



Asset Investment Manager

RM1557.15 G-Cloud 15 Service Definition

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1. Service overview

Asset Investment Manager (AIM) is a cloud-hosted asset investment planning and decision-support platform for building, testing and justifying multi-year investment programmes across a wide variety of infrastructure portfolios (e.g. highways and structures and associated asset classes).

AIM brings together asset data, intervention libraries, costs and valuation/risk frameworks so users can compare scenarios and select programmes that best meet local outcomes within real-world constraints (for example budgets, policy rules and delivery capacity).

AIM is configured (not bespoke-built): Authorised Users defines asset classes, data structures, models, assumptions, scenarios, constraints and reporting within the service, keeping the decision logic transparent and owned by the end user.

Service scope

A structured approach to connect *assets* → *interventions* → *outcomes* → *trade-offs* across cost, risk and performance.

Investment scenario planning and optimisation to support programme selection, including cross-asset programmes.

Governance and assurance outputs, including recorded assumptions, scenario settings, constraints and results.

Not in scope

AIM is not a replacement for source systems (for example EAM/GIS/finance) - it integrates and provides the decision layer.

AIM is not a generic BI tool - dashboards and reporting are included, but AIM's primary value is modelling and optimisation.

AIM does not remove the Buyer's responsibility for asset management decisions; it provides evidence and decision support based on the configured models and inputs.

2. Service features and capabilities

Mathematical optimisation and programme generation: AIM generates multi-year investment programmes that balance cost, risk and performance under hard, real-world constraints (rather than producing ranked lists without guaranteed feasibility).

Configurable risk and value framework (including risk maps): Users can define valuation conventions and risk maps aligned to local priorities and governance.

Predictive modelling and asset life cycle management: predictive forecasting of condition/performance, cost and risk over time to support whole-life planning across scenarios.

Multi-asset class modelling in a single environment: AIM supports modelling multiple asset classes within one collaborative environment so the Buyer can apply consistent governance, data structures and value frameworks across their entire portfolio. Example asset classes include:

- a) Highways: roads, highway drainage, footpaths, road markings, signs and roadside technology.
- b) Structures: bridges, retaining walls, culverts and gantries.
- c) Utilities: water mains, sewers, wastewater treatment works, pump stations and gas mains and associated assets.
- d) Rail: light and heavy rail assets, including track, signals and overhead wires.

Cross-asset optimisation: AIM can optimise a single programme across multiple asset classes and intervention types, enabling portfolio-level trade-offs (for example allocating constrained budgets and delivery capacity across pavements, drainage and structures) under one consistent set of objectives, constraints and assurance outputs.

Audit-ready governance outputs: transparent outputs to support assurance and defensible decision-making.

Interactive GIS dashboard: map-based visualisation enabling users to review the asset base and explore scenario outputs.

Integration and data portability: open data exchange and optional integration add-ons (AIM API, AIM API Sandbox and AIM Bridge), where available for the contracted Tier (see the Pricing Document).

Scalable service (tiered): AIM supports high-volume datasets and optimisation workloads subject to the capacity limits of the contracted Tier and any agreed add-ons.

3. Service components and options

Core service (included): browser-based AIM application with user accounts and role-based access; configuration of asset classes, models and scenarios; optimisation and programme generation; dashboards and reporting; advanced import/export tooling.

Capacity-based subscription tiers: the service is purchased as an annual subscription in tiers

(Bronze/Silver/Gold) with defined limits for storage, optimisation memory, asset data limits and users (see the Pricing Document).

Optional add-ons: additional users, storage and optimisation memory (within Tier limits), plus optional integration add-ons including **AIM Bridge** (Silver/Gold) and **AIM API** and **AIM API Sandbox** (Gold only) (see the Pricing Document).

Single Sign On (SSO): available for Gold Tier deployments (see the Pricing Document).

4. Highways and Structures

AIM does not prescribe which asset classes can be modelled: the Buyer can configure AIM to include any number of asset classes, subject to the availability and quality of its data and the models it chooses to implement.

For local authorities, AIM is already used for highways portfolios (including A, B, C and unclassified (U) roads) and associated assets such as footways, highway drainage, structures, signs, and roadside technology.

Pavements and footways: AIM can be configured to reflect condition deterioration, performance measures and treatment options so users can compare strategies and generate multi-year programmes under budget, service and delivery constraints.

Highways modelling approaches: AIM has been used to implement customer-specific HDM-4 style models aligned to local governance, specifically to replace legacy systems.

Structures (bridges, culverts and gantries): AIM can be configured for structures investment planning and optioneering, including established structures frameworks (for example SAVI-style approaches).

Cross-asset programmes: AIM can optimise investment scenarios across roads, highways, drainage and structures so constraints and trade-offs are applied consistently across the portfolio.

Outputs: network and asset-level outputs include forward programmes of work, scenario comparisons across funding levels, and evidence packs recording assumptions, constraints and trade-offs to support governance.

