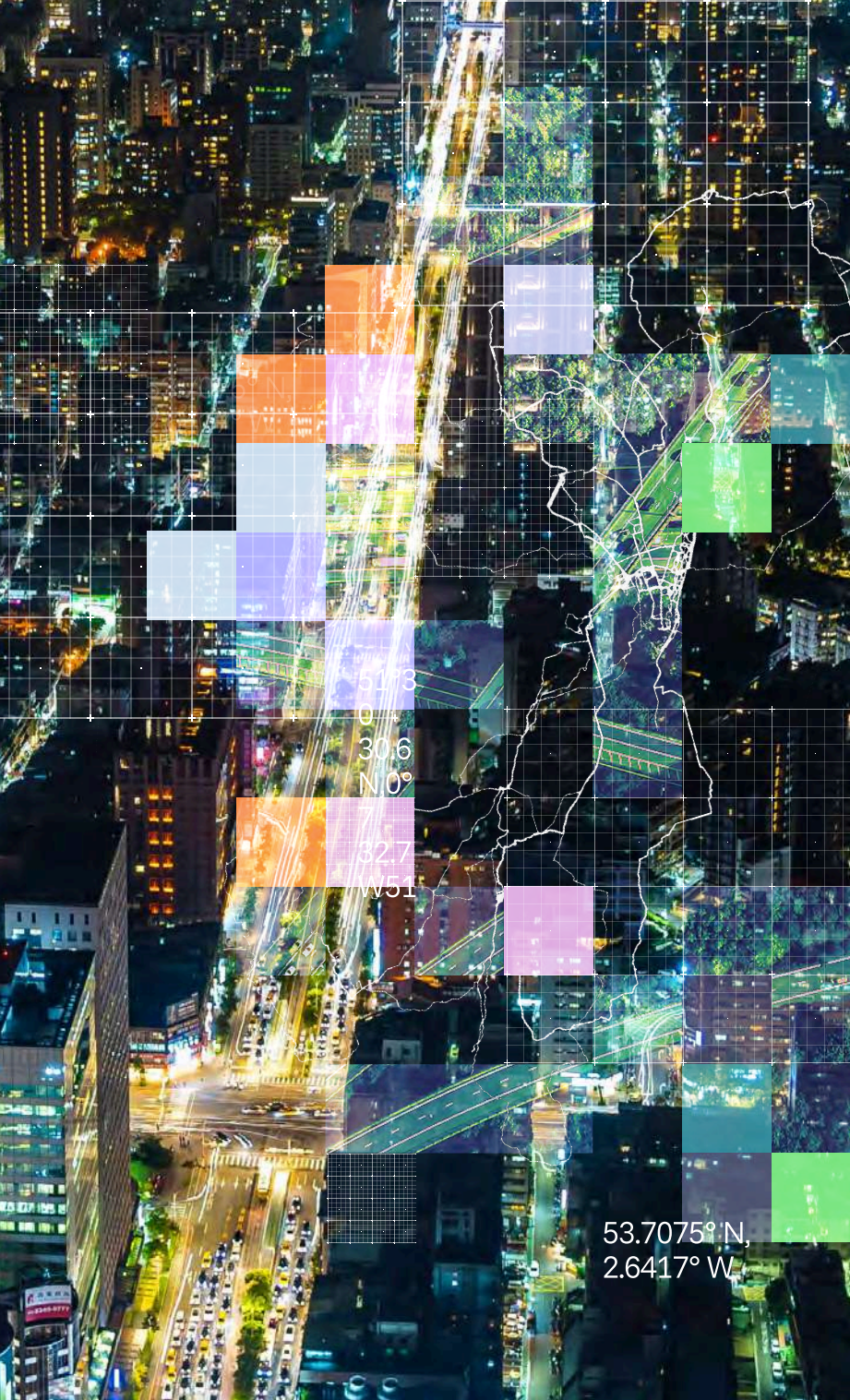


G-CLOUD 15

# Service Definition Document





## INTRODUCTION

This Service Definition provides public sector buyers with a clear, plain-English explanation of the FOCUS platform and how it will be delivered, supported, secured and evolved under **G-Cloud 15**.

## INTENDED AUDIENCE

Public sector buyers, procurement teams, service managers and technical evaluators assessing cloud-based works and asset management solutions.

## ALIGNMENT TO G-CLOUD 15

This document is structured to address G-Cloud 15 buyer priorities: what the service is; data backup/restore and disaster recovery; onboarding/offboarding; service levels; support; hosting; security; access to data on exit).

