G-Cloud 15 Cloud Support
Service Definition

dataflow dojo

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Contents

1. Company Profile 3
1.1 About Exactly 3
1.2 Exactly Principle Activities 3
1.3 Contact Information 3
2. Service Overview 3
2.1 Housing Repairs and Maintenance - Service Transformation 3
2.2 Remote support and support hours 4
3 Service Details 4
3.1 On-Boarding/Off-boarding processes 4
3.2 Pricing 4
3.3 Training ..... **Error! Bookmark not defined.**
3.4 Ordering & Invoicing ..... **Error! Bookmark not defined.**
3.5 Customer Satisfaction ..... **Error! Bookmark not defined.**
3.6 Termination Terms ..... **Error! Bookmark not defined.**

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1. Company Profile

1.1 About Exactly

Exactly Tech Ltd provides specialist systems integration services for the public sector, housing associations and property services organisations. Dataflow Dojo is our proprietary Integration Platform as a Service (iPaaS), designed to simplify, automate and support secure data exchange between business-critical systems.

Dataflow Dojo enables organisations to integrate core operational, financial, asset, supplier and customer systems without relying on bespoke point-to-point interfaces or multiple suppliers.

1.2 Exactly Principal Activities

- Systems integration and middleware services
- Housing repairs and maintenance digital transformation
- Data reconciliation and automation
- Integration platform development and support
- Project and programme delivery

1.3 Contact Information

Company Name:	Exactly Tech Ltd
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	Cornwall Avenue
	London
	N3 1LF
Contact:	Richard.Libby@exactly.tech
Website:	www.exactly.tech

2. Service Overview

2.1 Housing Repairs and Maintenance - Service Transformation

Dataflow Dojo is Exactly Tech's proprietary Integration Platform as a Service (iPaaS). It enables secure, automated data exchange between housing, property and public sector systems, suppliers, contractors and third-party platforms.

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The service removes reliance on bespoke point-to-point integrations by providing a configurable, reusable integration framework deployed within the buyer's own cloud tenant. Dataflow Dojo supports APIs, ETL processes and secure file transfer to integrate cloud-based, on-premise and hybrid systems.

Typical use cases include repairs and maintenance workflows, work orders, purchase orders, invoices, goods receipt notices, asset and component data, and mobile workforce integrations.

2.2 Service Transformation Outcomes

Dataflow Dojo improves operational efficiency by reducing manual rekeying, improving data quality, accelerating workflows and providing visibility across integrated systems. It supports incremental digital transformation without requiring replacement of existing core systems.

3 Service Architecture and Hosting

3.1 Hosting Options and Locations

Dataflow Dojo is typically deployed within the buyer's own cloud tenant, ensuring full isolation from other customers. Hosting location and data residency align with the buyer's chosen cloud provider and configuration. UK and EU hosting locations can be supported where required.

3.2 Multi-Cloud Support

The service supports integration across multiple cloud environments and on-premise systems, allowing buyers to connect systems regardless of hosting location.

4 Data Backup, Restore and Disaster Recovery

Dataflow Dojo leverages the native resilience, backup and restore capabilities of the buyer's cloud environment. Integration configurations, metadata and logs are included within buyer-managed backup policies.

Business continuity and disaster recovery objectives are agreed during onboarding. Exactly Tech supports buyers in defining recovery procedures and validating restore processes as part of implementation or change activities.

5 Onboarding and Offboarding

5.1 Onboarding

Onboarding includes structured implementation planning, secure deployment within the buyer's tenant, configuration of integrations, testing and knowledge transfer. Buyers receive documentation, runbooks and remote training. Optional onsite support can be provided by agreement.

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5.2 Offboarding and Exit

At contract end, buyers can export all data, configurations and logs using administrative interfaces or APIs in standard formats such as JSON, XML or CSV. Exactly Tech can support secure handover and confirmation of data deletion in line with agreed exit plans.

6 Customisation and Constraints

6.1 Customisation

Buyers can customise integration flows, data mappings, validation rules, schedules and connectors using configuration tools and APIs. Customisation is controlled through role-based access permissions.

6.2 Service Constraints

Planned maintenance is scheduled outside core business hours where possible and communicated in advance. Integration delivery timelines depend on third-party system access, documentation quality and vendor change controls. Core platform architecture changes are controlled to maintain service integrity.

7 Service Levels and Support

7.1 Availability and Performance

Service availability and performance expectations are aligned to the buyer's cloud environment and agreed within the G-Cloud call-off contract.

7.2 Support Hours

Standard support is provided Monday to Friday, 09:00–17:00 (UK business hours, excluding public holidays). Enhanced support arrangements can be agreed.

7.3 After-Sales Support

After go-live, buyers receive managed integration support including monitoring, incident investigation, remediation guidance and change support. Exactly Tech acts as a single point of accountability for integration-related issues.

8 Outage and Maintenance Management

Service incidents and outages are logged, investigated and communicated in line with agreed escalation procedures. Planned maintenance activities are risk-assessed and notified in advance. Emergency changes follow controlled change management processes.

9 Technical Requirements

- Buyer-owned cloud tenant (where platform is deployed)
- Network connectivity to integrated systems
- Valid credentials and API access for third-party systems
- Buyer-held licences for integrated applications

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- Named technical contacts for setup and support

10 Security

Exactly Tech follows documented information security policies covering access control, data protection, incident management, change control and business continuity. Security is enforced through role-based access controls, least-privilege principles, audit logging and secure configuration standards within buyer environments.

Security responsibilities, reporting structures and escalation paths are clearly defined. Incidents are recorded, investigated and reported in line with agreed notification procedures.

11 Access to Data

Buyers retain full ownership of their data at all times. Data can be accessed, queried and exported using administrative interfaces or APIs during the contract and upon exit.

12 Summary

Dataflow Dojo provides a modern, secure and scalable integration service that is stronger than traditional consultancy-led integration approaches. By combining a tenant-isolated iPaaS platform with specialist housing-sector expertise and managed support, Exactly Tech enables buyers to reduce integration risk, improve service delivery and retain control of their data, security and hosting.

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