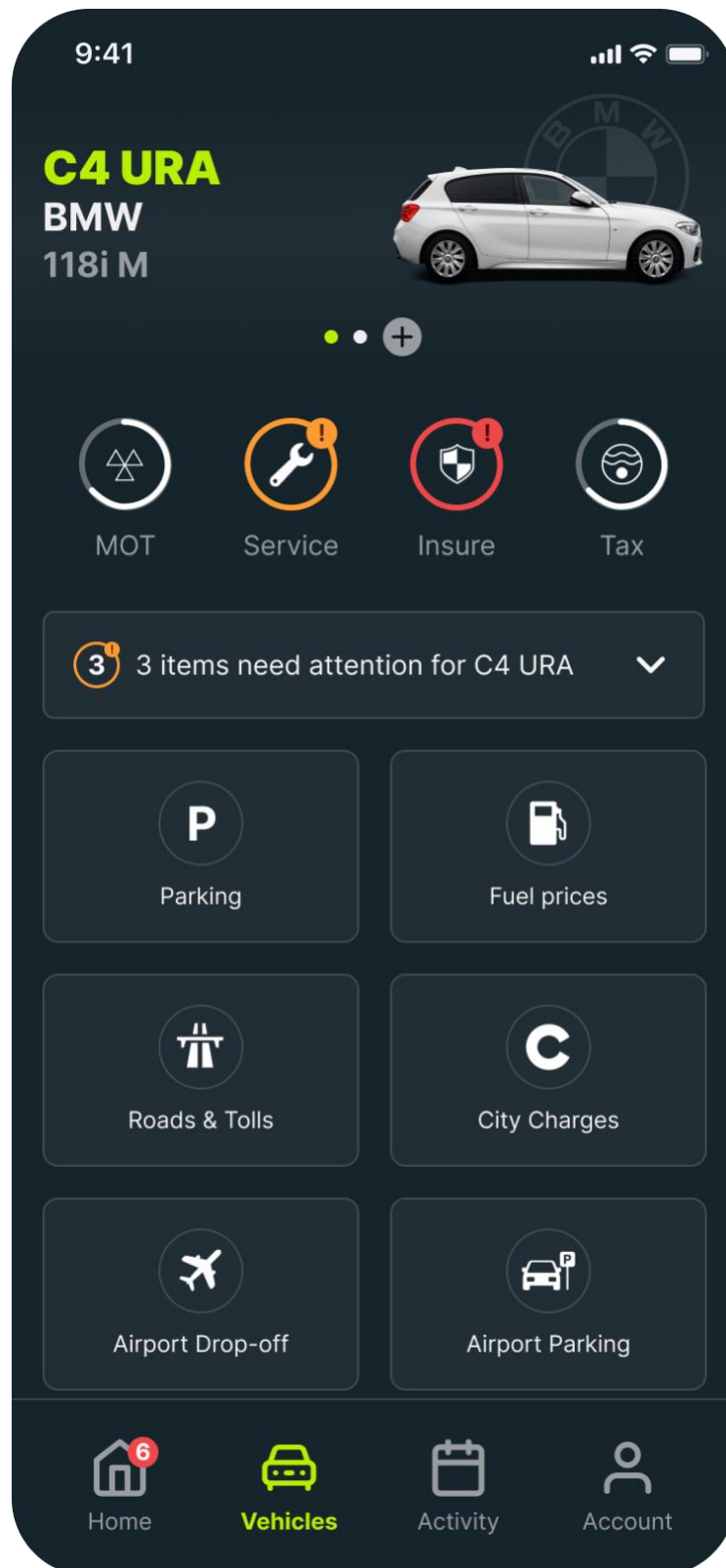




CAURA VEHICLE MANAGEMENT

G-Cloud 15 Lot 2b: Software as a Service (Saas)

SUMMARY OF SERVICE

Caura Vehicle Management (“Caura”) is a web-based software application that helps owners of fleets of cars, vans, and similar vehicles to manage many of the activities involved in the running their vehicles.

