

G-Cloud 15 Cloud Support Service Definition



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1. Company Profile

1.1 About Exactly

Exactly Tech Ltd provides cloud-based software solutions and specialist delivery services for the public sector, housing associations and property services organisations. The company focuses on improving repairs, maintenance and operational service delivery through modern, secure and configurable digital platforms.

Exactly has experience supporting housing and public-sector organisations with repairs management, field service operations, systems integration and service transformation, working alongside existing core housing, finance and asset systems.

1.2 Exactly Principal Activities

- Housing repairs and maintenance software delivery
- Field service management solutions
- Digital transformation for property services
- Systems integration and automation
- Project, programme and service delivery

1.3 Contact Information

Company Name: Exactly Tech Ltd

Company Address: Aston House
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

RightNow is Exactly Tech's cloud-based repairs and field service management solution, designed for housing associations and property maintenance organisations. The service supports the end-to-end management of responsive repairs and maintenance activities, from job creation and scheduling through to completion, invoicing and performance reporting.

RightNow provides a structured and configurable approach to managing work orders, operatives, contractors, assets, materials and service levels. It supports both in-house delivery teams and external contractors, helping organisations improve visibility, consistency and control across repairs operations.

The service can be deployed as a standalone solution or integrated with existing housing management, finance, asset management and supplier systems.

2.2 Service Transformation Outcomes

RightNow improves operational efficiency by reducing manual administration, improving scheduling effectiveness and providing real-time visibility of repairs activity. The service supports improved first-time fix rates, better service-level performance and enhanced customer communication, without requiring replacement of existing core systems.

3 Service Architecture and Hosting

3.1 Hosting Options and Locations

RightNow is typically deployed within the buyer's own Microsoft Azure tenant, providing full isolation of data, compute and storage from other customers. Hosting location and data residency align with the buyer's cloud configuration, with UK and EU hosting supported where required..

3.2 Integration Architecture

RightNow supports integration with third-party systems using secure APIs and file-based interfaces. Where required, integration can be delivered using Exactly's integration tooling to support data exchange with housing management systems, finance systems, asset registers, supplier platforms and mobile workforce solutions.

4 Data Backup, Restore and Disaster Recovery

RightNow leverages the native resilience, backup and restore capabilities of the buyer's cloud environment. Application data, configuration 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.



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



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

12 Summary

RightNow provides a secure, configurable and scalable repairs and field service management solution for housing and property maintenance organisations. By deploying within the buyer's own cloud tenant and supporting integration with existing systems, Exactly Tech enables buyers to improve repairs performance, enhance service delivery and retain control of their data, security and hosting.