

Service Definition: SurveySphere

1. Service Overview

SurveySphere is a secure, cloud-based, AI-powered inspection service for residential and commercial properties. The service supports remote, on-site and occupier-led inspections, enabling organisations to capture, manage and analyse property inspection data efficiently and consistently.

SurveySphere uses artificial intelligence to analyse images and video to identify objects, hazards, damp, mould, condensation, defects and other property-related issues. Inspections can be delivered through two-way remote video calls, completed offline by inspectors at site, or carried out directly by the tenant or person on site.

The service is designed to operate at scale and is suitable for use across public and private sector organisations, including multi-agency environments, supporting both residential and commercial property inspections.

Typical users include: - Housing associations - Property management and maintenance companies - Surveying organisations - Energy efficiency, sustainability and retrofit providers - Private rented sector organisations - Local authorities and councils - Landlords - Damp and mould specialists

2. Service Scope

What the service includes

- Software provided as a **Software as a Service (SaaS)** solution
- Full hosting of the service
- Ongoing system maintenance
- Technical and user support
- Unlimited user licences per organisation
- Access to the SurveySphere platform
- APIs where applicable

What the service does not include

- Provision of end-user devices
 - Provision of internet connectivity or network infrastructure
 - On-site delivery, configuration or training
 - Bespoke software development unless explicitly agreed, scoped and contracted as a paid change
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3. Service Features

SurveySphere provides the following core capabilities: - AI-driven remote video inspection capability - Two-way remote inspection calls - AI analysis of images and videos - Automatic hazard detection, including damp, mould and condensation - Auto-blurring to redact faces - Offline inspection capability for inspectors - Occupier-led inspections completed by the tenant or person on site - Optional phase files to support surveys - Automatic generation of inspection reports - Calendar integration to support inspector availability and booking - GPS-based auditing for insurance and verification purposes - Fully configurable inspection fields and forms - Whitelabelling to support customer branding

4. Service Delivery and Onboarding

Delivery model

- The service is delivered **remotely**
- Initial rollout is completed within **3 weeks of contract sign-off**

Onboarding and setup

- Remote administrator training is provided
- Full user guides are supplied
- Training and documentation are tailored to user roles

Configuration

Significant configuration is included as part of onboarding and requires customer input. This includes: - User and role setup - Whitelabelling and branding - Inspection types - Areas and sub-areas - AI commands and rules - Additional system configuration

5. Service Management and Support

Account management

- Each customer is assigned a named **Account Manager**

Support services

- Access to the QES Customer Care Service Desk
- Support requests can be raised via phone or email
- All requests are logged within a ticketing portal where customers can monitor progress

Support availability

- Support is provided during **Normal Business Hours**

Incident management

- Incidents are categorised by severity
- Response and resolution times are defined within the Service Level Agreement (SLA)

Change management

- Change requests are logged and reviewed by a Change Review Board
 - Requests are assessed for feasibility, impact and priority
 - Approved priority changes are scheduled into product evolution sprints
 - Some changes may incur additional fees, subject to agreement
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6. Service Levels

Support is delivered in line with the agreed Service Level Agreement, which defines: - Severity levels - Acknowledgement times - Update frequencies - Resolution targets

7. Security and Data Protection

Compliance and standards

QES complies with the following standards and frameworks: - UK GDPR (QES acts as a Data Processor) - ISO 27001 – Information Security Management - Cyber Essentials Plus

Hosting and data residency

- The service is hosted on **Microsoft Azure**
- All customer data is stored and processed within the UK at all times

Security controls

- Encryption of data at rest and in transit
- Multi-factor authentication
- Role-based access controls
- Logical segregation of customer data
- Full audit logging available to system administrators
- Regular independent penetration testing
- Backup, redundancy and disaster recovery arrangements in place

Business continuity and disaster recovery

- Automated and regular system backups
- Geographically redundant storage
- Recovery Point Objective (RPO): up to 5 minutes
- Recovery Time Objective (RTO): under 1 hour

8. Inspection Models and Technical Dependencies

SurveySphere supports multiple inspection models, each with specific dependencies:

Remote inspections

- Requires internet access for both the inspector and the tenant or person on site
- Requires use of current Microsoft-supported web browsers
- Requires access to a smartphone with a camera for the tenant or person on site

Offline inspections

- Internet connection is not required during the inspection
- Internet connection is required at the start of the inspection and for re-synchronising data
- Tablets must be running the latest supported operating system
- No application installation is required; the service is web-based

Occupier-led inspections

- Completed directly by the tenant or person on site
- Does not require an inspector

9. Onboarding and Offboarding

Onboarding

Onboarding is delivered remotely and includes: - Administrator training - System configuration - Access to documentation and training resources

Offboarding and data exit

At the end of the contract: - User access is removed - The customer system is decommissioned - Customers can extract their data at any time using the built-in data extract report - Backup data is retained for 30 days - After 30 days, all backup data is permanently deleted and full decommissioning is completed

10. Pricing

Pricing model

- Pricing is based on a per-inspection model
- Prices range from **£5 to £30 per inspection**, depending on inspection type, configuration and usage

What pricing includes

- Access to the SurveySphere platform
- Hosting and maintenance
- Standard support via the Customer Care Service Desk

Additional charges

- Optional configuration, change requests or enhancements may incur additional fees, subject to agreement

Billing

- Prices are exclusive of VAT
 - Billing terms are agreed as part of the contract
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11. Customer Responsibilities

Customers are responsible for: - Working collaboratively with QES during onboarding - Assisting with configuration where required - Providing necessary inputs to support system setup - Ensuring relevant staff attend training sessions - Communicating system rollout to users

12. Accessibility

SurveySphere is designed, developed and tested to meet **WCAG 2.2 AA** accessibility standards. Accessibility requirements are considered throughout the design, development and ongoing improvement of the service.

13. Public Sector and Commercial Suitability

SurveySphere is suitable for use across both public and private sector organisations and supports multi-agency collaboration. The service is designed for use across residential and commercial property inspections and supports a range of regulatory, operational and compliance-driven use cases.