



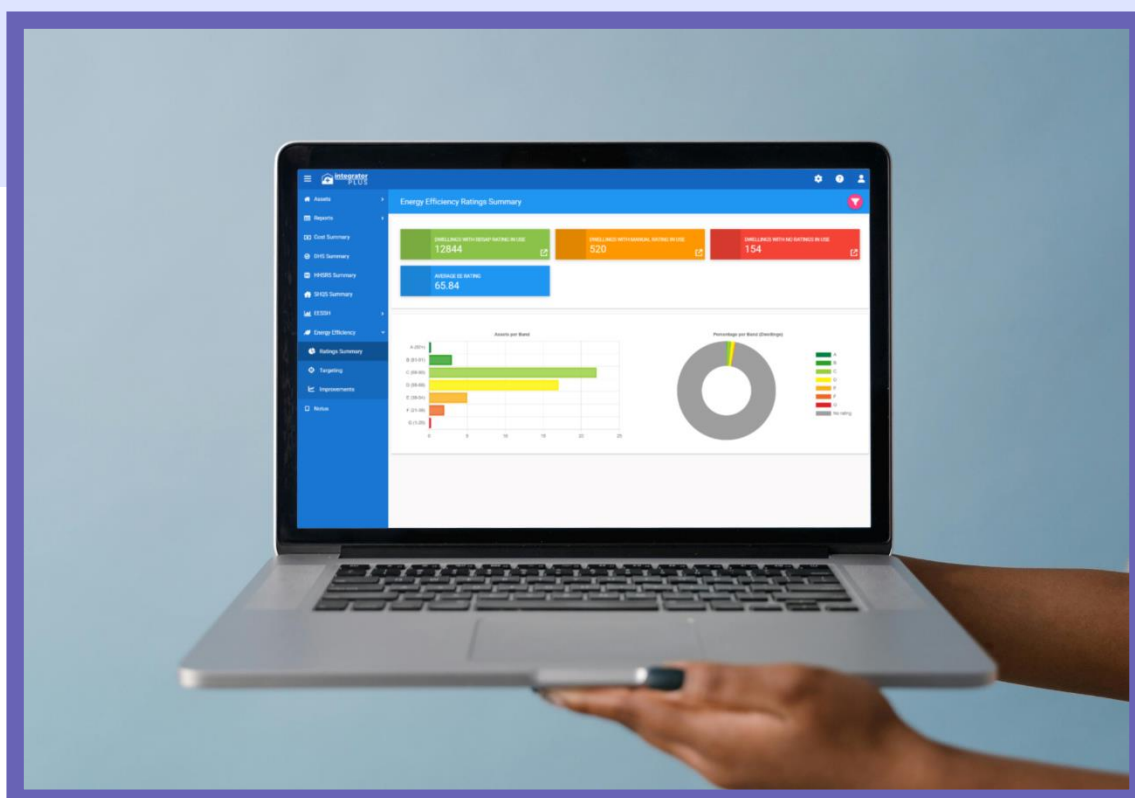
Energy Toolkit

Service Definition

<https://integrator.solutions>

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Integrator Plus has been designed from the ground up based on two decades of feedback from social housing clients, ranging from only a few hundred housing assets to tens of thousands. It is made with the day-to-day needs of the end user in mind and provides a simple, intuitive experience tailored to real people.



Who We Are

Integrator Housing Solutions is an SME with an extensive history in asset management and energy efficiency. We have provided asset management and energy efficiency software to the social housing sector for over 25 years.

What We Do

We provide the tools to enable you to manage, maintain and budget for your housing stock. No matter whether you're looking at dozens or tens of thousands of properties.

Our Approach

We're a unique combination of dynamic tech-led company with customer-centric service giving you the best of both worlds. Access to cloud-based software with the support and guidance you need to make it work effectively and efficiently for your organisation.

