Quantaco Service Definition

1. About the service

The Quantaco platform is a B2B SaaS (Software as a Service) web application. It is a strategic decision tool providing Net-Zero feasibility assessments and low-carbon technology pathways. It uses innovative, data-led methodologies to provide granular, actionable pathways for large scale commercial and non-domestic property portfolio holders to decarbonise their estates. See www.quantaco.ai for more information.

Quantaco provides Senior leadership stakeholders with the financial, technical and regulatory metrics and insights necessary to mobilise decarbonisation developments across entire portfolios. It provides site managers and facilities specialists the technical information needed to make the best decision from a variety of choices. Quantaco provides all this faster, cheaper and with more detail than any other approach on the market today.

Quantaco Net-Zero pathways are calculated by rapid permutation analysis based on advanced algorithms. Using technical research and low-carbon technology knowhow, Quantaco delivers:

- Simplified, vendor agnostic low-carbon technology choices for customers
- Faster, more cost-effective, more accurate assessments than site audits
- Scalable, holistic pathways across whole property portfolio
- Realistic, demonstrable carbon, time and cost impacts

Quantaco, a web application to optimise and accelerate low carbon investment in the non-domestic built environment. The Quantaco prediction engine provides:

a) **technical,**
b) **financial and**
c) **regulatory**

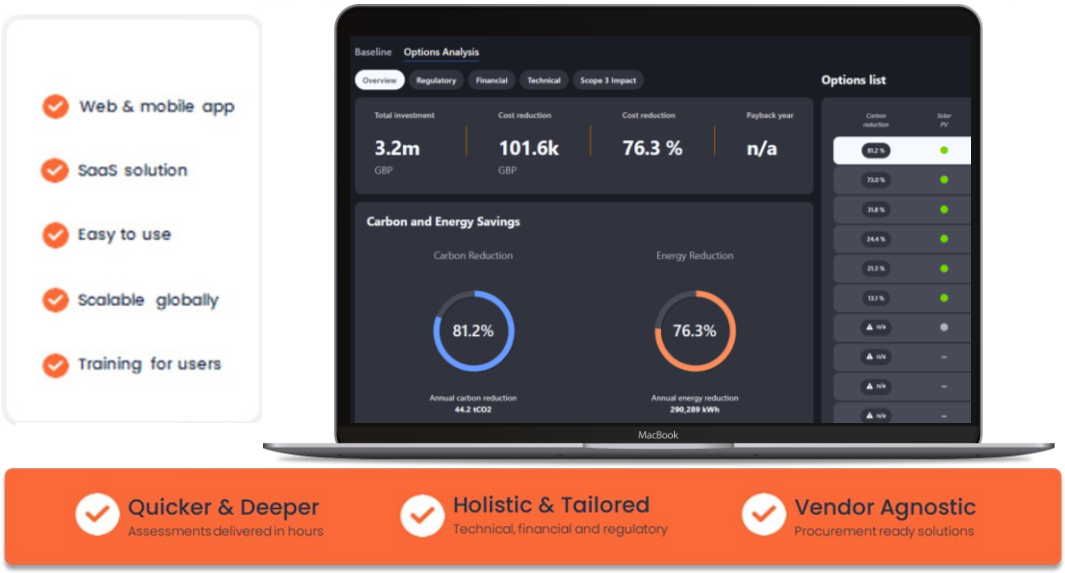
insights to fast-track cleantech investment decisions, achieve Net Zero targets faster and deliver substantial financial savings for property investors, commercial and public sector property owners and occupiers.

Quantaco is a market-leading prediction engine enabling quicker, deeper, and holistic low carbon project feasibility and Net Zero pathways. This breaks down financial barriers by reducing the cost of early-stage work, generating investable projects, taking customers from feasibility right to pre-procurement.

Quantaco's prediction engine combines data from numerous sources, expediting complex calculations, to make clear recommendations for low carbon technologies and the highest Net Zero potential.

Our solution is designed to take building owners and occupiers from a data-led feasibility service to procurement ready solutions, tracking retorfit projects, verification of carbon reduction, energy and financial savings, and compliance with regulatory standards.

This expedites the whole process allowing savings to be realised faster and increasing overall contributions to Net Zero goals, optimisation of solutions, rapid decision making, and procurement ready solutions enabling faster deployment of retrofit projects.



