

Pax-CX | Service Definition

Overview

Pax-CX is a cloud-based smart application and case management platform. It enables local authorities to accept transport applications digitally and manage them through configurable workflows in a secure back-office system.

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Document Control

Issue	Date	Release
GC15	January 26	Authorised Release



Pax-CX Description

Pax-CX is designed for transport teams to process transport applications and supporting decisions on entitlement. The system enabling teams to accept applications online and manage them through a secure back-office system. It provides accessible, mobile-friendly digital forms with validation and secure document upload, alongside configurable workflows, automation, case management, audit trails, and reporting to reduce manual processing, improve consistency, and support transport teams. It can be used as a standalone service or alongside other Pax Systems products and QPaths.

Pax-CX Function and Benefit

APPLICATION FORM

Pax-CX supports digital transport applications and case management where enabled.
This includes:

- Online application form
- Accessible, mobile-friendly design
- Smart questions & validation
- Secure evidence uploads
- Applicant tracking & confirmation
- Configurable per authority
- Back-office integration

Benefit:

A simple, accessible, and reliable digital application experience that increases completion rates, reduces applicant errors, and feeds clean data straight into council systems.

APPLICATION CASE MANAGEMENT

Pax-CX supports digital transport applications and case management where enabled.
This includes:

- Centralised case management
- Configurable workflows & statuses
- Automation & triggered data capture
- Secure document management
- Search, reporting & dashboards
- Full audit trail
- Integration with QPaths

Benefit:

A streamlined, secure, and policy-aligned transport application service that reduces processing time, improves decision consistency, and gives authorities full operational visibility and control.

System Configuration

INITIAL SYSTEM SET UP

Function Activity	Benefit
Configure Pax-CX	Work collaboratively to quickly configure the system to match customer your service.
OS Partnership	Ordnance Survey address look up and geo-coded address mapping.
QRoutes Partnership	QPaths (API) available with best-in-class entitlement to school transport.
Single Sign on	Ability for users to access Pax-CX seamlessly using Microsoft Entra ID
Website URL	Transport application URL embedded in the Council's website

QPaths

Pax-CX has an API integration with QPaths that helps local authorities quickly assess eligibility for home-to-school transport based on safe walking routes, catchment areas, and closest appropriate schools.

QPATHS

- Safe walking checks
- Unsafe path management
- Automated batch distance testing
- Closest school identification
- Multiple gate support
- Single enquiry tool
- Street-level inspection
- Online eligibility checker (QPaths Pro only)

Benefit:

Consistent, transparent, and defensible home-to-school distance and eligibility assessments that save planner time, reduce disputes, and improve the customer experience for families.

Support Services

USER SUPPORT AND SERVICE AVAILABILITY

Helpdesk support during the hours of 9am-5pm (GMT) Monday to Friday (excluding any non-working days such as bank holidays).

The Supplier shall use all reasonable endeavours to ensure that it responds to support requests within the timeframes.

All priority 1 critical faults will be prioritised for immediate investigation and resolution by a business leader to ensure that the resolution is actioned and communication between the Customer and the Supplier is efficient and precise.

Priority Level	Description	Target Response	Target Resolution	Goal %
1. Outage	SaaS server down	Immediate	8 hours	95%
2. Critical	High risk of server downtime	1 hour	16 hours	95%
3. Important	End-user impact initiated	Within one business day	40 hours	95%
4. Monitor	Issue addressed but potentially impactful in the future	Within one business day	As required	95%
5. Informational	Inquiry for information	Within 48 hours	As required	95%

All planned maintenance and outages will be scheduled outside of hours and communicated in advance.

Any bug fixes/enhancements or new releases of the software are available to the local authority automatically upon release.

TRAINING

Initial training forms part of an implementation project prior to a Council going live with Pax-CX. Additional training days after this can be purchased if required.

ONBOARDING

Pax Systems, under the terms of the contract, will support the system configuration and set up case management workflow and deliver an implementation project to move Council's to the live Pax-CX environment.

