



# **Kadence SpaceOps**

## **Service Definition Document**

## 1. Service Overview

Kadence SpaceOps is a cloud-based space planning and management service designed to support organisations in planning, analysing, and executing changes to workplace layouts, capacity, and occupancy.

The service is delivered as a secure, scalable SaaS solution hosted on public cloud infrastructure.

## 2. Service Scope

SpaceOps includes:

- Space planning and allocation across buildings and floors
- Workplace utilisation analysis and historical reporting
- Scenario modelling for capacity and layout changes
- Move management, move scheduling, and structured move sheets
- Collaboration tools and approval workflows for space changes
- Visual floor plans and portfolio-level space reporting

## 3. Data Backup, Restore, and Disaster Recovery

Production data is backed up daily using AWS-managed infrastructure. Backups are encrypted at rest and protected by access controls. Documented restoration procedures, business continuity, and disaster recovery plans are maintained and tested periodically.

## 4. Onboarding and Offboarding

Kadence provides structured onboarding, including configuration guidance and access to documentation. At contract end, customers may request data export in standard formats prior to secure deletion in line with data retention policies.

## 5. Service Constraints

Scheduled maintenance is communicated via the public status page. The service supports configuration through administrative controls but does not support bespoke customer-specific development.

## **6. Service Levels and Support**

SpaceOps is covered by the Standard Kadence SLA, including 99.9% monthly availability. Standard support is provided during business hours, with enhanced options available where agreed.

## **7. Technical Requirements**

The service is accessed via a web-based interface supporting modern browsers on desktop devices. Some functionality may be limited on smaller screens.

## **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.