

**G-Cloud 15 Lot 2b SaaS
Service Definition**

map¹⁶ | Asset
Management

**The smart solution to
complete asset management.**

map16 Asset Management

Service Type: Software as a Service (SaaS)

The map16 platform is designed to be the indispensable digital foundation for intelligent asset lifecycle management and optimised asset operations. We empower organisations to maximise long-term value and operational efficiency through real-time, verifiable data, predictive clarity, and auditable, optimised decision-making.

The platform equips every asset owner, operator, and contractor of critical physical infrastructure with a future-proof, highly resilient, and intelligent solution. It delivers unparalleled real-time clarity and context-aware, actionable insights. This foundational capability enables greater operational agility, assured regulatory and statutory compliance, alongside a decisive, measurable shift from costly reactive works to proactive maintenance, predictive asset performance, and investment.

map¹⁶ | Asset
Management

map16 Web, Mobile, and Advanced AI Integration

We recognise that our clients face complex, high-stakes challenges, where safety assurance, stringent budget restrictions, data volume management, and data integrity consistently rank as top priorities. Our modern platform architecture and robust data capabilities are engineered for rapid deployment and accelerated time-to-value, addressing these core challenges directly within the delivered solution. Our ability to provide a comprehensive and trustworthy Single Source of Truth (SSoT) asset register is market-leading, leveraging proprietary AI tools for automated asset capture, bulk data loading (e.g., from CSV), and continuous data completeness, accuracy, and update verification.

Our approach to AI-driven data acquisition and monitoring transcends mere technical capability; it focuses on the transformation of raw data into relevant, mission-critical business intelligence. At map16, we foster strategic relationships with leading industry data providers (PAS 2161, PMS accredited and others) to deliver full, interactive visualisation of complex datasets. This data is seamlessly combined and correlated with your existing internal data to present a bespoke, outcome-focused solution. By securely ingesting and visually correlating data from private vehicle fleets operating on your network, we can pinpoint and map high-risk events, such as harsh braking locations and frequencies. This immediate, geospatial visualisation allows for a real-time appreciation of potential road safety issues, enabling you to make evidence-based, risk-mitigated decisions aligned directly to corporate targets and safety mandates.

- **Democratized Data Access:** By allowing stakeholders to query complex datasets using natural language, we eliminate the technical bottleneck between raw data and effective decision-making.
- **Real-Time Strategic Visualisation:** Users can generate high-fidelity dashboards on demand. Reducing the reporting lifecycle from days to seconds, ensuring maintenance schedules and procurement needs are dictated by live insights rather than historical assumptions.
- **Operational Efficiency:** The AI interface acts as a proactive auditor, scanning for anomalies and generating automated reports that highlight risks before they escalate.
- **Optimises resource allocation:** and provides a clear ROI through significant reductions in administrative overhead.

By adopting this approach, your organization is not just implementing a database; it is investing in a self-optimising asset ecosystem designed for the complexities of modern infrastructure management.

Highly configurable data models and bespoke workflows give our clients full, granular control over their assets, day-to-day operations, and strategic investment decisions. The data we configure is precisely presented to facilitate optimised, data-driven decisions at every level. Furthermore, these visual representations provide incontestable evidence to justify asset investment requirements necessary to meet corporate policy standards, maintain statutory compliance, and secure funding. Crucially, as all data, activities, and decisions are fully archived within an immutable audit trail, you maintain all requisite information for rigorous internal audit and mandatory reporting requirements, ensuring full accountability and transparency.



Technology Pillars.

1. Modern Platform & Technology (The Foundation)

Our services are built cloud-native with a microservices architecture, meaning we're not just simply a legacy migration. This foundation enables:

- **Elastic Scalability:** Instantly scale to billions of data points without performance bottlenecks.
- **Agile Customisation:** API-first design allows features, client modules, and compliance updates to be deployed within minutes, not months.
- **Outcome Assurance:** Provides the flexibility clients need to adapt asset strategies and meet evolving regulatory obligations at speed.
- **No-code interface:** Create new workflows or dashboards without the need for any coding; all modules are drag and drop or dropdown with workflow logic built in.

2. Native Mapping & Geospatial Intelligence

Our Geo-Native Engine removes the constraints of third-party mapping platforms, enabling true spatial intelligence:

- **Precision Geo-Fencing:** Dynamic polygon boundaries triggering real-time alerts for asset status, compliance risks, or operational events.
- **Spatial Analytics:** In-depth proximity modelling, route optimisation, and impact assessment far beyond visual mapping.
- **Full GIS Compatibility:** The integration focus of the platform enables all spatial data to be easily consumed and shared across any corporate GIS or other spatial data systems including your National Street Gazetteer (NSG).