5. Intended users and typical use cases

AIM is used by asset strategy, highways and structures asset management, capital planning, risk/performance, finance and programme governance teams to answer questions such as:

- a) Which combination of interventions delivers the best outcomes within a fixed budget?
- b) What is the most cost-effective route to meet service or regulatory targets?
- c) How does the plan change under alternative futures (for example climate, demand, deterioration, policy)?
- d) What trade-offs are being accepted between cost, risk reduction and performance improvement?
- e) How do delivery constraints (capacity, sequencing and dependencies) affect the programme?

6. Core service capabilities

Model assets and interventions

Users represent the portfolio at the required level (individual assets and/or grouped cohorts). They define asset attributes and state variables, intervention options (capex, opex and operational actions) and the rules linking assets to outcomes. Assumptions and parameters are explicit and versionable.

Models can include hierarchical dependencies and interactions between assets (for example primary and secondary assets), and user-defined calculations to derive performance, risk and cost measures over time.

Define the decision framework

Users configure measures for cost, risk and performance, including hard constraints (must-meet targets) and soft preferences (weighted objectives), aligned to local governance.

Risk maps and value framework

AIM supports a configurable risk-to-value framework (including risk maps) so users can express how asset outcomes translate into service impact and stakeholder value.

Risk maps and valuation settings can be configured by users (including user-defined equations and time periods), supporting transparent and auditable modelling without bespoke software development.

Scenario analysis

Users define scenarios varying budgets, targets, future assumptions, intervention availability and valuation settings. Outputs are comparable across scenarios using consistent structures and reporting.

Where required, users can run uncertainty and sensitivity analysis (including Monte Carlo simulations with configurable input distributions) to understand the range of outcomes under uncertainty.

Predictive modelling and asset life cycle management

AIM supports predictive modelling across user-defined planning horizons, forecasting asset condition/performance trajectories, intervention impacts, whole-life costs and risk measures by year (or other configured time steps).

Users can assess both baseline (current) and projected (future) risk under alternative scenarios (for example different deterioration assumptions, intervention policies or climate/demand futures), generating comparable risk and cost profiles.

The modelling layer supports an open configuration approach using derived fields and user-defined calculations, enabling customers to implement and govern local methodologies in a way that is transparent and audit-ready.

Optimisation and programme generation

AIM uses mathematical optimisation to generate investment programmes under constraints such as budgets (annual or multi-year), outcome thresholds (hard constraints), policy rules/exclusions and delivery capacity.

Optimisation can incorporate a wide range of constraint types (where configured), including asset-level triggers/requirements, service performance or risk constraints, planning and spatial constraints, sequencing rules and resource constraints.

Outputs support defensibility by showing rationale, trade-offs and marginal impacts of spend (for example the incremental benefit of additional budget).

Evidence and reporting

Programme tables (what, where, when, how much, and expected outcomes).

Scenario comparisons and trade-off views (for example marginal benefit of spend).

Dashboards (including an interactive GIS dashboard) and configurable, user-defined reports (including dimensions, measures, filters and calculated fields) for stakeholder review.

Exportable evidence packs supporting audit and assurance.

7. How users work with the service

Access and interface

AIM is accessed via a secure, browser-based interface with individual user accounts and role-based permissions. No local installation is required. The service is designed for desktop/laptop use.

Supported browsers and requirements

- a) **Browsers:** Microsoft Edge, Chrome, Firefox, Safari.
- b) **Requirements:** modern standards-compliant browser with JavaScript enabled; stable internet connection; HTTPS permitted through organisational firewalls; recommended display resolution 1920×1080 or higher; recommended 4 GB available system memory.

Typical workflow

Load data and validate (assets, attributes, condition/performance, costs, intervention options).

Configure models, measures, valuation conventions, constraints and reporting outputs.

Build scenarios (budgets, targets, horizons, alternative futures).

Run analysis/optimisation and review sensitivities and trade-offs.

Publish outputs (dashboards, reports and exported programme tables).

Typical roles

Administrators: manage structures, reference data and user roles.

Modellers/advanced users: build scenarios and run optimisation.

Standard users: run approved scenarios, review outputs and generate reports.

8. Configuration and customisation

AIM is customised through configuration rather than bespoke development. End users can tailor data structures, intervention libraries, parameters, valuation frameworks, constraints, scenario templates and reporting outputs through the user interface.

User-driven configuration changes do not require software redeployment.

Role-based access controls govern who can change configuration.

9. Data import, export and interoperability

Import

Data is typically imported using CSV using AIM's import tools to validate and support data infill and augmentation, and asset geo-grouping.

Data can also be imported through the AIM Web Services API add-on (see Pricing Document for further details).

Export

AIM supports configurable reports with exports in common formats including CSV and Microsoft Excel. Exports are designed to be open and non-proprietary to support reuse, migration and archiving.

