



Service Definition Document

January 2026

⁰¹ What is Pellucid?

Pellucid is a SaaS platform that helps organisations make informed decisions about their property assets and facilities management (FM) services. It does this by giving you clear ownership, control and visibility of your asset data.

The problem it addresses

In many organisations, asset data is owned by the client but held in third-party systems.

As a result, the data is often:

- Not structured in line with the government data standard FMS 002.
- Inaccurate, or quickly becomes out of date after surveys.
- Difficult to access, analyse or interpret.

These issues make it harder to use asset data effectively and consistently.

⁰² Why this matters

Poor quality or inaccessible asset data can lead to:

1. Difficulty evidencing value for money and assuring performance of Public Private Partnership (PPP) or FM contracts.
2. “Fix when fail” reactive maintenance, where assets are only repaired after failure, often at significantly higher cost.
3. Increased risk pricing during FM procurement, driven by uncertainty in asset data and repeated surveying when contracts change.
4. Disruption to buildings and public services, including closures on safety grounds, due to poorly targeted lifecycle investment.
5. Increased risk of regulatory non-compliance, safety incidents and associated financial or legal consequences.
6. Higher costs and delays when changing FM providers, caused by data transfer, validation and mobilisation issues.

Pellucid is designed to reduce these risks by improving the quality, structure and accessibility of asset data.

⁰³ Why use Pellucid

Making informed decisions about property assets, and protecting taxpayer value, depends on having clear ownership and control of asset data.

In many cases, public sector organisations rely on service providers for information about buildings they own or occupy. This creates an imbalance, where providers may hold more detailed or up-to-date data than the organisations responsible for funding, compliance and public service delivery.

Pellucid is designed to reduce this imbalance by giving organisations direct real-time access and control to structured, reliable asset data.

Alignment with government data standards

The government data standard FMS 002 states that organisations should:

- Own their asset data
- Have real-time access to that data
- Be able to extract it from third-party systems where it is held

Without a dedicated platform, organisations often cannot:

- Extract data while preserving agreed data structures
- Manage changes to data consistently across the supply chain
- Analyse data and use it to support operational decisions and financial planning

⁰³ Why use Pellucid

Supporting whole-life asset management

Without reliable, up-to-date asset data, organisations have limited visibility of the whole-life cost of owning and occupying property assets.

This visibility is a key requirement of the Government Balance Sheet Framework¹, which sets out a comprehensive approach to managing public assets and liabilities. The framework recognises that while assets represent value, they also create ongoing costs, such as maintenance, compliance and administration, which must be actively managed.

¹ [Source 1](#)

Risks of poor-quality asset data

Without real-time access to high-quality, well-structured data, organisations may struggle to:

Address maintenance backlogs and avoid reactive repairs, which are typically more costly than planned maintenance

Achieve value for money in FM procurement, where poor data quality can lead to risk pricing and higher contract costs

Reduce the time, cost and disruption associated with data migration and validation when FM contracts are re-tendered or mobilised

Plan lifecycle investment effectively, increasing the risk of safety incidents and disruption to public services

Assure statutory and contractual compliance through effective audit and oversight of FM providers

Pellucid supports better decision-making by improving access to accurate, structured asset data across the asset lifecycle.

04 How Pellucid works

Pellucid provides a structured platform that brings together asset data, contractual obligations and performance information to support effective oversight of property and facilities management services.

Contract and performance reporting

Pellucid supports reporting against PPP and FM contracts by:

- Providing electronic versions of contracts within the platform
- Linking contractual requirements to relevant asset and maintenance data
- Supporting consistent, automated performance reporting and audit

This helps organisations monitor contractual compliance and service performance using a single, authoritative data source.

Data structure and control

Pellucid manages asset data in line with the government data standard FMS 002 by:

- Enforcing and preserving agreed data structures
- Linking assets, locations, maintenance activities and work orders
- Supporting controlled data change through defined change management and change control processes

The platform can reflect data held in CAFM systems while ensuring organisations retain access, oversight and control of its data, reducing information asymmetry between clients and service providers and regulatory obligations.