3. Platform-Based, Solution-Driven Modularity

A unified Enterprise Asset Management (EAM) platform built from deployable, interoperable modules:

- **Asset-Agnostic:** Suitable for any physical infrastructure asset; transport, utilities, facilities, or civil works.
- **Tailored Compliance:** Tools designed for Government, Contractors, and private owners to meet unique regulatory and contractual needs.

4. Integration-Focused Architecture

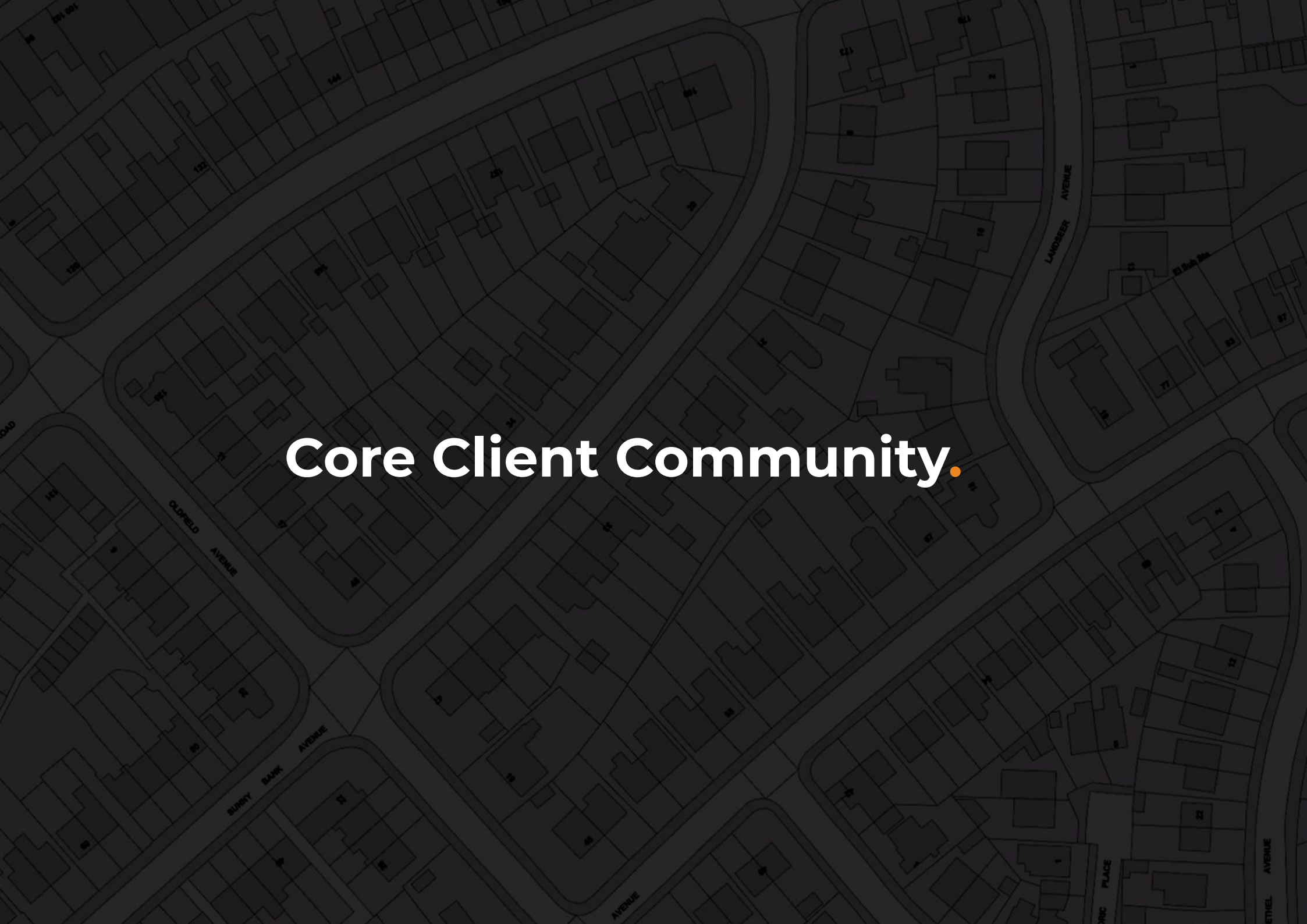
A vendor-neutral integration layer built on RESTful APIs ensures full interoperability:

- **Rapid Data Ingestion:** Seamless integration with AI models, drone imagery, and IoT sensors for automatic, real-time data mapping.
- **Future-proofing:** Consolidates disparate data sources into a single compliance-ready view to meet evolving standards.