Our Expertise

Our expert team sets us apart from our competition. Our Founders were at the forefront of energy-saving design and assessment in the nineties. We are the only asset management software company with a Director of Energy, and our technical team understands the intricacies of surveying, methodologies and calculations.

Our Mission

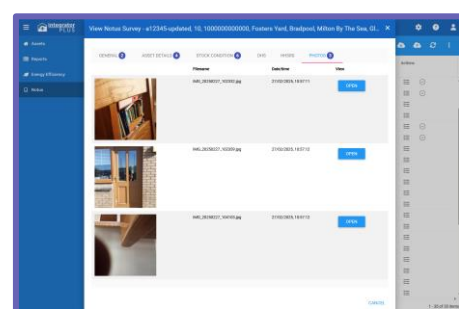
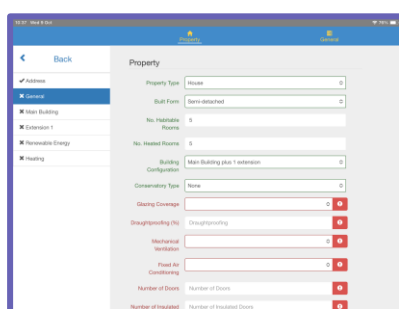
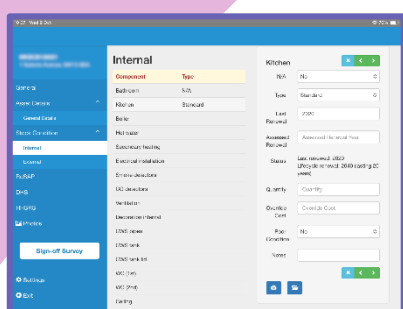
To provide asset management and energy efficiency software that enables you to do your job to the highest standards. To plan and predict the future of your housing stock thereby giving your tenants confidence in you to provide comfortable, high standards of living.

Manual RdSAP rating inputs

Notus Pocket Surveyor

Notus Pocket Surveyor is a companion product to Integrator Plus which enables rapid stock condition, inspection, RdSAP and custom data collection and management via mobile devices.

It has a purpose-built workflow and is designed to streamline your entire survey process. Housing officers, asset managers, contractors and surveyors can view and amend Integrator Plus asset data, with evidence, while on the move.



Improves the speed, accuracy and consistency of surveys

Allows fast access to survey results from Integrator Plus

Features on-site RdSAP data collection with boiler database for more accurate results

Includes review system for surveys, keeping live asset data untouched until survey approval

Full, searchable history of all previous surveys, with access to recorded data

Wide range of data - building info, custom data, stock condition, RdSAP, inspections, HHSRS, DHS, SHQS, WHQS

Unlimited evidence notes or photos can be added & linked against each survey, component or question

Incorporates fully customisable survey designs

Support for both Android and iOS devices

Supports offline surveying for when there is no internet access

Onboarding

The Integrator Plus onboarding process is primarily handled by IHS. It generally includes the following steps:

Project launch	Meet with client. Identify stakeholders for liaison, set expectations, discuss concerns and any known complexities.
Provision of data by client	Usually in spreadsheet format, with clear headers and logical divisions where necessary. No data 'freeze' is required on the source system at this point.
Data analysis	Checks to make sure the data is complete and healthy. Record made of any idiosyncratic anomalies in data that will require client decisions (data items that are handled differently between systems, etc.).
Resolution of data issues	Contact made with client, where required, to clarify any points of anomaly and provide the opportunity for any decisions. Generally, the higher quality the incoming data, the less significant this step.
Test imports	Initial conversion of all data to importable format, creation of bespoke conversion scripts as required. Import of data into test Integrator Plus instance. QA checks and overall configuration.
Final delivery date agreed with client	A date agreed mutually for the final import to the live system. This will require a further backup from the old system on or immediately before the agreed start date. Usage of the previous system should be frozen on this date.
Final import into Integrator Plus	Full import into live Integrator Plus instance, using conversion scripts and knowledge from previous steps.
Additional system setup/configuration	Final configuration of all areas (data templates, DHS/stock condition component links, etc.).
Training sessions	Online training sessions delivered (arranged during migration planning process to coincide with delivery date).

