

Service Definition – Opuz Facilities Management Platform

1. Service Overview

Opuz is a UK-based, cloud-hosted Facilities Management (FM) and Workforce Management Software-as-a-Service (SaaS) platform. It is designed to support building owners, facility managers, service delivery organisations, and subcontractors in planning, delivering, and evidencing statutory and non-statutory maintenance activities.

Opuz provides a single system to manage planned preventative maintenance (PPM), reactive works, risk management, workforce coordination, compliance evidence, and operational reporting.

The service is delivered as a secure, multi-tenant web application with supporting mobile applications for field engineers.

2. Service Objectives

The primary objectives of the Opuz service are to:

- Support compliance with UK health, safety, and facilities regulations
- Improve visibility and control over maintenance activities
- Enable efficient collaboration between stakeholders
- Reduce administrative burden through automation and structured workflows
- Provide accurate, auditable records of works completed

- Offer a flexible, scalable platform suitable for organisations of all sizes
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3. Users and Stakeholders

Opuz supports multiple user groups, each with tailored permissions and workflows:

- **Facility Managers / Building Owners** – oversight of assets, compliance, budgets, and performance
 - **Service Providers** – coordination of maintenance delivery and subcontractors
 - **Engineers / Operatives** – execution of works via mobile devices
 - **Health & Safety and Compliance Teams** – risk management, surveys, and assurance
 - **Administrators** – user management, security, configuration, and governance
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4. Scope of the Service

4.1 Core Functional Modules

Opuz includes the following core modules:

- **Planned Preventative Maintenance (PPM)**
 - Schedule and manage statutory and non-statutory maintenance
 - Task generation aligned with recognised standards (e.g. SFG20)
 - Recurring and asset-based maintenance planning
 - **Reactive / Help Desk Management**
 - Logging and triage of reactive faults and requests
 - Work allocation, prioritisation, and tracking
 - Full audit trail from request to completion
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- **Risk Management**
 - Risk assessments, surveys, and registers
 - Control measures and review workflows
 - Evidence capture and reporting
 - **Workforce Management**
 - Engineer scheduling and task assignment
 - Mobile task execution and status updates
 - Productivity and performance reporting
 - **Budget and Cost Control**
 - Cost tracking by site, asset, or contract
 - Visibility of planned vs actual expenditure
 - Reporting for financial oversight
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5. Mobile Service

Opuz includes mobile applications designed for on-site engineers and operatives.

Mobile capabilities include:

- Viewing and managing assigned tasks
- Completing job workflows and checklists
- Health & Safety declarations and questionnaires
- Capturing photographs and documents
- Working with intermittent connectivity

Data synchronises securely with the central platform when connectivity is available.

6. Service Availability

- Opuz is provided as a **24/7 cloud-hosted service**
- Planned maintenance is scheduled outside normal UK business hours where possible
- Users are notified in advance of any planned service interruptions

Target availability is aligned with industry-standard SaaS expectations, excluding scheduled maintenance windows.

7. Support and Service Management

7.1 Support Model

Opuz provides a structured support service, including:

- Incident and issue logging
- Bug fixes and defect management
- Functional guidance and usage support

Support is provided during standard UK business hours unless otherwise agreed contractually.

7.2 Change and Release Management

- Enhancements and fixes are released via controlled deployment processes
 - Changes are tested in non-production environments prior to release
 - Backward compatibility is maintained where reasonably possible
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8. Security and Data Protection

Opuz is designed with security and privacy at its core:

- Role-based access control and least-privilege principles
- Multi-factor authentication (configurable per tenant)
- Encrypted data at rest and in transit
- Logical separation of customer data within a multi-tenant architecture
- Audit logging of key user and system actions

The service supports UK GDPR and data protection obligations.

9. Data Ownership and Retention

- All customer data entered into Opuz remains the property of the customer
 - Data is retained for the duration of the contract and in line with agreed retention policies
 - Secure export mechanisms are available upon request
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10. Service Boundaries and Dependencies

10.1 In Scope

- Provision and operation of the Opuz platform
- Data storage and processing within the service
- Application-level security and access controls

10.2 Out of Scope

- Customer internal IT systems
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- Third-party contractor performance
 - External regulatory interpretation beyond system configuration support
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11. Onboarding and Configuration

Opuz provides onboarding support which may include:

- Tenant setup and configuration
 - User role and permission modelling
 - Initial data import (assets, sites, users)
 - Training and knowledge transfer
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12. Service Evolution

Opuz is a continuously evolving platform. Enhancements are driven by:

- Regulatory changes
- Industry best practice
- Customer feedback
- Strategic roadmap planning

Customers benefit from platform improvements without the need for local upgrades.



13. Summary

Opuz delivers a comprehensive, flexible Facilities Management service designed to support compliance, operational efficiency, and collaboration across the FM ecosystem. As a cloud-based SaaS platform, it provides a scalable and secure foundation for managing facilities and maintenance activities across diverse organisations and estates.