5. Built-In Collaboration & Auditability

Native communication tools and immutable data archiving across the map16 Mobile and Web applications:

- **Real-Time Collaboration:** Field and office teams share geo-tagged data instantly for faster decisions.
- **Decision Auditability:** Every action, comment, and data change is timestamped and preserved, forming a complete chain of custody.



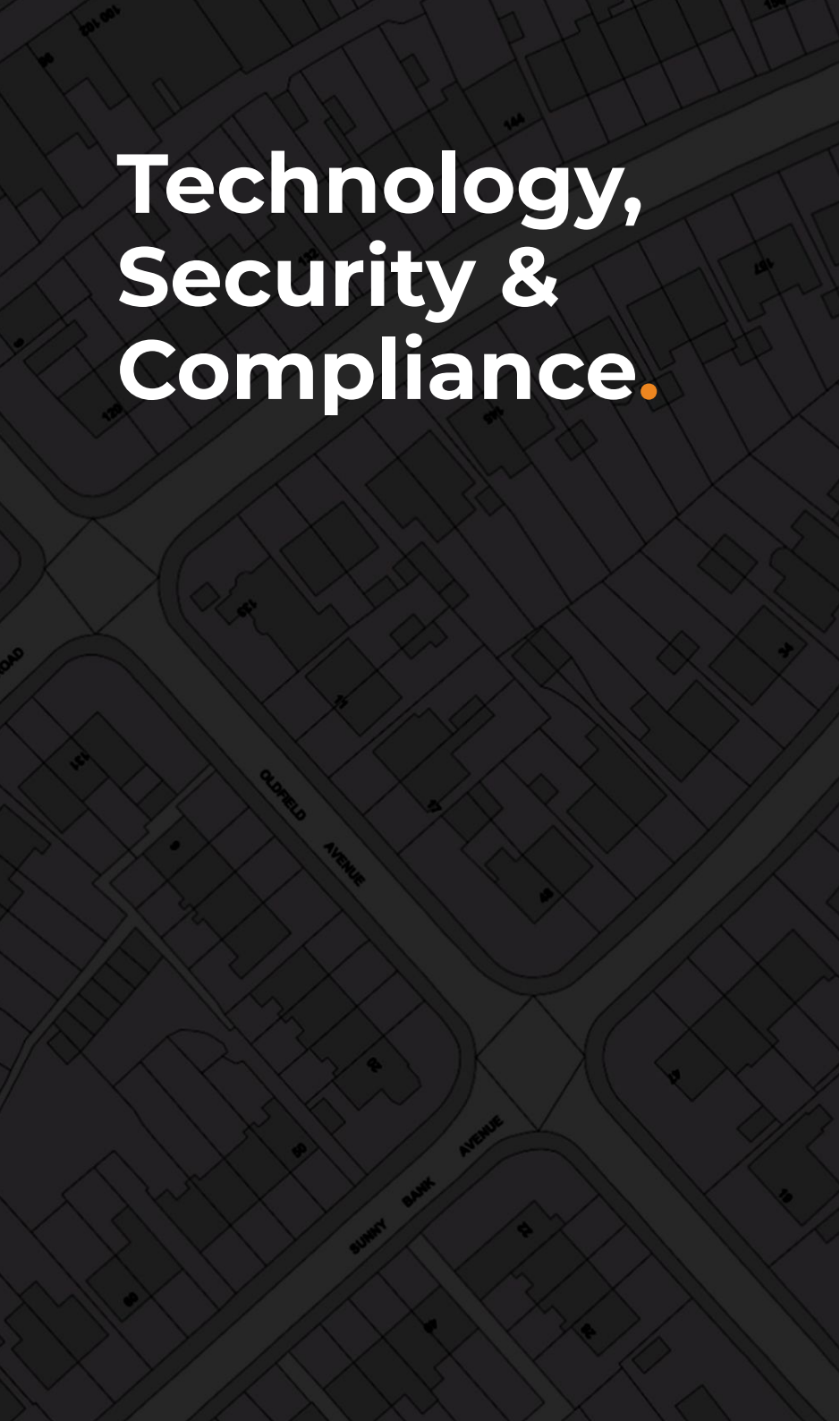
Core Client Community.

