

PREMONITION SOFTWARE

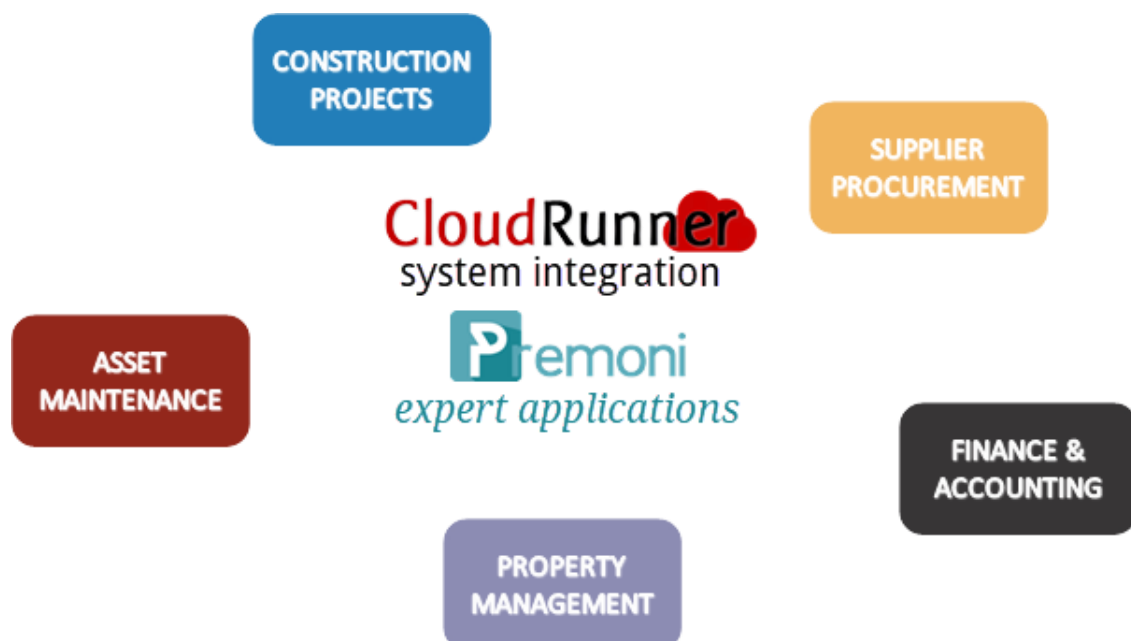
INNOVATIVE AND INTEGRATED SOLUTIONS

Premonition offers a range of flexible software solutions to support day-to-day property maintenance and project tasks. Our expert Premoni applications support the efficient control and management of repair, replacement and maintenance costs, supply chain payments and property documentation. We specialise in system integration and our in-house CloudRunner engine is constantly processing and analysing customer data and documents.

We focus on creating innovative and easy-to-use software that can nevertheless undertake complex tasks and calculations. All of our Premoni applications can be used independently or seamlessly connected with each other, and we can utilise our Cloudrunner platform to integrate with your enterprise property management and finance systems to create powerful solutions to specific requirements.

ENHANCE AND IMPROVE YOUR PROPERTY MANAGEMENT PROCESSES

Our products are designed to be used alone and together with your enterprise systems to provide efficient solutions for the less commonly supported and more complex challenges that property occupiers face. We can support many of the regular complex and laborious property-related tasks and processes - usually performed manually or not at all - whilst incorporating validation, tracking and online visibility.



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AUTOMATICALLY VALIDATE YOUR RECORD DOCUMENTATION

Premoni Paperwork is a smart repository for all types of property record and compliance documentation, providing instant access and peace of mind. Documents are automatically scanned and analysed as they are uploaded to ensure that the contents are as expected and complete. The system provides a live overview of property documents at estate and building level and tracks their status, prompting action when documents are missing or approaching their expiry date.



- All your documents easily accessible and under your control
- Automatic content checks ensure your records are complete
- Contractors are dissuaded from submitting inadequate documents
- All submitted documents can be reviewed within the system
- Additional data can be collected or extracted from documents
- Site, asset or project level tracking avoids missing documentation

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The system can be used to collect compliance certificates and reports, as well as any other electronic record documents, directly from your supply chain, checking and validating them as they are uploaded. Alternatively, where suitable APIs are available, documents can be extracted from or uploaded into your property management or CAFM system.

SYSTEM FEATURES

CONTENT VALIDATION

Checking documents for valid content takes no effort

The system checks content against rules you have set to decide whether documents are valid or not. Issues are communicated so that you know what you need to review or attend to. Audit checks can be directed towards known problem areas, and manually reviewed documents are tracked.