04 How Pellucid works

Compliance and assurance

Pellucid supports compliance assurance by:

- Integrating with recognised maintenance standards, such as SFG20, through application programming interfaces (APIs)
- Supporting oversight of statutory requirements, including relevant HSE Approved Codes of Practice (ACOPs) and legislation
- Enabling audit of FM provider performance against contractual and regulatory obligations

Maintenance and lifecycle forecasting

Pellucid uses structured asset and maintenance data to support:

- Forecasting of planned maintenance costs
- Lifecycle cost planning and investment decision-making
- More informed prioritisation of maintenance activity based on asset condition and risk

06 Why choose Pellucid?

Pellucid is an independent platform designed to support effective management of property assets and facilities management services across PPP and PFI arrangements.

The service brings together structured asset data, contractual obligations and performance information to support informed decision-making, compliance and value for money.

What makes Pellucid different

- **Independent platform**
Not tied to any FM provider, helping maintain objectivity and transparency.
- **Experience across PPP and PFI contracts**
Supports contract reviews, transition planning and PFI exit activity.
- **Designed for public sector governance**
Built to align with government data standards and assurance requirements.

⁰⁶ Why choose Pellucid?

Features.

Pellucid provides:

- Reporting dashboards linked to electronic versions of PPP and FM contracts
- Structured asset and location data aligned with FMS 002
- Integration with CAFM systems
- Controlled change management and change control processes
- Links between assets, locations, work orders and maintenance activities
- APIs supporting recognised standards and guidance, including SFG20 and relevant GOV. UK legislation
- Contract review workflows with action tracking and audit support

Benefits.

Using Pellucid helps organisations to:

- Maintain real-time access to asset data and reduce information asymmetry between public bodies and service providers
- Improve the quality, consistency and reliability of asset data through structured data management
- Support accurate planned maintenance and lifecycle cost forecasting
- Achieve better value for money in FM procurement by reducing risk pricing driven by poor data quality
- Avoid repeated asset validation surveys when contracts change
- Support automated performance reporting and audit against PPP and FM contractual requirements

⁰⁶ Buyer Responsibilities

To support service delivery, buyers are required to:

- Provide access to a backup of the CAFM system database via secure file transfer (FTP or equivalent)
- Ensure the data provided includes, where available:
 - asset registers and asset attributes
 - location data and location attributes
 - maintenance standards
 - work orders and maintenance history

Where required, Pellucid can support buyers in requesting this data from existing service providers or, where necessary, advise on approaches to data collection through surveys.

Buyers must also comply with reasonable requests for additional information required for audit and reporting, subject to how the dashboard is configured.

⁰⁶ Buyer Responsibilities

Training and support

The service includes:

- Initial training for users
- Annual refresher training
- Access to online training materials
- Ongoing support via email and phone

These services are included within the core service price.

Service details

Service constraints

There are minimal service constraints. Routine maintenance is carried out on parallel systems, and production downtime is rare and short in duration. Advance notice is provided where planned maintenance is required.

Service levels

- Service availability is over 99%, excluding planned out-of-hours maintenance
- Support is generally available Monday-Friday, 9am-5pm, via email and phone

Service credits

There is no financial recompense model for failure to meet service levels.

⁰⁶ Buyer Responsibilities

Backup, restore and disaster recovery

Pellucid provides managed data protection through its hosting providers, including:

- A full system backup performed weekly
- Daily incremental backups performed at midnight (GMT)
- Backup of all files on each server, with no exclusions
- Retention of backups as follows:
 - Daily backups retained for two weeks
 - Monthly backups retained for three months
 - Quarterly backups retained for twelve months

Data is stored securely by the hosting provider. Data is replicated daily across two server locations to support service continuity in the event of a major infrastructure failure.

Offboarding and exit management

Pellucid supports buyers in exiting the service and retrieving their data in line with the Call-Off Contract.

On termination of the service:

- All buyer data and documents are returned to the buyer
- Platform data and IDF content are stored in industry-standard XML
- Buyer-generated data can be exported in commonly used formats, including Word, PDF and XML
- Buyer data is securely deleted from all systems and storage media after the end of the subscription period

Where a buyer requests full offboarding to an alternative supplier:

A complete copy of XML and HTML content can be provided in an SQL database.

⁰⁷ Our approach

Pellucid is built on the principle that effective delivery of public services depends on collaboration between contracting authorities, PFI or PPP providers and the wider supply chain.

We work with buyers and their service providers to support transparent data management, shared understanding of contractual obligations and outcomes that meet operational, financial and public interest requirements.