Our expertise spans a broad range of infrastructure sectors. Our agility and focus on collaboration with innovative clients and partners are shaping the future of infrastructure management. Our addressable market is extensive and spans a broad range of sectors; within the context and access constraints of G-Cloud our audience is any government agency that has a responsibility to manage physical assets as their core role or, as a part of their overall responsibilities. These agencies could be any of the following agencies (non-exhaustive):

- Highways authorities: This includes National Highways and various unitary or county councils, those responsible for providing and managing highway drainage and associated road infrastructure.
- Local Authorities (Lead Local Flood Authorities and District Councils): These bodies have a responsibility for managing local flood risk, including maintenance of specific assets within their areas.
- Network Rail: Managing and operating the majority of railway network infrastructure in Great Britain with significant maintenance responsibilities.
- Defence Infrastructure Organisation (DIO): The estate expert for defence, responsible for planning, building, and maintaining infrastructure for the armed forces.
- Environment Agency: Maintains a wide range of flood and coastal risk management assets, such as embankments, pumping stations, and flood gates.
- HM Revenue & Customs (HMRC)
- Ministry of Justice (MoJ) Property Directorate
- Government Property Agency (GPA)

Assets such as:

- Carriageway and road infrastructure which could be publicly accessible such as a Local Authorities' or National Park Authorities' highway network or restricted 'campus' infrastructures such as military bases, university campuses, and many more. These assets would consist of carriageways/roads, bridges, streetlights, street furniture, safety barriers and VRS, footways, rights of way, drainage.
- Parks and green spaces including trees, noxious weeds, playing fields, playgrounds, etc.
- Water and wastewater including highway drainage, outfalls, trash screens, culverts, tunnels, etc. With the ability to overlay and visualise EA and Water and Wastewater assets. Inclusive of monitoring and predictive analytics.
- Facilities management (soft and hard) with integrations to enable collaboration across multiple contracts and asset types.



Technology, Security & Compliance.

Technological aspects of the solution

- **Deployment:** Cloud, Web-based, accessible via modern browsers. Options available to deploy on premise or in a corporate cloud are available but priced on a case-by-case basis.
- **Integrations:** Our 'integrate with anything' approach, enables bespoke data ingestion, collation, and presentation to meet your specific needs via APIs or other forms of data acquisition.
- **Data Residency/Location:** Data resides within the UK.
- **AI Integration:** Available option to enable intelligence and reporting gathering in seconds across the entire asset and contract ecosystem.

Security & Compliance

map16 operates a comprehensive information security framework supported by a wide suite of formal policies. These include our Information Security, Cyber Security, Access Control, Password, Information Classification, Data Retention and Destruction, Data Breach, Data Breach Notification, Acceptable Use, Cloud Service, Remote Working, Mobile Device, Clean Desk and Mobile App Privacy Policies. These govern how information is collected, stored, accessed, classified, transmitted, retained and securely destroyed across all our systems.

Security governance is overseen by senior management, with operational responsibility assigned to our IT Lead, system administrators and designated data owners. Line managers ensure correct access permissions, onboarding compliance and adherence to internal processes.

Compliance is reinforced through mandatory security and GDPR training, internal audits, access reviews, MFA enforcement, encrypted devices, least-privilege permissions and structured procedures for incident and breach reporting. Our Data Breach Procedure sets out clear escalation routes to management and the Data Protection Officer, including defined containment, assessment and notification steps.

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Service Levels.

We provide a highly reliable service and operate to a target uptime of 99.9%, supported by the professionally managed hosting environment delivered through our infrastructure partner, Webnetism.

Our hosting setup is designed for stability, with managed servers, monitored performance and secure data centre facilities that support consistent access for all users. This approach enables us to deliver a dependable service even during periods of high activity or isolated technical issues.

Our team actively monitors service health and availability so our response time is near immediate, and we can quickly identify any emerging problems. Planned maintenance is scheduled carefully at optimal times to minimise disruption, and we notify customers in advance whenever work may temporarily affect access to the service. Should an unplanned outage occur, we investigate immediately, communicate with affected users and work to restore full service as quickly as possible.