53.7075° N,  
2.6417° W

A faint, light blue map of Greater Manchester and surrounding areas, including parts of Lancashire, Cheshire, and Derbyshire, serves as the background for the slide. The map shows major roads, rivers, and city boundaries.

## SERVICE OVERVIEW

Operating for over a century, TSS Infrastructure Services has a proven track record of helping businesses with effective, practical solutions.

We provide software and professional services.

**FOCUS delivers:**

One Version of the Truth.  
One Platform.  
Complete Control.

FOCUS is a secure, scalable SaaS platform for end-to-end infrastructure, utilities and housing asset and works management. The cloud-based solution provides configurable workflows for planned and reactive tasks, supported by mobile and offline capability for field teams. A unified asset register records documents, drawings and real-time updates, feeding into central systems.

Integrations with client and supplier systems support seamless working, with automated scheduling, contractor allocation and performance management. Real-time dashboards, reporting, analytics and audit tools enable data-driven decisions.

FOCUS improves operational efficiency, compliance, communication and service quality across complex environments.

FOCUS is a lived experience product conceived inside UK infrastructure delivery, developed from doing the job, understanding the issues and overcoming the challenges.

FOCUS can be implemented quickly and efficiently in organisations either as an off the shelf solution or configured to meet specific requirements.

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# 30,000



CONCURRENT USERS SUPPORTED

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# 25,000



TRANSACTIONS PER SECOND

## KEY FEATURES



### Order Management

Eliminates off-system records and spreadsheets, stores order details safely and securely.



### Cost Assurance

Controls for cost/value recognition, change management, billing and supply chain payments.



### Document Management

Stores relevant non-system data alongside orders/schemes, integrates with document management structures.



### Reporting

Dedicated reporting servers underpin the platform; customisable dashboards and detailed line reports.



### Planning

Configurable order statuses, task-level planning, mobile integration and real-time operative reporting.



### FOCUS Mobile

Capture task progress and completion in real-time; all order details and documentation available on site.



### Asset management

Asset records repository; automates inspections, maintenance, compliance, with configurable hierarchies and workflows.



### Performance & Scalability

Optimised application and database per implementation.

## ORDER MANAGEMENT

Manage the order lifecycle from receipt to completion. Keep track of orders, understand your workstack and securely store everything for each order in one place.

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### Capture task data

Record in progress and completed work including measurements, assets, site conditions.

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### Health and safety

Ensure compliance through built-in risk assessments, method statements and mandatory photo requirements.

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### Document and image management

Store photos, videos and documents with each task / order / scheme with user tags, time stamps and geo-tags.

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### Interrogate data

Extensive search and filter facility. View search results on maps and access live information for instant updates.

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### Interfaces with other systems

Secure, seamless working between FOCUS and your existing systems, eliminating duplication and manual error.

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### Configurable order hierarchies

Structure orders and tasks to suit contract management mechanisms, with parent-child relationships and complex groupings.

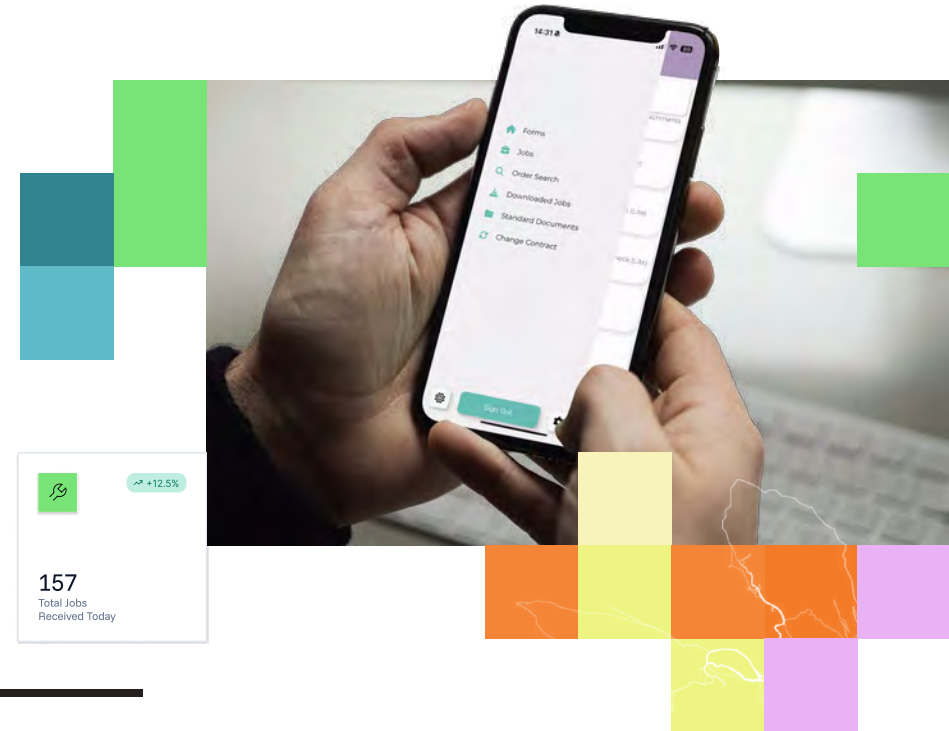
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### Manage work by status