This includes the administration and payment of Department for Transport annual road-worthiness checks (“MOTs”) and Road Tax, arranging insurance and management of insurance claims. Caura Vehicle Management is a suite of software that provides these facilities via a centralised dashboard application (the “Caura Master Dashboard”) and a driver application (the “Caura Driver App”). Caura has delivered enterprise deployments for esure and Lloyds Banking Group.

Caura is also available as a consumer app for individual drivers to manage day-to-day car admin.

The Caura Driver App also enables drivers to pay for UK-wide parking (via the National Parking Platform), clean air zones (London CC/ULEZ/LEZ, CAZ and ZEZ) and tolls (e.g. Dart Charge, Tyne Tunnels, Mersey Gateway) to ensure they are compliant with road regulations as they drive. More charges will be added over time.

Caura can help save time and money for vehicle owners and avoid the sanctions, stress, and costs of non-compliance. Those who would benefit include:

- organisations that operate fleets or pools of vehicles where the management and administration activities are carried out by an in-house team, and
- organisations that operate fleets or pools of vehicles where the management and administration activities have been outsourced or contracted out to a specialist contractor.

Under some circumstances, Caura may also be of use to organisations in which staff use their own cars or vehicles to conduct the business of the organisation. There is scope to provide Caura as a staff benefit for individual employees for use on their own private vehicles, for example where staff need their vehicle to drive to work. Staff can link a payment card from their organisation to simplify and streamline the expense process and facilitate central finance teams to better control employee expenses.

CAURA SUITE OF SOFTWARE

Caura Driver App

The Caura Driver App provides a platform for several of the essential activities of vehicle ownership:

- **Caura Protect:** Streamlines the purchase of insurance for each group of vehicles. Services include:
 - Flagging when the current insurance cover of a vehicle is about to expire,
 - access to the insurance market and providers of insurance appropriate for the vehicle,
 - provision of competitive quotes for insurance,
 - facility to purchase insurance, and
 - storage of insurance documents.
- **Caura Maintain:** Enables drivers to manage MOT, servicing, and repairs from within the Driver app. Facilities include
 - Flagging when an MOT or Service is due,
 - finding the nearest location for the works, and
 - booking and making payments for works.
- **Caura Drive:** Enables vehicle owners to avoid non-compliance and fines by managing Road Tax payments, UK-wide parking payments (via the National Parking Platform), and City Charge / toll payments. Facilities include:
 - Displaying exemptions for City Charges, and prices for City Charges for which a vehicle is not exempt, such as Clean Air Zones, ULEZ and Congestion Charge.
 - making payment for City Charges, tolls, and parking,
 - flagging when Road Tax is about to expire, and
 - payment of Road Tax.
 - Payment of Roads & Tolls such as Dart Charge, Tyne Tunnels and Merseyflow.
- **Caura Licence:** Drivers can fetch their driving licence details from the DVLA and keep them in-app. This supports organisations with managing identity and ensure staff have adequate permissions to drive vehicles / suitable endorsements and penalties.

Caura Master Dashboard

The Caura Master Dashboard can bring together some, or all, of the management activities and driver information onto a central master user facility so that fleet administrators can manage their fleet more efficiently. For example, the Caura Master Dashboard can enable a fleet administrator to arrange insurance, vehicle maintenance (MOT, servicing, and repairs), Road Tax from a central point and perform other management activities across their whole

fleet. The Master Dashboard also enables the aggregation of fleet data, for example information on insurance claims across the fleet to identify trends, opportunities for improvements and reduction of claims. Taken together, the Driver App and Master Dashboard can deliver a powerful combination of centralised responsibilities and driver autonomy that can be determined to suit the customer.

