



G-Cloud Cloud Support Service Definition

Digital Transformation for Housing & Property Services

Contents

- 1. Company Profile..... 3
 - 1.1 About Exactly..... 3
 - 1.2 Exactly Principal Activities 3
 - 1.3 Contact Information 3
- 2. Service Overview..... 4
 - 2.1 Digital Transformation for Housing & Property Services 4
 - 2.2 Remote support and support hours 4
- 3 Service Details 4
 - 3.1 On-Boarding/Off-boarding processes 4
 - 3.2 Pricing 5
 - 3.3 Training..... 5
 - 3.4 Ordering & Invoicing..... 6
 - 3.5 Customer Satisfaction 6
 - 3.6 Termination Terms 6



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

- Property service systems implementation
- Repairs solution procurement
- Housing management system procurement
- Business systems integration
- Data reconciliation
- Customer engagement platforms
- Leveraging Chatbot technology
- Software development

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 Digital Transformation for Housing & Property Services

Exactly provides expert support to social housing, property management organisations and repairs and maintenance contractors to design, develop and implement integrated end-to-end digital services between residents and the repairs provider (DLO or contractor). Including project management, implementation and ongoing support for any housing repairs and maintenance cloud-based system.

- Urgent assessment of solution options against market conditions.
- System design and integration using multiple systems, application, services.
- System configuration to match to-be processes with integration into websites.
- Data migration strategy from legacy systems.
- Data cleansing.
- User, system, integration, and security testing.
- User, Champions, and Systems Admin training (with supporting documentation).
- Programme and project management.
- Assist client and suppliers.

2.2 Remote support and support hours

We typically operate normal business hours between 09:00 – 17:00hr Mon-Fri. Although Exactly do not operate a dedicated business support helpdesk, we will always ensure that the appropriate level of support is made available throughout the duration of any project.

3 Service Details

3.1 On-Boarding/Off-boarding processes

Exactly operate in very open and honest approach, we seek to build strong relationships with all our clients so that they have confidence and trust in our services and solutions. We pride ourselves on the number of returning customers that come back to us.

We follow a defined process for on-boarding new clients to ensure that they have the assurance of our help and expertise. To this end we look to ensure we meet with all key stakeholders within the business to discuss and understand the needs and demands of their business where the "pain points" are and ultimately what a successful outcome looks like for them.



During the on-boarding process Exactly will complete a detailed assessment of:

- Client's strategic vision
- Technology development/implementation road map
- Organisational culture
- Current and future objectives
- Desired business outcomes
- Potential improvements to existing business processes
- Project and programme delivery resources
- Current governance and programmes

The outputs of the detailed assessment will form a detailed Statement of Work (SoW), which will clearly define the scope of the project, deliverables, milestones, timescales, and costs.

Exactly will align our project management methodology to the client's project requirements. Including clear methods for project control, communication, risk, and accountability. Typically, we follow Prince2 project management best practice and several of our team are certified Prince2 practitioners.

During the project or service initiation phases, Exactly will provide pre-sales engagement from subject matter experts within the organisation to clearly understand and capture the precise requirements of the service they require. The outcome of which is a defined Project Initiation Document (PID) and subsequent project scope.

3.2 Pricing

The Exactly G-Cloud15 rate card applies to all services associated with G-Cloud15, the rate card provides rates broken down by various roles. All rates quoted exclude VAT.

3.3 Training

The Exactly training team can offer training support and services to clients. Our team have a significant amount of experience training staff from all levels of the business. We offer a flexible approach to suit clients' needs when it comes to training, from train the trainer sessions, to large scale repairs service mobilisations.



3.4 Ordering & Invoicing

We recognise that orders placed through the G-Cloud framework would involve a detailed discussion of requirements, drawing up of an agreement, completion of a full quotation and Call Off contract, followed by the submission of a Purchase Order (PO). Exactly would then look to set a mutually acceptable start date for the commencement of work.

3.5 Customer Satisfaction

In the unlikely event that a customer experiences dissatisfaction, we would seek to work with the client to understand what concerns there are and how they can be resolved. If it is agreed that Exactly are at fault and there has been no deviation from the SoW, then Exactly will do all that it can to resolve the problem at its own expense.

3.6 Termination Terms

In line with Exactly standard terms & conditions, either party may terminate the agreement at any time by giving 90 days written notice to the other party.

3.7 After sales support

Upon completion of each project Exactly will conduct a formal handover session and where required, provide supporting hand over documentation. We are more than happy to offer after sales support, of which the scope and nature can be agreed during the hand over session.