Pax Systems will work with the Local Authority to configure the user rights, single sign-on, configure APIs, and train users prior to going live.

OFF-BOARDING

Pax Systems, at the end of the contract, will support the Council to moving to a new software service by exporting all the static data in a .csv format and retain the Pax-CX environment and data for a further 30 days to support any Council post-contract queries.

All Council data will be securely destroyed between 30 and 120 days after the contract has ended.

Customer Obligations

SERVICE DEPENDENCIES

A modern browser with latest updates applied.

A sufficient and stable connection to public internet for all their users.

Provide Ordnance Survey API key from the OS Hub

Embedded URL into the Council webpage

LOCAL AUTHORITY DATA

The Local Authority shall own all rights, title and interest in and to all of the data inputted by themselves or by Pax Systems on behalf of the Local Authority and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of that data.

For the purposes of Data Protection Legislation, the Local Authority is the Data Controller, Pax Systems is a Data Processor.

USERS

The Local Authority may authorise employees, agents or independent contractors to use the Services so long as it is solely for internal business operations.

TERMINATION CLAUSE

The Supplier or Customer may terminate the agreement if:

The Customer or Supplier is in breach of any of its contracted obligations; or

The Customer or Supplier has entered into liquidation, has become bankrupt or ceases to carry on business.

Pricing

Pricing is based in part on the number of application forms supported by the service. In practice, authorities often start with multiple legacy forms covering similar scenarios. As part of implementation, Pax Systems works with the authority to rationalise and simplify these into fewer, flexible digital forms using conditional logic and workflow configuration. This approach typically significantly reduces the number of forms required while preserving existing service rules and eligibility pathways, supporting simpler administration and a better applicant experience.

Price includes Pax-CX software for 5 users, standard implementation and one smart web application form.

Pax-CX

System	Annual Cost (£)
Pax-CX	13,000

Additional users priced at £750.00 per annum.

Additional application forms priced at £2,500 per annum.

QPATHS

Price includes QPaths software for 5 users and standard implementation.

System	Annual Cost (£)
QPaths	14,700
QPaths Pro	24,700

£700.00 per annum for any additional users over the initial 5.

Notes

There is no one-off licence fee to pay.

The annual subscription cost covers all support, maintenance, hosting and backups.

Price includes standard system set up & configuration.

System customisation charged at £1000.00 per day.

All costs quoted are exclusive of VAT.

Pax-CX Technical Information

- Hosted in ISO27001-accredited UK data centres.
- Pax-CX is available to users through modern browsers on computers and tablets.
- Pax Systems procures external CREST penetration testing of all of its applications at least yearly.
- Data in transit between the system user's computer and the Pax-CX application is protected by Transport Layer Security (TLS) version 1.2 or greater.
- Cyber Essentials Plus Certification with relevant policy, procedures and systems in place, use of risk management controls to provide key information about security status and performance.
- Each Pax Systems customer has a dedicated and isolated account.
- Resources are allocated dynamically and scale up as necessary to match any demand.
- Azure Backup provides independent and isolated backups to guard against accidental destruction of data.

QPaths Technical Information

- QPaths is a product from QRoutes Ltd.
- QRoutes' products are all hosted in ISO 27001 accredited data centres in the UK (provided by iomart, www.iomart.com and Microsoft Azure, www.azure.com). Data in transit between the planner's computer and the QPaths application is protected by Transport Layer Security (TLS) version 1.2 or greater.
- QRoutes Ltd procures external penetration testing of all of its applications at least yearly.
- QPaths is accessed via a login page available on the qroutes.co.uk website. It works with most modern web browsers, e.g. Edge, Chrome, Firefox and Safari.
- Access to the application is via username and password, with optional 2-factor authentication.
- Password policy is configurable by each customer. Login via Microsoft Entra ID is also available.

Invitation

To arrange a demonstration of Pax-CX or request further information please email or call Phil Dyson.



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