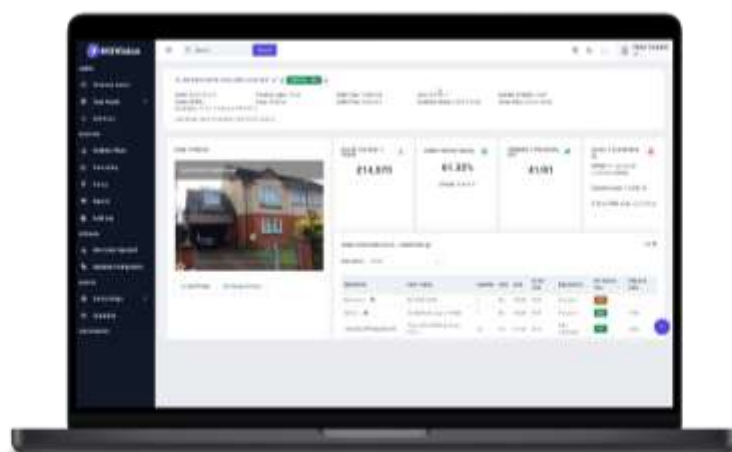
M3Vision – Service Definition

Service overview

M3Vision is a cloud-based asset management solution designed for social housing providers. It supports the management of stock condition, compliance, and investment planning using real-time data, mobile surveys, and reporting tools. The service enables organisations to make evidence-based decisions and plan long-term asset strategies.

What the service does

M3Vision provides asset management functionality for social housing providers. It supports condition surveying, compliance data capture, lifecycle forecasting, investment planning, and reporting. The service enables organisations to understand asset condition, assess compliance risk, and plan long-term investment using accurate, auditable data. M3Vision does not include housing management functions such as rent, tenancy, or repairs management, which can be supported through integration with third-party systems.



Service users

M3Vision is used by asset managers, compliance teams, surveyors, and investment or finance teams within social housing organisations. Access to the service is controlled by the customer using role-based permissions.

Service features

Key features of M3Vision include a centralised housing asset management database, auditable forecasting and reporting tools, configurable Schedules of Rates, customisable data models and survey templates, integration with compliance and energy tools, historical asset condition tracking, a secure cloud-hosted web platform, mobile data capture with built-in validation, HHSRS hazard identification and tracking, and real-time dashboards and reporting.



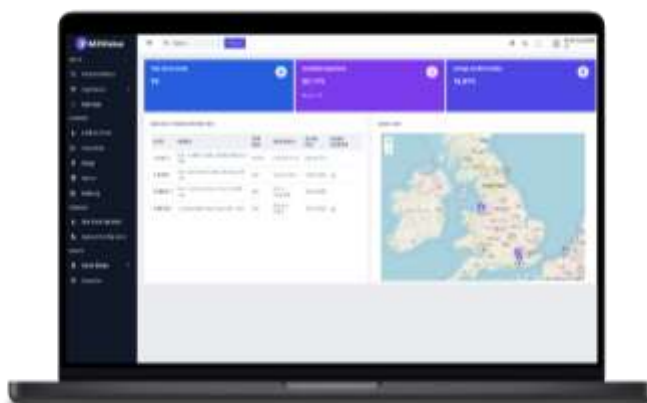


Service benefits

M3Vision helps organisations maintain a single source of asset data, improve investment planning accuracy, support compliance audits, access data across integrated systems, onboard users quickly, gain faster insight into stock condition, understand energy performance, support Awaab's Law compliance workflows, produce flexible and auditable reports, and enable collaboration across asset teams.

Deployment model

M3Vision is delivered as Software as a Service using a public cloud deployment model. The service is hosted on Microsoft Azure infrastructure, with all data stored and processed within the United Kingdom.



Service interfaces

The service is accessed through a secure web browser interface using modern browsers such as Chrome, Edge, Firefox, and Safari. No local software installation is required. A dedicated mobile survey application is available for Android and iOS devices, supporting offline data capture and synchronisation when connectivity is restored.

Support and onboarding

M3 supports customers through a structured onboarding approach with your dedicated consultant and account manager. The support includes demonstration sessions, remote or/and on-site training for users and administrators, and access to online documentation and guidance. Ongoing support is provided remotely during standard business hours. Optional on-site support, consultancy, and additional training can be provided by arrangement and are priced separately.





Hosting and security

M3Vision is delivered in line with recognised information security standards and organisational policies. Access is controlled using role-based permissions and multi-factor authentication. Data is encrypted in transit and at rest, and audit logs are maintained to support transparency and compliance.

Data export and exit

Customers can import and export data using Excel files or APIs. At the end of the contract, customers retain access to the service until licence expiry to allow data extraction and transition activities. Data can be securely exported, deleted, or retained in line with contractual terms and data protection requirements.

Scope and exclusions

M3Vision requires a stable internet connection for browser access, with offline functionality supported through the mobile app. The service is optimised for modern browsers and does not support Internet Explorer. Planned maintenance is carried out outside UK business hours with advance notice to customers.