OPERATING THE CAURA SUITE OF SOFTWARE

The Caura Driver App operates from a mobile phone. This would usually be a mobile phone provided by the customer organisation (or outsourcer) to the driver for use on the organisation's business and for use of the app. Under some circumstances and with the driver's permission, a driver's own mobile phone could be used. There are iOS or Android versions of the app so it can be operated on most of the mobile phones currently available on the market. The Caura Driver app can be downloaded free of charge onto the mobile phone from the Apple App Store or Google Play Store. This would usually be the responsibility of the fleet administrator but could be done by the driver if the organisation prefers.

The Caura Driver App comes with full instructions for customers to set up themselves. The customer organisation can choose whether the central administrator or the driver does the set-up activity. Alternatively, Caura can provide resource to do this for you.

The Master Dashboard is browser based and can be used on any computer with business-quality internet access. The administrator is directed to input information about the fleet and to enable the software to link up with the Caura Driver App on each driver's mobile phones. The Master Dashboard can then collect, record and aggregate information in real time from the Driver App as it is used by each driver. Driver consent must be sought when the suite is set-up and would apply only apply to driving for work purposes.

ADD-ONS, EXTENSIONS & EXCLUSIONS

Caura Vehicle Management can be used for cars and vans of most sizes. Heavy goods vehicles (HGVs) and specialist vehicles such as waste collection vehicles are not included as standard. However enhanced versions of Caura can be made available (at additional cost) for some other categories of vehicle. We can discuss applicability before purchase.

Caura Vehicle Management works across England, Scotland and Wales. There is limited functionality in Northern Ireland and full functionality will be extended to Northern Ireland at a later date. If you wish to use the suite in Northern Ireland, please contact us and we will advise you whether the Northern Ireland coverage is available.

Caura is a stand-alone system. Buyers can also integrate Caura services into their own systems using APIs and embeddable web journeys (for example to initiate bookings or payments and receive confirmations). There is scope to integrate payment references with a customer's central finance or expense systems where required. Please contact us for details.

WORKING WITH YOU

The Caura Driver App is self-serve. The customer needs each driver to have a smartphone provided by the organisation or, with the driver's permission, it may be possible to use the driver's own smartphone. The driver needs to have or be given a company email address of the customer organisation.

The customer organisation would usually be responsible for ensuring that the Driver App is correctly set up on each driver's smartphone at the outset and that the Driver App continues to function over time as Caura is used. This includes the appropriate contract for data and airtime with a network provider. The customer organisation would usually be responsible for managing through any changes that impacted on the use or configuration of the Driver App or the Master Dashboard. Caura can provide suggestions for procedures for the continuing use of the Caura Suite.

FEATURES

Key features of Caura Vehicle Management include:

- Innovative suite of applications to facilitate vehicle and fleet management
- White-labelled web dashboard and iOS/Android apps
- MOT, servicing and repairs reminders, booking and payments
- Road tax reminders and payment
- UK-wide parking payments via the National Parking Platform
- City charges and toll payments
- Digital driving licence retrieval and monitoring
- Configurable workflows for admins and drivers
- Fleet-wide visibility and operational reporting
- Payments, cost controls and audit trails
- APIs and embeddable web journeys for B2B integrations
- Insurance purchase/renewal support and insurance document storage
- Insurance claims management and fleet-level claims trend reporting
- Onboarding, training and after-care for dashboard users
- Supports any number of vehicles; suitable for in-house or outsourced fleets

BENEFITS

Key benefits of Caura include:

- Significant cost savings in vehicle and fleet management
- Reduce missed renewals and compliance risk through automated reminders
- Book and manage maintenance faster in one workflow
- Centralise vehicle admin across vehicles and drivers
- Complete driver tasks quickly on the move
- Cut parking admin time with UK-wide coverage
- Streamline city charge and toll payments to avoid penalties
- Improve spend control with consolidated payments and records
- Increase visibility with real-time operational reporting
- Integrate into existing systems using APIs and embeds
- Launch branded services faster with white labelling
- Access competitive insurance options (where enabled)
- GDPR-aligned secure data transmission, storage and authentication
- Reliable document management and audit trails for admin assurance

TERMS AND CONDITIONS

A copy of the Caura terms and conditions can be found on the Digital Marketplace. The terms and conditions may be updated over the life of G-Cloud 15 as the Caura suite is extended to accommodate new developments.