Where specific idiosyncrasies are identified relating to the client organisation or a previous solution, the above steps may be modified at the initial stage to accommodate the situation.

Offboarding

When the licence period for the service ends (by non-renewal, with provided notice), all user access to the service will be revoked.

When notice has been provided, any required arrangements will be made with the client regarding data extract or other pertinent tasks. While data can be extracted from the system by the client prior to service revocation, our support team will be happy to provide a manual data extract at no additional charge, where required.

Service and Support

Phone and email support are included for all client users, accessible Monday-Friday, 9am-5pm (excluding bank holidays).

The service includes a built-in contextual help system which provides information about system usage.

IHS will respond to requests for support services relating to software incidents falling into one of the Business Impact Categories during Support Hours, in accordance with the following:

Business Impact Level	Description	Response time	Target resolution
1	Complete outage. The system is verifiably unavailable to users during normal working hours, due to an application or hosting issue under the control of IHS or its suppliers.	2 working hours	As soon as practicable
2	Serious impediment of a major function of normal operation; the Software has become unusable and there is no workaround available.	4 working hours	8 working hours
3	A major function in normal operation and use of the Software has become unusable; there is a workaround available, but it is awkward to operate.	1 working day	14 working days
4	A major or minor function has become unworkable but there is an effective workaround.	1 working day	Next major update

Support requests are raised via phone or dedicated email address. A client account manager available in working hours for additional contact.

Training

Training is provided by service experts, as well as experienced social housing/survey practitioners (depending on the need).

Both online and on-site options are available for booking at any point during the licence term, by arrangement with your client account manager.

Online sessions are generally provided in 3-hour increments, for a maximum of 8 attendees.

Sessions may be of general focus or be customised by request to specific areas.

IHS also offers a series of courses relating to best practices, programme management, surveys and survey planning and more. Full details of the current courses available can be found on our website.

What's Included?

Unlimited technical support both via email and phone during office hours

Software upgrades and enhancements

Access to our Data API for system integration

Dedicated Client Account Manager

Fully configurable user roles and permissions

No hidden costs or fees

What's Not Included?