Understand your workstack at a glance

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# 100% Visibility



## PLANNING & SCHEDULING

Intuitive, user-friendly planning functionality includes drag-and-drop Gantt charts and diary management. Existing bookings, team skills and parameters such as lead times and service level agreements (SLAs) can be programmed into the system. Multiple users can work concurrently with no duplication or double booking of resources.

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## Improved SLA scores

### Plan and schedule work

Intelligent work planning with real-time updates, sending tasks straight to field personnel devices via the mobile app.

### Dynamic workflows

Tailor order workflows with gated processes, checkpoints and automated follow-on actions.

### Skills

Allocate tasks to personnel / contractors with the right skills and qualifications.

### Customer Engagement

Make appointments, manage communications and provide real-time updates via online portal.

### Capacity management

Manage team availability and record periods of unavailability.

### Travel

Optimise efficiency by planning routes and scheduling jobs by location.

## REPORTING

Combine data from all FOCUS modules into meaningful reports to drive better informed business decisions. From simple overviews to detailed, in-depth reports, harness data to make real-time operational decisions for effectiveness and efficiency.

### Performance management

Report on performance against SLAs and KPIs by team, region, contract and supplier.

### Inspections

Record site visits and inspections, consistently capturing complete datasets in any required format – check boxes, drop-down lists, multiple choice, notes, images, GPS coordinates and measurements.

### Automated and data-driven reporting

Automatically generate and distribute reports to pre-determined users at regular intervals or when triggered by an event or threshold being met.

### Auditing

All FOCUS activities and data can be included in financial, commercial and compliance audits.

### Dashboards and report library

Extensive library of reporting templates and configure bespoke report formats. Powerful dashboards via PowerBI integration providing at-a-glance data visualisations.

Use live analytics to make data-driven decisions



## COST ASSURANCE

Maintain efficient commercial processes and maximise value for money. Ensure confidence in contract data with all parties working with one version of the truth, which is fully auditable and accountable.



### Estimates and costings

Simple accurate job costings, building estimates from schedule of rates and supplier pricing. Track revisions and commit final version to order and work items.