PRICING

Customers are charged according to the number of vehicles / drivers set up and managed from the Master Dashboard. The charge is levied via the Master Dashboard and is £10 per vehicle per month which includes max 3 drivers per vehicle. Additional drivers can be added to a vehicle at a cost of £3 per vehicle per month. The Master Dashboard maintains an automatic record of how many vehicles/drivers and the charge is triggered automatically via the Master Dashboard.

The Caura Driver App is available free of charge. The Driver App is free for any number of vehicles, with a max of 18 per account.

Instructions for setting up the Master Dashboard are available on request or agreement of a contract, including linkage with the Caura Driver App. Where customers require support for the implementation of the Dashboard, we can provide resources chargeable at daily rates. The Skills for the Information Age (SFIA) rate-card can be found as an appendix to this

Service Definition document. The SFIA rate-card can also be found as in the separate pricing document on the Digital Marketplace. Further support, such as for integration of Caura with the customer's central payments system, will also be charged according to the SFIA rate card.

Payments for MOTs, vehicle taxes, insurance, parking, city charges and tolls, etc. are wholly the responsibility of the customer and are not included in the charges levied by Caura.

THE CAURA TEAM

Caura is the second startup founded by Dr Sai Lakshmi. His first startup, Echo, sold to McKesson Corp. (owners of Lloyds Pharmacy) in July 2019 and was the fastest growing pharmacy in the UK. Echo is a consumer platform for managing repeat prescriptions which drove medicine adherence from 50%-88% through seamless customer journey and behavioural nudges. Echo raised three venture rounds from Tier 1 European VCs before its acquisition.

The majority of Caura's engineering team previously worked at Echo where they spent years developing integrations into the NHS SPINE system and with the Electronic Prescriptions Service. At Caura the team has built a complex integration engine for vehicle-related payments and administration.

CTO, Shaun Foce, has built asset tracking software that tracked assets (including vehicles) across 130 countries globally, and previously built the retail pricing platform used by one of the UK's largest supermarket chains. He has managed large, international teams of engineers to build first-class mission critical software that is relied upon for billions of dollars of transactions.

WHY CHOOSE CAURA?

Customers choose Caura because:

- Caura is trusted by 400,000+ drivers to manage their vehicles
- Caura has delivered enterprise deployments for esure and Lloyds Banking Group.
- Caura integrates disparate services into a single, easy-to-use platform that vastly reduces the admin of managing a vehicle or fleet of vehicles.
- Caura team members have extensive previous experience of working with government and with sensitive information. Examples include:
 - Prescription application for the National Health Service: <https://www.nhs.uk/apps-library/echo/>
 - Pairing Integration Service for the NHS: <https://digital.nhs.uk/services/gp-systems-of-choice/pairing-integration> (scroll down to bottom)

- Caura includes support from Apple, Google and Amazon
- Caura focuses relentlessly on product and customer experience.

APPENDIX: SFIA RATE CARD

Pricing: Day rates as set out in the SFIA RATE CARD

Grade	Day rate (£)
1. Follow	400
2. Assist	600
3. Apply	1,050
4. Enable	1,300
5. Ensure/Advise	1,575
6. Initiate/Influence	1,925
7. Set Strategy/Inspire	2,600

Standards for Day Rate Card

- Consultant's Working Day – 8 hours exclusive of travel and lunch
- Working Week – Monday to Friday excluding national holidays
- Office Hours – 09:00 – 17:00 Monday to Friday including a 1 hour lunch break
- Travel and Subsistence (T&S) – Included in day rate within 20 miles of London
- Payable at department's standard T&S rates outside this area of travel
- Mileage – Payable at department's standard T&S rates
- Professional Indemnity Insurance – Included in day rate
- VAT - Rates are exclusive of VAT, which will be charged at the prevailing rate