PERFORMANCE TRACKING

Feedback to contractors encourages documentation improvements

As well as providing instant feedback to the supply chain explaining where documentation is falling short, validity statistics are measured and tracked, providing a useful performance measurement tracker. Continual feedback and supplier reminders encourage performance improvement.

SITE VIEW DASHBOARD

Document status displayed by site aids peace of mind

The status of every document received or outstanding is displayed for each site and asset category as well as for the overall estate. The dashboard provides easy navigation to the various documents as required, and the dated event history for each document can be viewed.

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CHASING AND ALERTING

Automated chasing for documentation ensures completeness

The system can capture the expiry date for documents where applicable, in order to keep track of when a new documents are due. The Document Tracker ensures that all suppliers know what is required and when, and reminders and chasers can be sent where necessary.

FAST AND FLEXIBLE SET UP

Configuration options enable a tailored fit for your business

Many aspects of the system are configurable so that you can integrate it seamlessly into your existing processes. Documents can be automatically downloaded from your CAFM or asset management system if preferred, or download links can be inserted to provide access to documents from other systems.

VALUE FOR MONEY

Cloud-hosted with low subscription fees with support included

This fully supported, cloud-hosted application is a low-cost solution for small and large organisations with volume-based pricing covering unlimited users. System set up is handled by our expert support team and no formal training is necessary before getting started.



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KEY BENEFITS

- Provides immediate access to the latest compliance documentation
- Tracking reduces the risk of missing proof of asset compliance
- Minimises manual visual checks required to ensure documents are valid
- Document status tracking bolsters confidence in certification held
- Early warnings of inadequate documentation enable timely replacement
- Supplier feedback drives improvements in document quality
- Rules-based validation ensures consistent documentation is held
- Instant online access to all current and historical documents
- Provides visibility of any potential issues across the property portfolio

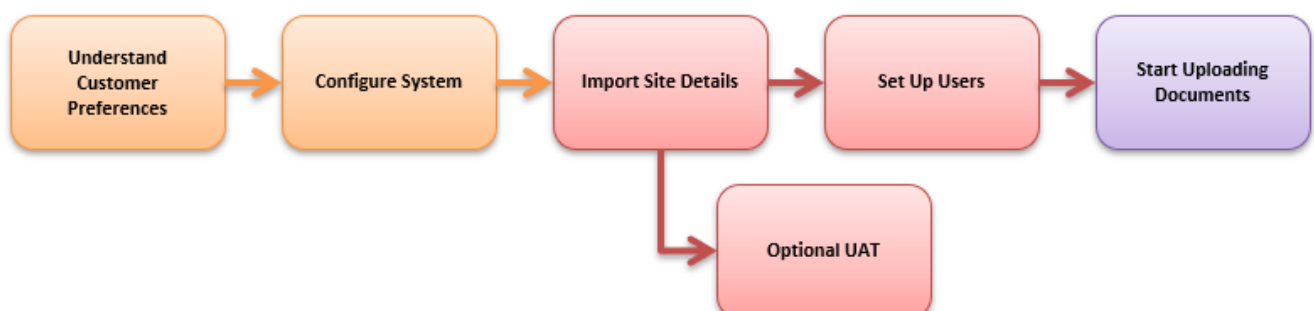
ONBOARDING

Premoni Paperwork is a cloud-hosted SaaS system accessed via a Browser over the Internet, and the standalone solution can be up and running very quickly.

Your technical account manager will work with you to understand your current processes, which categories of documents you'd like to store and validate, who will be uploading them, and whether you wish to auto-accept sub-standard documents or route them for manual review.

The system will then be configured in accordance with the customer's preferences, and site data is imported so that the Document Status Dashboard can be navigated via individual properties. Once users are set up and verified, documents can begin to be uploaded.

If required, a Staging version of the system can be used for User Acceptance Testing ahead of uploading documents into the live system.