All pricing is exclusive of VAT

Additional free training sessions

Consultancy / Data analysis / Data processing work

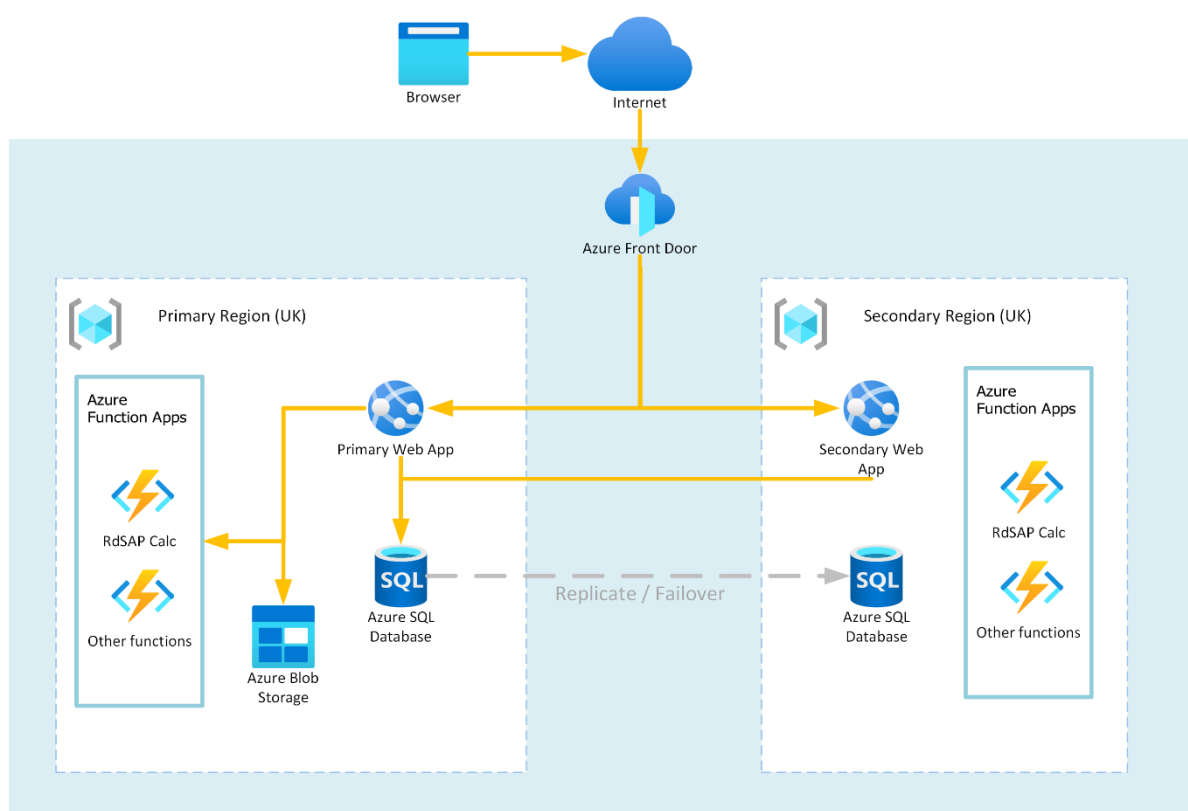
Listed add-ons

Bespoke development specific to your organisation

Hosting

Integrator Plus is hosted on Microsoft Azure, in UK datacentres. All key aspects of the solution are configured to failover to an entirely separate UK datacentre, should service interruptions or availability issues occur.

Solution Component	Service Used
Primary Applications	Azure App Service
Databases	Azure SQL Server
Additional services	Azure Functions
File storage	Azure Blob Storage



Various Microsoft Azure services and tools are engaged for security, backup and disaster recovery.

Software Development

Integrator Plus is a Single Page Application (SPA) built on Microsoft .NET.

Development uses agile methodologies and is divided into 2-week sprints.

Source control is linked to hosting via a CI/CD solution, which provides seamless continuous deployment to various staging environments.

Development of the service is always ongoing, including free enhancements to the base product, as well as the addition of new commercially-available modules.

Business Continuity & Disaster Recovery

Integrator Plus is hosted on Microsoft Azure's hosting platform. This provides several benefits, including at least 99.95% uptime guaranteed as standard.

Additional to this, Integrator Housing Solutions engages a number of solutions and services to provide high availability, disaster recovery, data security and peace of mind.

All resources are hosted on UK-based Microsoft Azure datacentres.

App Auto-Scaling

The system is hosted on instance-based Azure Web Apps and is a multi-tenant application.

Where an instance of the application is unavailable or speed is degraded due to CPU load, other identical instances of the app are automatically spun up, and requests directed to the most available instance, as necessary.

Geo-redundant storage

Files (such as asset attachments) are stored in Azure Blob Storage containers, with geo-redundancy to a paired UK region.

Geo-replicated Database with Geo-failover

Data is stored in encrypted instance-based SQL databases. Geo-replication to a paired UK region means that there is always an accessible up-to-date version of the database, even if a whole datacentre were to fail.

Continuous Geo-redundant Backup

Database data is backed up every day, with retention of at least 14 days (daily), 6 weeks (weekly), 6 months (monthly) and 7 years (yearly). Backups are geo-redundant – saved to a paired UK region, protected against whole datacentre failure.

Application Geo-failover

Using Azure Front Door load balancing, the entire application will failover to an identical instance in a paired UK region in the event that it is totally unavailable. This means that even in the event of datacentre failure, requests will automatically be diverted to the paired region, and application availability will be maintained.