

Tillr – Service Definition

1. Service overview

Tillr is a UK-hosted cloud software service supporting Facilities Management (FM), Health & Safety, and statutory compliance activities. The service enables organisations to manage inspections, track remedial actions, collaborate with maintenance providers, and maintain auditable compliance records across one or more premises.

Tillr is intended for public sector organisations requiring clear oversight of operational compliance, including estates, housing, and facilities teams, and the contractors or maintenance providers they work with.

2. Core functionality

Inspections and audits

- Configurable inspection and audit templates
- Premises-specific inspections
- Structured data capture during inspections
- Support for statutory and non-statutory checks

Task and remedial action management

- Create tasks directly from inspection findings
- Automatic notification of maintenance providers
- Track task status through to completion
- Visibility of overdue and completed actions

Contractor and team collaboration

- Shared visibility of tasks and progress
- Clear responsibility assignment
- Ongoing status updates between teams

Dashboards and reporting

- High-level dashboards for operational oversight
- Monitoring of compliance status and overdue actions
- Real-time visibility across multiple sites

Detailed reporting

- Customisable reports for audits and governance
- Periodic reporting (e.g. end-of-month compliance)
- Exportable outputs for internal or external review

Document management

- Central document library
- Storage of compliance evidence and certifications
- Controlled access for authorised users

Mobile access

- Mobile-friendly interface
 - Supports on-site inspections and reporting
 - No requirement to return to a desktop environment
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3. Typical use cases

Tillr is commonly used to:

- Manage inspections and safety checks across multiple premises, including offices, leisure facilities, gyms, and other operational sites
 - Track remedial maintenance actions arising from audits
 - Collaborate with external maintenance contractors
 - Provide evidence for compliance audits and reviews
 - Maintain a central record of inspections and certifications
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4. Configuration and flexibility

Tillr is a configurable service rather than a one-size-fits-all solution. Organisations can tailor:

- Inspection templates and checklists
- Task priorities, due dates, and default assignees
- Reporting formats and outputs

This allows the service to align with existing operational processes and maintenance contract arrangements without requiring bespoke software development.

5. Hosting, security, and data handling

- The service is hosted in the UK
- Data is logically segregated by organisation
- Database backups are stored for 7 days, or longer by request, enabling point-in-time recovery
- Backups use geo-redundant storage, to protect from datacentre failure
- Role-based access controls are supported
- User activity is recorded for audit purposes where applicable
- At end-of-contract, all Forms and Tasks data can be exported in flat CSV files; Attachments and Library files can be exported to third-party cloud storage

Tillr is designed to support public sector data handling and operational assurance requirements.

6. Implementation and onboarding

Implementation typically includes:

- Initial service configuration
- Setup of premises, users, and templates
- Support during onboarding and initial use

Timescales depend on the scope and complexity of configuration and data provided by the customer.

7. Support and service management

Support is provided to assist with:

- Service usage and configuration questions
- Incident and issue resolution
- Ongoing operational queries

Support arrangements and response times are defined as part of the service offering.

8. Compatibility and accessibility

- Accessible via modern web browsers
- Mobile-friendly design for use on phones and tablets

- No specialist hardware required
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9. Service scope and limitations

Tillr is designed to support Facilities Management and compliance activities. It is not intended to replace:

- Full CAFM or financial management systems
 - HR or payroll systems
 - Project or programme management tools
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10. Summary

Tillr provides a configurable, cloud-based platform for managing inspections, maintenance actions, and compliance reporting. It supports public sector organisations in maintaining operational oversight, improving collaboration with maintenance providers, and demonstrating compliance with statutory and contractual requirements.