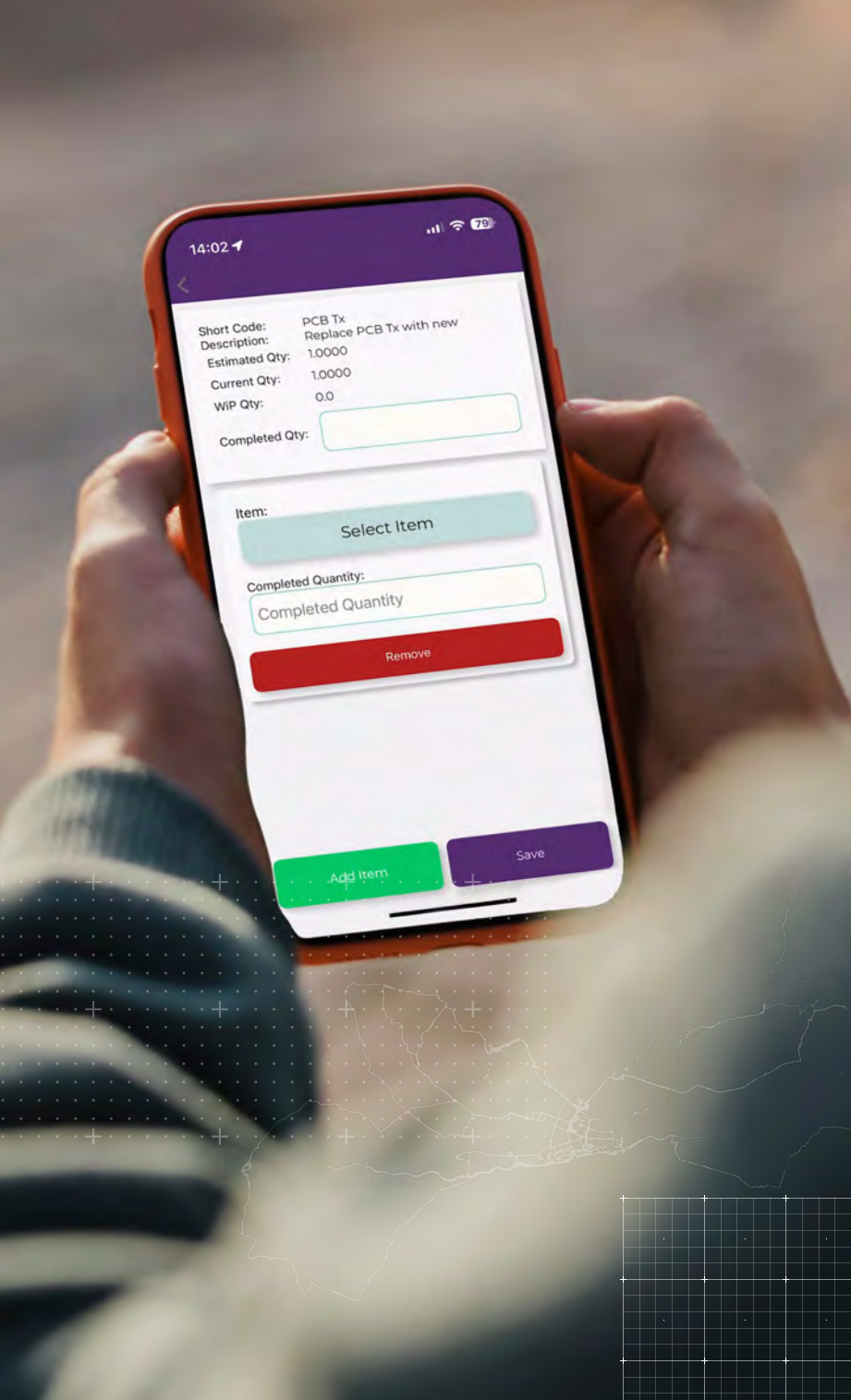
### Contractor Portal

Manage supplier relationships including sourcing, procurement and compliance.



### Value Management

Store and manage value transactions against tasks, orders and schemes.



## COST ASSURANCE CONT.



### Variation Centre

Track variations against initial order value and approve or collaboratively resolve with suppliers.



### Supplier applications and payments

Produce, authorise and process payment applications and proposals.



### Compliance

Set compliance rules to automatically check orders, ensuring every order is valid before it is progressed.

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## 100% Trackable Claims

## SERVICE DELIVERY

### ONBOARDING

Three-step implementation

- Analysis & fact-finding
- Configuration (if required) & roll-out
- Operate.

### OFFBOARDING

Smooth handover of processes and all data under confidentiality agreements, governed by a FOCUS Demobilisation Plan.

## STAGE 01

# 01

### Analysis & Factfinding

- Process mapping
- System analysis
- Solution Design Document

## STAGE 02

# 02

### Configuration & Pre-Roll Out

- Data migration
- User Acceptance Testing
- User training

## STAGE 03

# 03

### Activate & Operate

- Go-live
- Comprehensive early life support
- Ongoing support

## OFFBOARDING

# 04

### A Seamless Transition

- Liaise with incoming supplier
- Closedown existing services
- Data handover

SUPPORT & SERVICE MANAGEMENT



After-sales Support

Dedicated account manager, regular reviews, automated reporting.



Outage & Maintenance

Planned maintenance 02:00–04:00  
UK time on Sundays if required.



Availability

Available 24/7/365. Hosted in Microsoft Azure UK datacentres using PaaS; target availability ≥ 99.9% monthly.



Support Hours

UK-based Service Desk 08:30–17:00, Mon–Fri; tickets logged 24/7 via portal.