Should a customer ever experience a material interruption as a result of our service, a collaborative incident review would begin immediately, and an agreed appropriate remedy chosen, such as service credits or adjustments, depending on circumstances.

Our overall aim is to provide a stable, high-availability service backed by proactive monitoring, resilient hosting practices, and clear communication, with formal SLA commitments strengthened as our platform continues to evolve.

Pricing Model Overview.

We propose a transparent and scalable commercial model designed to deliver clear value for money while accommodating future growth. Our pricing structure is detailed below, centred on a straightforward license banding system for software access, ensuring you only pay for the capacity you require.

Professional Services & Agile Engagement

To support implementation and ongoing bespoke requirements, our professional services are delivered via a competitive day-rate structure.

Recognising the need for agile and cost-effective delivery, we offer a flexible engagement model where these rates can be pro-rated down to half-days. This ensures granular cost control, allowing you to deploy expert resources precisely when needed without unnecessary expenditure.

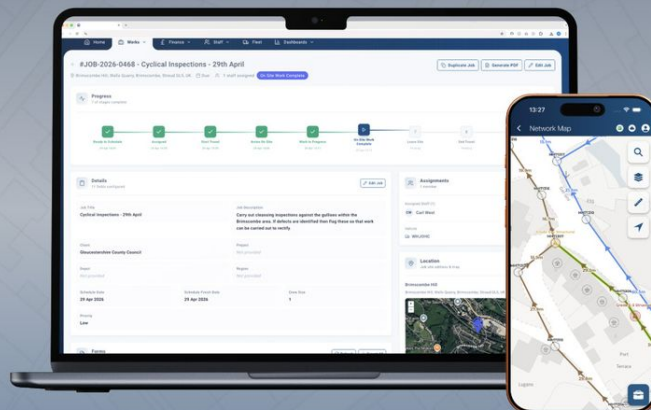
From field to boardroom.

Data you can trust.

Run your entire field operation from one platform. GIS asset management. Job scheduling. AI insights. Monitor data ingestion. Enterprise-grade security.

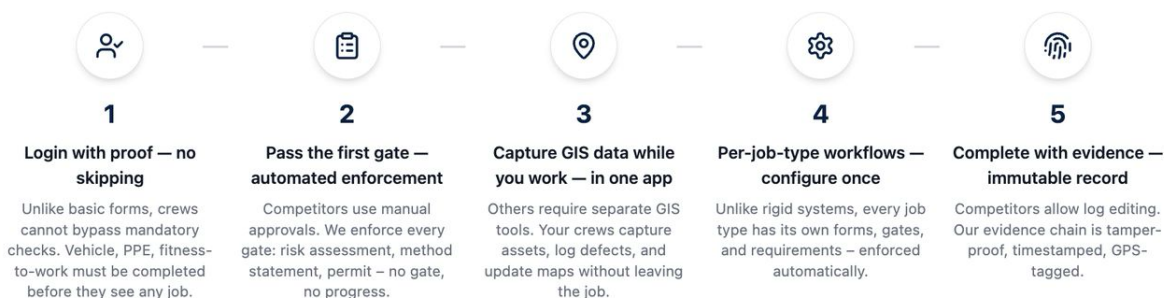
[Request a demo →](#)
[Compare all solutions](#)

✓ Everything in Survey + Operations ✓ AI Assistant add-on ✓ Full API access



How TheWorks Enterprise enforces your process

From login to completion - every step verified, every form completed, every asset captured, every piece of evidence recorded.



Key highlights

What makes TheWorks Enterprise different in 30 seconds

- Enforced compliance**
 Mandatory forms + automated gates — crews cannot skip steps.
- In-job GIS capture**
 Capture assets and log defects without leaving the mobile app.
- Immutable evidence**
 Verified audit trail. Tamper-proof, GPS-stamped.
- Agnostic monitor ingestion**
 Works with Sentinel, third-party sensors, SCADA, telemetry.
- AI Assistant add-on**
 Ask your data anything in plain English. No SQL required.

What can you manage with Enterprise?

From utilities to highways to environmental monitoring - one platform for your entire field operation.

Utilities Asset Management
 Capture and manage water, gas, electric, and telecom assets. Full GIS lifecycle.

Highways Maintenance
 Schedule inspections, capture defects, manage works orders. Complete audit trail.

Environmental Monitoring
 Ingest monitor data, set thresholds, receive alerts. Flood and pollution prediction.