- **Generate investible projects in hours, rather than weeks and months**

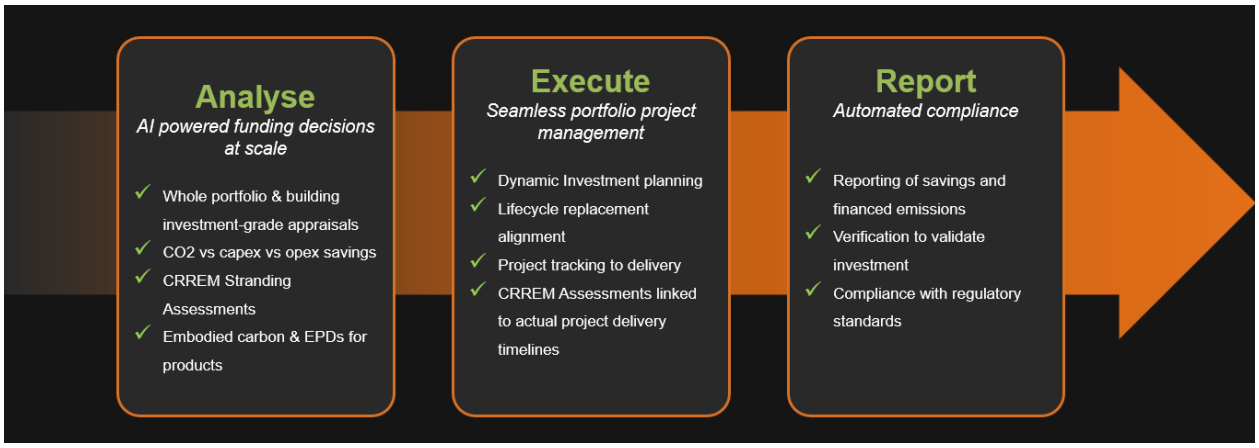
  AI-powered platform for portfolio-wide retrofit strategy
- **Full life-cycle of retrofits - from feasibility to execution & reporting**

  Designed to manage entire property portfolios
- **Robust, reliable and investment-grade decarbonisation plans**

  Validated 93–95% accuracy

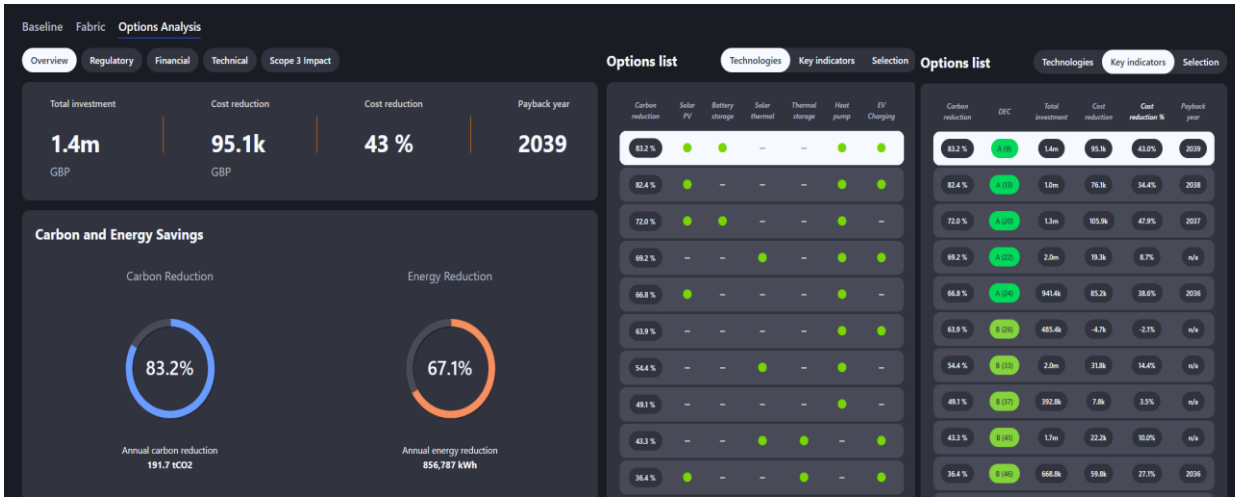
2. Service Features

The Quantaco platform comes with 3 key modules that **provide an end-to-end integrated solution balancing COST, CARBON & COMPLIANCE** for property portfolios. Quantaco delivers a programmatic approach to retrofit decarbonisation across entire portfolios.



