



Kadence WorkOps Team

Service Definition Document

1. Service Overview

Kadence WorkOps Team is a cloud-based workplace operations service designed to support day-to-day coordination of office use. The service enables organisations to manage shared workplaces, provide visibility of attendance, and apply basic operational controls in a consistent way.

2. Service Scope

WorkOps Team includes:

- Desk, room, office, pod, locker, parking, and on-site booking
- Team attendance visibility
- Basic utilisation reporting
- Administrative controls for workplace rules and access

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 and business continuity plans are maintained and tested periodically.

4. Onboarding and Offboarding

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

5. Service Constraints

Scheduled maintenance is communicated via the public status page. The service is configurable through administrative settings, but does not support bespoke customer-specific code changes.

6. Service Levels and Support

WorkOps Team is covered by the Standard Kadence SLA, including 99.9% monthly availability. Standard support is provided during business hours.

7. Technical Requirements

The service is accessed via modern web browsers and supports desktop and mobile devices. Administrative functions are provided through the web interface.

8. Hosting and Security

WorkOps Team is hosted on AWS in the EU and operates under Kadence's security programme, including SOC 2 Type II and Cyber Essentials.