Regulatory Compliance
 Immutable evidence chain. Audit-ready records. Prove compliance in seconds.

← These are just examples.
 Enterprise adapts to your specific workflows.

What makes TheWorks Enterprise different

Competitors give you tools. We give you control, enforcement, and intelligence.

Capability	Typical competitors	TheWorks Enterprise
Mandatory forms	Forms are optional, crews can skip	No access until complete – enforced
Job gating	Manual approvals, no enforcement	Automated gates – platform won't let you skip
GIS asset capture	Separate system or desktop-only	In-job mobile map – capture while working
Evidence chain	Audit logs can be edited or deleted	Verified, tamper-proof, GPS-stamped
AI Assistant	No natural language query across ops data	Ask your data anything – available add-on

No other platform combines enforcement, GIS, AI, and immutable evidence in one solution.

Everything you need. One platform.

Enterprise includes everything in Survey and Operations, plus full API, advanced security, and immutable evidence.

Included

Everything in Survey

Full GIS asset management
- spatial data collection,
asset register, inspections,
dashboards.

Included

Everything in Operations

Complete field work
management - job
scheduling, crew & fleet,
financials, mobile jobs.

Included

Full REST API

Complete API for third-
party integration.
Webhooks, OAuth, rate
limiting.

Included

Advanced RBAC + 2FA

80+ granular permissions.
Custom roles. TOTP-based
two-factor authentication.

Included

Evidence Chain

Timestamped. GPS-
tagged. Irrefutable. Every
action creates an
immutable record.

← That's what's included.
Now let's show you why it matters.

When a regulator asks, you have the answer.

Every action creates an immutable record. Timestamped. GPS-tagged. Irrefutable. No more digging through filing cabinets or chasing paper trails.

-  **Who**
Authenticated user with verified identity
-  **When**
Server-verified timestamp, cannot be manipulated
-  **Where**
GPS coordinates stamped on every photo and submission
-  **What**
Full form data, photos, signatures, and spatial information
-  **Which job**
Linked to the specific work order, asset, or location

AUDIT RECORD #AUD-2847

Who	John Davies (Verified: CSCS #JD8823)
When	14 March 2025, 08:23:47 GMT
Where	52.1234, -0.1234 (GPS verified)
What	Risk Assessment Form + 3 site photos + GIS capture
Which job	DR-2847 (Drainage Repair, Mill Road)

 Verified • Tamper-proof

Export to CSV or PDF in seconds. Audit-ready, always.

← Of course, none of this works in isolation.
That's why we built...

<> Connect Everything

<> REST API

```
GET /api/v1/jobs?status=overdue
{
  "count": 12,
  "jobs": [...]
}
```

OAuth 2.0 Webhooks Rate Limiting

Full REST API + Enterprise Integrations

Seamless integration with your existing enterprise systems. Pre-built connectors and a complete REST API for custom integrations.

- ✓ Street Manager, Maximo, SAP, Confirm, Causeway, SCADA
- ✓ Bi-directional data synchronisation
- ✓ Custom webhooks and event triggers
- ✓ OAuth 2.0 authentication

← Enterprise buyers need security they can trust. Here's how we deliver.

Enterprise Security

Security & Compliance You Can Trust

Enterprise-grade security features designed for organisations with strict compliance requirements.



Two-Factor Authentication

TOTP-based 2FA for all users. Enforce across your organisation.



Advanced RBAC

80+ granular permissions. Custom roles. Organisational scoping.



Audit Trails

Every action logged. Timestamped, GPS-tagged, irrefutable evidence.

← Need more? Here are optional capabilities you can add when you're ready.

Add capabilities as you grow

Enterprise is your foundation.
Add optional features when you need them.



AI Assistant

Natural language queries across your operational data. Ask anything.



Monitor Data Ingestion

Ingest from Sentinel or third-party monitors. Threshold alerts. Rainfall overlay.



Advanced API Limits

Higher rate limits and priority API throughput for high-volume integrations.



Custom Branding

Your logo, colours, and document headers on quotes, invoices, and the mobile app.



Priority Support SLA

Enhanced SLAs with dedicated support contact and faster response times.

Add-ons are billed separately. Contact our team for pricing.