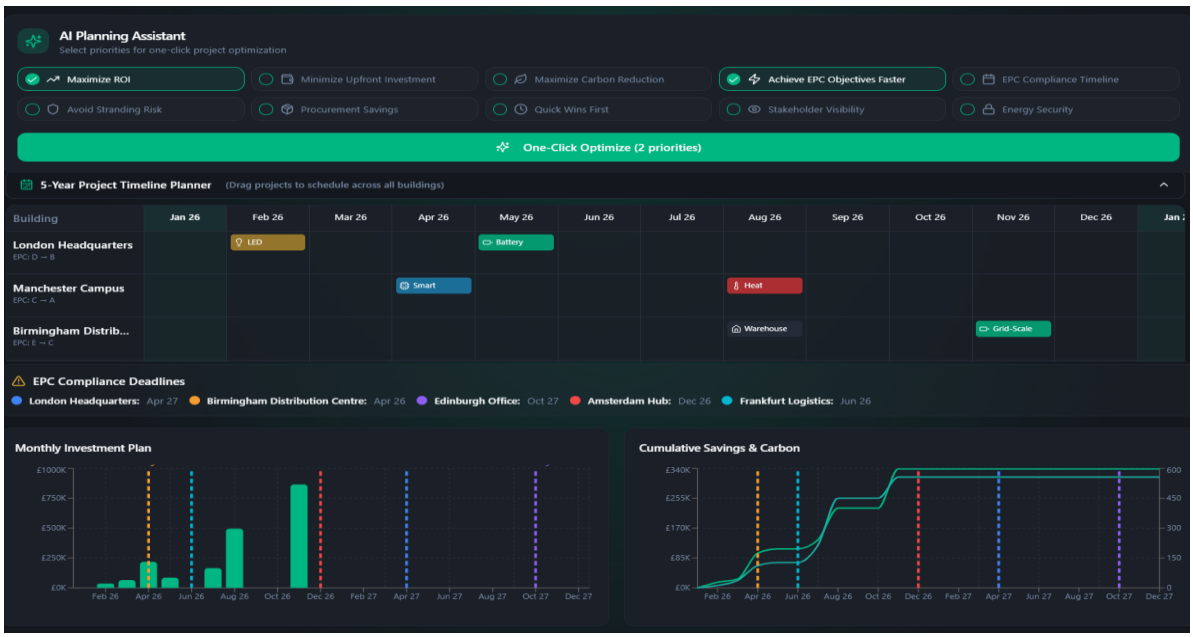
The 3 modules are:

a) **Analyse -** AI-powered funding decisions at scale
Portfolio level and building level bespoke investment-grade assessments based on actual granular data. Allows C-suite to target maximum savings and ring fence funding.



b) **Execute -** Seamless portfolio project management

Facilitates investment planning tailored to annual budgets and align with lifecycle replacement plans. Track budgets and projects across entire portfolios.



c) **Report -** Automated compliance & verification

Measurement and verification of energy, carbon and financial savings, aligned with IPMVP whole facility standards. Compliance with standards automatically updated.



Together these provide:

- Comprehensive NetZero pathway modelling and multiple retrofit options analysis.
- Smart optimisation of retrofit investments by building across portfolios.
- Reporting tailored to senior executives to expedite decision making.
- Deep analysis of six clean technologies, more in development.
- Scope 3 embodied and environmental impacts of products assessed.
- Database of thousands of commercially available technologies procurement compliant solutions.
- Cost effective solution, reducing barriers to NetZero and expediting results.
- Project tracking aligned with asset lifecycle replacement plans.
- Measurement and verification of carbon and financial savings.
- Portfolio and building level compliance with regulatory and voluntary standards.

3. Service Benefits

- Accelerated retrofit solutions analysis, faster investment compared to traditional methods.
- Quicker realisation of NetZero targets, lower operational and utility costs.
- Procurement compliant vendor agnostic solutions ensures best fit by property.
- Scalable across building typologies, ages and conditions.
- Risk management to ensure resilient and future-proofed estate.
- Deeper, and holistic portfolio level view, enabling strategic decision making.
- Accelerates c-suite decision making through technical financial and regulatory insights.
- Combinatorial analysis of millions of tech combinations, optimises investments.
- Reliable results validated through university collaborations.
- Transparent technology permutation analysis.

