



# **Kadence WorkOps Pro**

## **Service Definition Document**

## 1. Service Overview

Kadence WorkOps Pro is a cloud-based workplace operations service designed to support the coordinated use of workplaces at scale. The service provides enhanced operational controls, analytics, and governance capabilities for organisations managing multiple locations and complex workplace requirements.

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

## 2. Service Scope

WorkOps Pro includes:

- Desk, room, office, pod, locker, parking, and on-site booking
- Visitor management
- Attendance planning and visibility
- Workplace utilisation analytics and reporting
- Policy and rule controls for workplace usage
- Role-based administration
- Integrations with workplace systems

## 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 support and training for administrators and end users. At contract end, customers may request data export in machine-readable formats before 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 and APIs but does not support bespoke customer-specific code changes.

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

WorkOps Pro is covered by the Standard Kadence SLA, including 99.9% monthly availability. Enhanced and enterprise support options are available where agreed.

## **7. Technical Requirements**

The service is accessed via modern web browsers on desktop and mobile devices. Administrative and reporting functionality is provided through the desktop web interface.

## **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.