



Kadence WorkOps Pro + SpaceOps

Service Definition Document

1. Service Overview

Kadence WorkOps Pro + SpaceOps is a combined workplace operations and space planning service. The bundle supports both day-to-day workplace coordination and longer-term planning, modelling, and execution of space changes.

2. Service Scope

The service includes workplace resource booking (desk, room, office, pod, locker, parking), attendance visibility, visitor management, utilisation analytics, space planning, scenario modelling, move management, collaboration tools, approval workflows, and portfolio reporting.

3. Data Backup, Restore, and Disaster Recovery

Kadence performs automated daily backups of production data within AWS-managed infrastructure. Backups are encrypted at rest and protected by access controls. Business continuity and disaster recovery plans are documented and tested.

4. Onboarding and Offboarding

Structured onboarding is provided, including configuration support and training. At contract end, customers can export data in standard formats prior to secure deletion.

5. Service Constraints

Maintenance is communicated via the public status dashboard. Configuration is supported through administrative controls; bespoke code changes are not supported.

6. Service Levels and Support

The service is covered by the Standard Kadence SLA with 99.9% monthly availability. Enhanced support options are available.

7. Technical Requirements

The service is accessed via modern web browsers on desktop and mobile devices.

8. Hosting and Security

The service is hosted on AWS in the EU and operates under Kadence's security programme, including SOC 2 Type II and Cyber Essentials. Alternative hosting regions may be made available on request, subject to agreement.