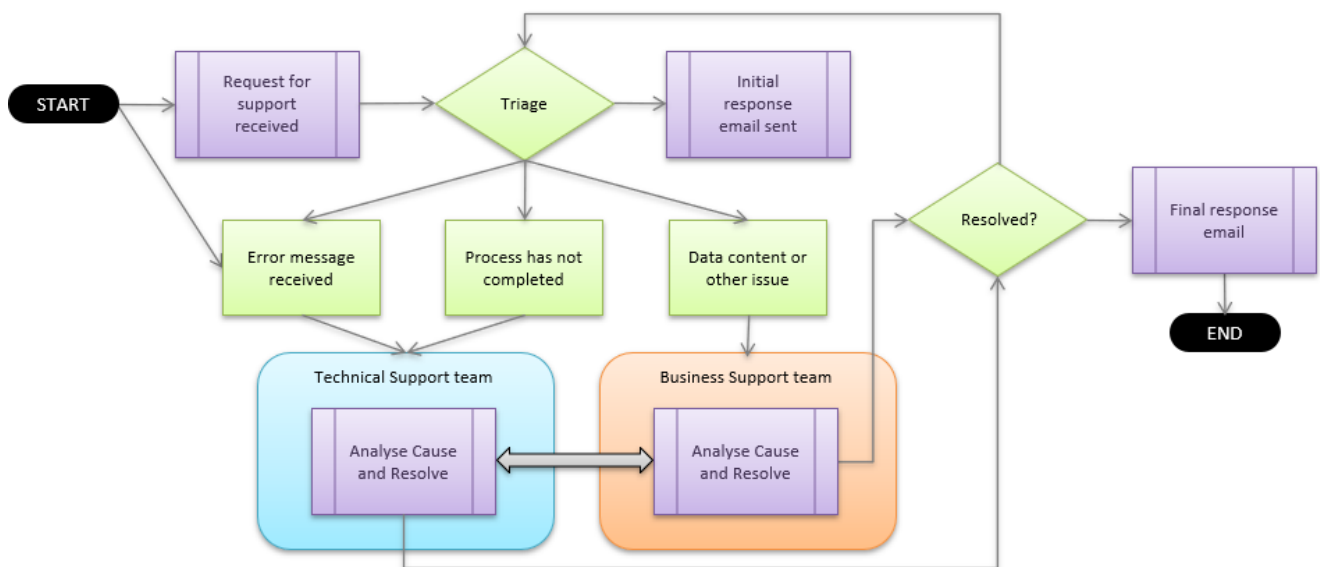


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ONGOING SUPPORT

Premoni Paperwork is fully supported and our experienced team are not just there for when things go wrong. Customers and other users can contact the support team with any questions or for help with using the system. Minor configuration changes and user changes can all be requested via a support ticket.

Integrated solutions may require additional technical support, and we manage these cases via our support ticketing system:



Premonition aims to provide at least 99.9% system availability for Premoni Paperwork and software monitoring of the system and any related integration will create support alerts to enable proactive support wherever practicable.

Support, communication and liaison will be provided during the hours of 8:00 and 18:00 Monday to Friday UK time (GMT/BST), excluding public or bank holidays. Analysis and resolution of issues will take place between the hours of 07:00 and Midnight UK time (GMT/BST) 364 days a year (365 if a leap year), with no support activity on Christmas Day.

Premonition will work in good faith and apply best efforts in order to provide an initial response to any support request within the lesser of 12 hours or 4 working hours and will work diligently and in good faith to resolve support requests as quickly as possible and aims to resolve all issues within 24 hours, will provide regular updates on the progress of resolution, and will take all reasonable efforts to provide alternative solutions and workarounds in the interim.

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BUSINESS CONTINUITY AND DISASTER RECOVERY POLICY

Premonition has considered the risk of a range of disasters and the implications on the business services provided to clients, and various policies have been adopted to mitigate the risk, extent and duration of business interruption in each case.

TECHNOLOGY

Premonition implements technology solutions adhering to certain business continuity principles:

- Premonition do not maintain physical servers: software is deployed via well-established cloud providers, following industry standards like ISO 27001 for their data centres and offering industry-leading availability guarantees
- All software is deployed to at least 3 geographical locations, such that a complete data centre outage in any one location would not cause disruption in service
 - If an outage affected more than one location, manual procedures would be followed to migrate to an alternative location or alternative cloud provider
- All data is backed up in real time across at least 3 locations either via database replication or a file storage service providing redundancy across multiple locations
 - Databases are also backed up daily to the same file storage service and stored long term, to safeguard against data corruption
 - Database structure is designed to be append-only such that a complete audit history is always available for analysis from a single snapshot
- All batch jobs are designed to be safely re-runnable, tolerant to intermittent failure of 3rd party services, with interim data files stored in a file storage service providing redundancy across multiple locations
- All environments are built from version-controlled scripts and securely backed up configuration files, such that they could be recreated from scratch in the event of hardware failure.

UK clients are served from UK data centres.

CYBER THREATS

The risk is reduced as far as possible due to the following:

- High awareness maintained across company personnel
- Information Security procedures are enforced
- Our production estate is deployed to multiple cloud providers and by fully automating this process we eliminate a whole class of human error
- We reduce the attack surface by avoiding administrator access to production and leverage best-in-class protection from our cloud providers' platforms
- Logs are monitored for security events and reviewed regularly for anomalies or unusual patterns
- Adherence to the UK Government's NCSC Cloud Security Principles.

Cyber Essentials Plus accreditation is maintained with IASME.