

G Cloud 15 Service Definition Document



Introduction

This document describes the Rugged Data Field Service Data Capture and Inspection Management Software as offered under the G-Cloud 15 framework. It provides buyers with a clear description of how the service works, how it is delivered, and the controls in place for security, resilience, and service management.

Company Overview

Rugged Data is a cloud software product provided by Nuffield Technologies. The company specialises in mobile and cloud solutions for field operations, data capture, and inspection workflows. Rugged Data is designed to support operational teams working in challenging environments, including areas with limited or intermittent connectivity.

Value Proposition

Rugged Data enables organisations to capture accurate, consistent field data and standardise how inspections and reports are completed. This reduces paperwork, saves time, and cuts down on administration.

All inspection and field records are stored securely in one central system, creating a complete and auditable record of work carried out. This includes key details such as timestamps, user activity, location data, photographs and other supporting evidence.

The mobile app works offline, so teams can continue operating without signal. Once connected, data is securely synced to the cloud, improving data quality, visibility, and accountability across the organisation.

Rugged Data is provided as a fully managed service. The supplier handles setup, configuration, maintenance, and updates, meaning customers don't need specialist technical skills in-house to keep the system running.

Overview of the G-Cloud Service

Rugged Data is a Software as a Service (SaaS) platform delivered through two main tools:

- a web-based administration portal for office teams
- a mobile app for field staff (iOS and Android)

It is provided as a fully managed service, so customers do not need specialist software development skills to set it up or maintain it.

Field staff can use the mobile app to record inspections, including photos, GPS locations, and workflow tasks. Administrators use the web portal to manage forms, users, assets, sites, workflows, and reporting.

The service supports offline working, with automatic synchronisation when an internet connection becomes available. It also includes secure data storage, audit logs, and supplier-managed configuration and maintenance.

Data Protection

Information Assurance / Security

Rugged Data operates ISO/IEC 27001 and ISO 9001 certified management systems, covering information security and quality management. Data is encrypted in transit and at rest. Access to the service is role-based and protected using multi-factor authentication for administrative users. Logging, monitoring, and incident management processes are in place.

Backup and Restore

Customer data is backed up using cloud-native backup and replication services. Backups are managed automatically as part of the hosting environment and support data recovery in the event of service disruption.

Data Processing and Storage Location

Rugged Data is hosted on Google Cloud Platform using UK-based regions. Customer data is stored and processed within the United Kingdom.

Data Restoration / Service Migration

Data restoration is performed using standard backup and recovery processes. On request, customers can obtain exports of their data in commonly used formats to support migration to another service.

Privacy by Design

Privacy and data protection controls are embedded into the service design. Data access is restricted by role, data minimisation principles are applied, and audit logging supports accountability and compliance.

Using the Service

Ordering and Invoicing Process

The service is ordered under the G-Cloud framework. Invoicing and contract terms are agreed directly with the customer in line with framework rules.

Availability of Trial Service

Rugged Data offers a risk-free trial through defined guarantee periods, allowing customers to evaluate the service before full commitment.

On-boarding

On-boarding includes initial service setup, configuration of agreed forms and workflows, and user access provisioning. Online and/or face-to-face workshops are provided to support adoption.

API

The standard service does not expose a public API. Integration requirements can be discussed separately.

International SMS

International SMS services are not included as part of the standard service.

Off-boarding

At contract end, customers can export their data using standard export tools. Access to the service is then disabled and remaining customer data is securely deleted in line with retention policies.

Training

Training is provided through workshops, documentation, and online resources. Refresher training can be provided as required.

Implementation Plan

Implementation follows a structured approach covering requirements confirmation, configuration, testing, and go-live. Timescales depend on service scope and customer readiness.

Service Management

Rugged Data is provided as a fully managed service. Configuration changes, updates, and maintenance are handled by the Rugged Data team.

Service Constraints

The service is configurable within supported parameters. Custom development or out-of-scope configuration is not included unless separately agreed.

Outage and Maintenance Management

The service is monitored continuously. Planned maintenance is communicated in advance where possible. Incidents are managed through defined incident management processes.

Service Levels

Rugged Data provides support during UK Business Days, 09:00–17:00 (excluding UK Bank Holidays). Support Requests are triaged on receipt and handled in accordance with the Support & Maintenance Policy. Incidents relating to Faults are prioritised by severity, with defined acknowledgement, restoration and fix targets. Non-fault requests (Support Queries and in-scope Configuration Changes) are acknowledged within 2 Business Days and progressed within published response times, with confirmation of next steps. Requests outside the scope of Standard Support Services are treated as Change Requests or Out-of-scope Services, with charges and delivery timescales confirmed in advance via quotation or the applicable Rate Card. Escalation is available where targets are not met.

Provision of the Service

Customer Responsibilities

Customers are responsible for providing accurate requirements, user information, and timely feedback during configuration and implementation. Customers are also responsible for their devices, networks, and local operating environments. Rugged Data acts as the data controller for data processed within the service, in accordance with applicable data protection legislation.

Technical Requirements and Client-Side Requirements

Users must have a supported mobile device (iOS 15.6 or later, or Android 10 or later) and a modern web browser. Internet connectivity is required for synchronisation, administration, and reporting.

Browsers

The web administration interface supports modern browsers including Chrome, Edge, Firefox, Safari, and Opera.

Outcomes / Deliverables

The service delivers a configured field data capture and inspection platform aligned to customer requirements, including mobile forms, workflows, reporting, and secure data storage.

Development Lifecycle of the Solution

Rugged Data follows a controlled development lifecycle aligned with secure development practices, including version control, testing, and controlled deployment.

After-Sales Account Management

Each customer is assigned an account manager who acts as the primary point of contact, oversees service performance, and coordinates ongoing improvements.

Termination Process

On termination, access to the service is disabled, data is exported if requested, and remaining customer data is securely deleted in line with documented procedures.

Other Messaging Services

No additional messaging services are included beyond standard service notifications.

Environmental Action & Social Value

Environmental, Social and Governance (ESG) considerations are embedded into how Nuffield Technologies operates and are applied in a manner proportional to the size and nature of the business. The company is committed to operating responsibly and ethically, recognising that its decisions, products, and partnerships have an impact on people, communities, and the environment. This includes reducing environmental impact through efficient operations and sustainable technology choices, supporting local, charitable, and educational initiatives, and acting inclusively as an employer and partner. Governance is underpinned by transparency, accountability, and clearly defined policies. ESG performance, including environmental impact, social value activities, supplier sustainability, and governance practices, is reviewed during periodic management meetings as part of the integrated management system to support continual improvement and long-term value.

Our Experience

Case Studies/Clients

Rugged Data has been deployed across a range of field service and inspection use cases. Example case studies include:

- [Micro-Solve Hygiene](#) – digital inspection and compliance reporting for hygiene services
- [Abbey Fire UK Ltd](#) – mobile inspection and reporting for fire safety operations
- [Blue 9 Security Ltd](#) – field data capture and reporting for security services

Further details are available on the Rugged Data website.

Contact Details

Address: Nuffield Technologies Ltd Unit trading as Rugged Data, 4 Acorn Business Park Ling Road, Poole, Dorset, BH12 4NZ

Telephone: 01202 122691

Email: hello@ruggeddata.co.uk