AIM Bridge (optional add-on)

The AIM Bridge is an optional add-on enabling automated exports of configured reports and datasets to external endpoints (for example SFTP, cloud storage or databases) using secure protocols and access controls as agreed in the Order.

AIM API (optional add-on)

The AIM API is an optional add-on providing authenticated RESTful web services to support data exchange and integration (including retrieval of configured reports/results for downstream reporting and automation).

AIM API Sandbox (optional add-on)

Availability and scope: The AIM API Sandbox is an optional add-on available to Buyers who also purchase the AIM API. It is provided strictly for integration development and testing.

Usage and limitations: The sandbox must not be used to hold production data or relied upon for operational decision-making. It may have reduced capacity, performance, availability, and feature availability compared to production environments (including constraints on optimisation workloads, storage limits, and excluded add-ons).

Environment resets: The AIM API Sandbox may be reset from time to time (including deletion of user-uploaded sandbox data). Further details are set out in the Supplier Terms.

10. Service constraints

Browser-based service requiring stable internet access and HTTPS connectivity.

Planned maintenance is required periodically for updates and upgrades.

Asset Limit: use of AIM is subject to the Tier Asset Limit set out in the Pricing Document (including limits on Asset Data Set import size and the total number of assets included in any single optimisation model).

Portfolio scale and performance depend on data volumes, model complexity and usage; sizing and usage expectations are agreed during onboarding.

11. Service management (summary)

Availability: 99.5% Monthly Uptime Percentage commitment (excluding excused downtime) as set out in the SLA.

Maintenance: Scheduled maintenance is typically carried out outside Normal Business Hours with at least two (2) Working Days' notice; Emergency Maintenance may be required to address critical issues.

Support hours: Support is provided during Normal Business Hours (9am - 5pm UK time, Working Days). Requests must be raised by the Buyer's Authorised Representative(s) via email at support@probit.io.

Response targets: Supplier uses commercially reasonable efforts to meet the following targets during Normal Business Hours: P1 within 1 Normal Business Hour; P2 within 4 Normal Business Hours; P3 within 2 Working Days; P4 within 5 Working Days.

Backups and resilience: Buyer environments are designed for resilience. Buyer data is encrypted in transit and at rest. Personal data is stored and processed in the location(s) specified in the Order and, where no location is specified, primarily within the UK with limited copies in the EEA solely for backup and resilience purposes (as set out in the DPA).

Service credits: Service Credits may apply where uptime falls below the commitment, as set out in the SLA and Order (without prejudice to Buyer rights under the Call-Off Contract).

12. Security, data protection and accessibility

Security and data protection (summary)

Assurance: where Call-Off Schedule 9D (Security: Supplier-led Assurance) is selected in the Order, Supplier provides assurance through:

- a) **Certifications:** Cyber Essentials Plus accreditation (verified external audit of workstation and network security).
- b) **Security framework:** Supplier maintains a functional Information Security Management System (ISMS) aligned with ISO/IEC 27001:2022 standards. The ISMS governs all internal operations, and Supplier is currently working towards formal accreditation.
- c) **Vulnerability management:** annual infrastructure and application penetration testing using CREST-accredited third parties. Critical and high severity security patches are applied within 14 days.
- d) **Data protection:** all data is encrypted in transit (TLS 1.2+) and at rest (AES-256).

AIM is delivered under documented information security policies and procedures covering access control, secure development, incident management, vulnerability management and data protection. The service uses individual user accounts, role-based access controls and multi-factor authentication. Service logs and alerts support protective monitoring and incident investigation.

Accessibility

AIM is designed with reference to WCAG 2.2 AA principles. Accessibility is considered in interface design and reviewed through a combination of automated checks and manual testing.

13. Net Zero / fighting climate change (social value)

Supporting Buyers' climate objectives: AIM supports scenario planning for long-term asset outcomes (including modelling alternative futures such as climate, deterioration and demand) and can help Buyers optimise programmes to reduce waste and improve resilience.

Low-carbon delivery model: AIM is delivered as a cloud-hosted service, reducing the need for on-premise infrastructure and enabling remote collaboration, training and support (reducing travel where appropriate).

14. Onboarding and exit

Onboarding (typical)

Confirm portfolio scope, horizons, required outputs and access roles.

Map/load initial datasets and validate data quality with the buyer.

Configure baseline models, intervention libraries, valuation/constraints and reports.

Run an initial baseline scenario and (where required) an initial optimisation run.

Agree a repeatable refresh process for planning cycles.

Exit and end-of-contract data handling

At contract end, Customers can extract their data and outputs using standard reporting/export tools (CSV, Excel) and, where enabled, via the API. Standard data extraction via the service interface is provided at no additional cost.

Following contract expiry, buyer data is securely sanitised and deleted in line with agreed retention policies and contractual requirements.