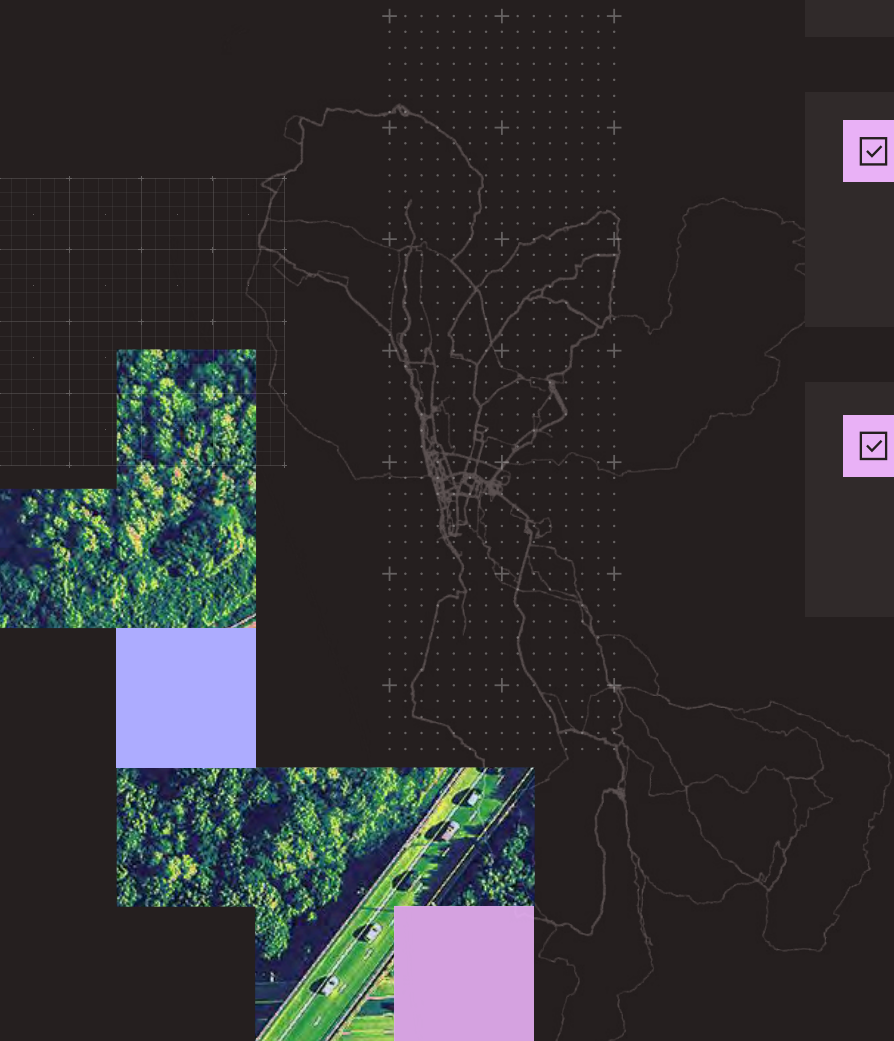
Product Evolution

Controlled, ongoing enhancements; system remains aligned with users' needs.



Training

Interactive role-based training materials in Support Portal. On-site and remote training available.



SECURITY & DATA PROTECTION (INCL. RESILIENCY)

|                                                                                                                                                        |                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <div><div>Certifications</div><div>ISO/IEC 27001, Cyber Essentials Plus.</div></div>                                                                   | <div><div>Resiliency Objectives</div><div>RPO under 1 minute, RTO 4 hours for full system outage.</div></div>                     |
| <div><div>Disaster Recovery</div><div>Automatic replication to secondary region; tested procedures; full DR run-book available on request.</div></div> | <div><div>Data Backup &amp; Restore</div><div>Transactional data backups every 5–10 minutes, retention up to 5 years.</div></div> |
| <div><div>Data Protection &amp; Privacy</div><div>GDPR compliant, role-based access controls, audit logging.</div></div>                               | <div><div>Hosting</div><div>Hosted on Microsoft Azure UK datacentres.</div></div>                                                 |

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## INTEGRATION & INTEROPERABILITY

Seamless system connectivity - aligned with your technology landscape.



### Integration Approaches

Standards-based APIs, event-driven integration, file-based interchange.



### Identity & Access

Optional SSO via Azure AD.



### Interoperability Testing

Joint test plans and staged roll-outs.

## COMPLIANCE & GOVERNANCE



### Regulatory Compliance

GDPR, UK Data Protection Act 2018, ISO/IEC 27001



### Governance Framework

Named Service Owner; documented RACI for change and incident management.