4. Subscriptions

The service is provided on an Annual or Monthly subscription basis. Please refer to the Pricing document for further information.

5. Data Backups, Restoration and Disaster Recovery

a) Data Backups

All data is stored in our secure Cloud environment and data backups are automated in the hosting environment. Data storage and processing location - United Kingdom.

b) Restoration

As part of our secure Cloud environment, provided by Microsoft Azure, data restoration is automated.

c) Disaster recovery

We use Azure Managed Services, with Fail Over and Back-ups configured as part of the Service Agreement. This comes with 99.9% Uptime and Availability, with n+2 resilience.

6. Onboarding and Offboarding support

a) Onboarding

Customer data is provided through our Outsystems front end. Customers are provided detailed onboarding support with the Quantaco team, including the best options for uploading data to the platform.

b) Offboarding

Reports are available vis the platform as PDFs, final reports can be exported any time up to the end of subscription. All data supplied by the customer will be returned in the same format as it was provided. All results files will be exported and provided in CSV format within agreed timelines.

7. Service Constraints

a) Maintenance

The team conducts regular maintenance for bug fixes, issues, security issues and feature improvements, we ensure that the downtime does not result in the platform going below the service availability threshold.

b) Upgrades

Quantaco's roadmap includes a suite of exciting features and best-in-class analysis that will periodically upgrade the platform over time. Customers will be advised of new releases and features as they approach production and will be invited to participate in UAT.

c) Customisation

The platform provides over 30 different permutations of low-carbon technology, with users able to customise the ones they see on their reports. This allows customers to see the best options without wading through unfeasible ones.

Customisation of the platform is not available to customers at this stage. However, we welcome improvement feedback constantly from customers to enable us to develop and enhance our software on an ongoing basis.

8. Service Levels

a) Performance

Quantaco provides up to 19 low carbon technology permutations in as little as 1 hour, a huge time reduction versus the weeks it takes for conventional assessment methods.

b) Availability

Quantaco leverages the Azure cloud to provide 99.9% availability.

c) Support

Quantaco provides 8x5 support, 9 to 5 on weekdays excluding bank holidays.

9. After sales support

a) Mobilisation

Quantaco will provide a short period of mobilisation for the service, which includes:

- Training support

- Onboarding support
- Videos for users

b) Account Management

Where previously agreed with the customer, Quantaco will provide Account Management services.

c) Reporting and Management Information

This is agreed on a case-by-case basis, with the customer. These include metrics such as:

- Uptime report
- Login reports and usage reports provided

10. Technical requirements

Requires an up-to-date web browser for access to Quantaco. All web browsers supported, including:

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari
- Opera

The application is also available on Tablet and Mobile devices.

11. Onboarding

The Application requires 3 levels of onboarding from the Customer:

a) Customer onboarding – this requires information about the customer's organisation and key contacts.

b) Building onboarding – requires building information to be shared including location, operations, fabric, heating, ventilation, air-conditioning and renewable technologies for each building to be assessed.

c) Data sharing – for utility consumption and invoices for each building. This can be shared via an upload facility or via API for half-hourly electricity data. These can be provided in the following data sharing formats:

- CSV
- PDF
- Excel
- bmp
- jpeg
- png
- API

12. Outage and maintenance management

All downtime within SLA is communicated to customers in advance and takes place in periods which logs show are the quietest. Response to outages is proactive, with customers being notified as soon as the outage source has been identified. The team keeps customers up to date until the outage has been resolved and the service has been restored.

13. Hosting options and locations

Quantaco's platform is hosted on Azure in exclusively UK datacentres. Organisations with large portfolios can choose to physically segregate their data using Azure tools if they wish, for an additional fee.

14. Access to data (upon exit)

On request data is exported by Quantaco and provided in CSV format. Clients can export their dashboard results in PDF format, self-service functionality.

Data export formats include:

- CSV
- pdf
- Excel

15. Security

Quantaco is Cyber Essentials certified and is working towards Cyber Essentials plus. Quantaco leverages the security of the Azure platform, with data encrypted at rest, enforcement of certificates, role limitation, narrow firewall configuration, API obfuscation and 2 factor authentication on all services. We conduct regular penetration testing to validate our security posture.