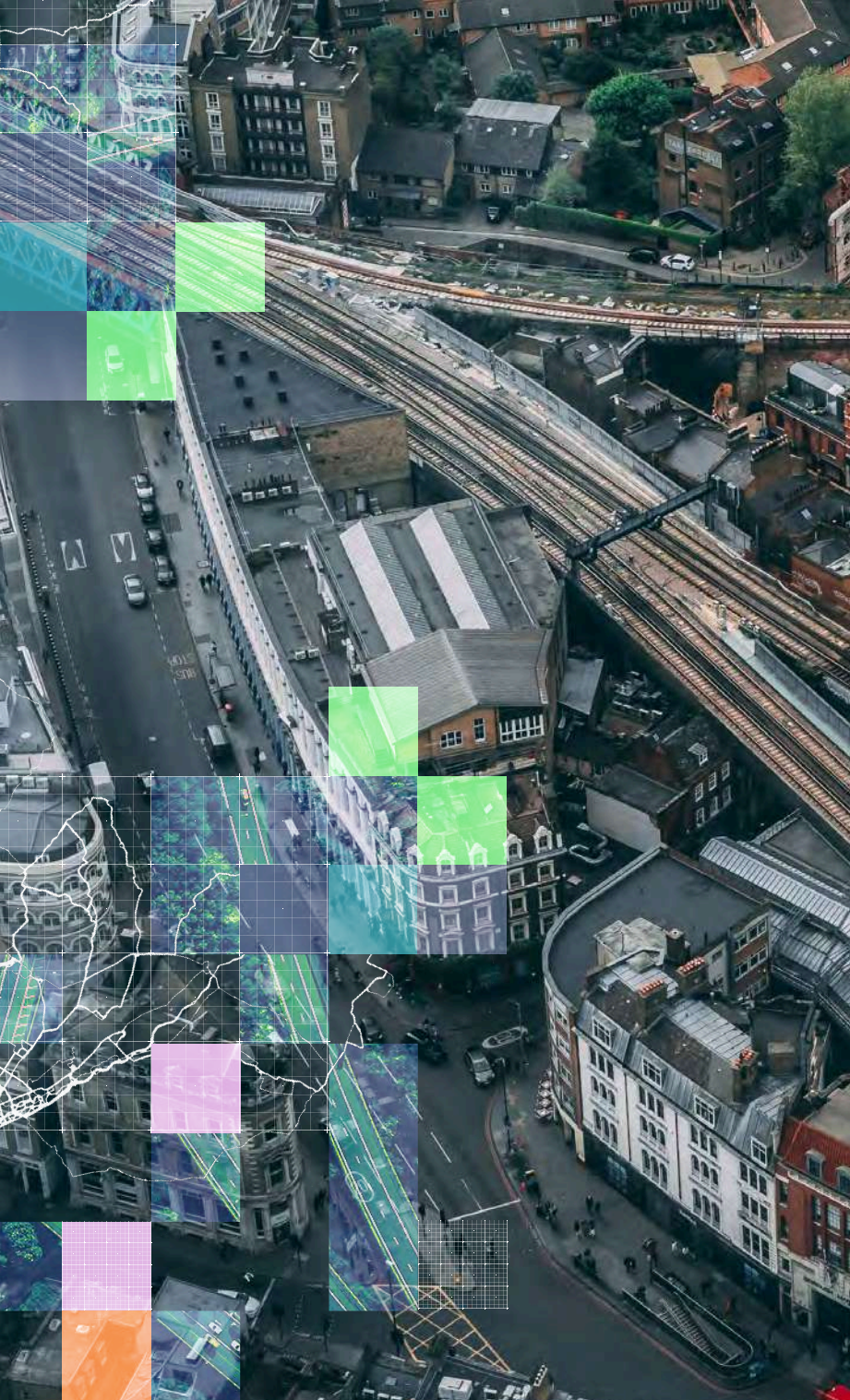
### Risk & Audit

Risk registers maintained; periodic penetration testing.



### Change Management

Iterative release cycles; Change Advisory Board governance where requested.



## EXIT STRATEGY



### Data Extraction

Full extraction of database and associated media; secure HTTPS access.



### Timescales & Charges

Exit timelines estimated jointly.



### Secure Deletion

Exit timelines estimated jointly; certificates of destruction provided if required.



FOCUS simplifies the delivery of complex contracts by bringing everything together in one platform - providing complete control through real-time data, smart planning and clear visibility at every stage.

- One version of the truth for data-driven decisions
- Real-time on-site data to keep delivery on track
- Smart planning - right people, right job, right time
- Safe and secure operations, supporting compliance and audit requirements
- Value for money by controlling budgets, performance and timescales

Designed from real-world experience, not theory, FOCUS enables organisations to deliver better outcomes, demonstrate value for money, and operate with clarity, control and confidence.

One Platform. Complete Control.