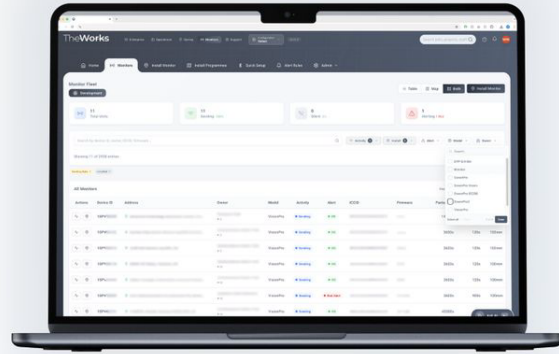
← Let's take a closer look at the two most powerful add-ons.

Monitor Data Ingestion Platform

Ingest data from any monitor. Sentinel or third-party. Set thresholds. Receive alerts. Overlay rainfall data.

- ✓ **Agnostic platform**
Works with Sentinel Monitors, third-party sensors, SCADA, telemetry
- ✓ **Threshold alerts**
Amber and red alerts via email and SMS
- ✓ **Live status**
Battery level, signal strength, last reading
- ✓ **Rainfall overlay**
Environment Agency and SEPA data integration

[Learn about Sentinel Monitors](#) →



Sentinel Monitors

Our compatible hardware range - part of the Monitor Data Ingestion Platform

📶 Sentinel Core

Essential radar level monitoring, up to 6 years battery

📶 Sentinel Core+

Extended intelligence - predicts pollution & flooding, up to 8 years

📷 Sentinel VisionPro

Infrared visual verification - merges visual + radar data to reduce false alerts

← And finally, the AI Assistant
The smartest way to interrogate your data.

🧠 AI Assistant Add-on

Ask your data anything

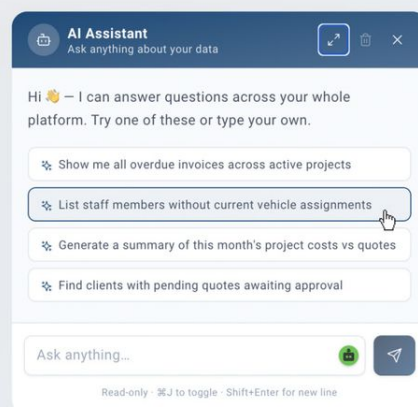
Natural language queries across your entire operational dataset. No report builder. No SQL. Just ask.

🧠 "How many drainage jobs did we complete last month in the north region?"

🧠 "Show me overdue jobs in Sheffield."

🧠 "What's our completion rate this quarter?"

🧠 "Which crew has the highest utilisation?"



← Still have questions? We've got answers.

Support & Training.

Comprehensive Support Services & Service Level Agreement:

The map16 platform is backed by a robust, multi-channel support framework designed to ensure operational continuity and user confidence. Standard support is fully inclusive within all subscriptions, providing your team with direct access to our technical experts.

- **Support Channels:** We offer flexible access via Phone, Email, and a dedicated Web Portal.
- **Availability:** Support is available Monday to Friday, 09:00 – 17:00 (excluding UK public holidays).
- **Response Commitment:** We adhere to a guaranteed response time within 48 hours for general system queries and troubleshooting.
- **Dedicated Account Management:** To ensure continuity and a deep understanding of your specific needs, every client is assigned a dedicated Account Manager. This individual serves as your primary point of contact for ongoing support, software updates, and strategic service queries.

Transparent Reporting & Continuous Improvement

Our Web Support Portal offers complete transparency, enabling your team to log requests and monitor their progress in real-time.

Beyond simple issue resolution, this portal is a strategic tool for both map16 and client leadership. By visualising support requirements by type, individual user, and volume, we can identify trends and uncover opportunities for system optimisation. Our Support Team collaborates closely with your Account Manager to analyse this data, proactively communicating findings to your leadership to drive improvements and ensure the system evolves with your needs.

Implementation Strategy: Capability Building

We prioritise long-term self-sufficiency through a comprehensive “Train-the-Trainer” approach during the implementation and configuration phase.

Our methodology is designed to the critical capabilities directly within your core team, ensuring they are equipped to manage the system post-implementation. Experience has demonstrated that the individuals responsible for data provision and workflows are the most effective long-term custodians of the system. By empowering these key staff members, we ensure sustainable, internal ownership of the solution.

Bespoke Training & User Adoption

To maximise Return on Investment (ROI) and ensure widespread user adoption, we offer bespoke training packages tailored specifically for map16 Web and map16 Mobile modules.

- Flexible Delivery: Training can be delivered remotely via Microsoft Teams to capture dispersed staff or through discrete face-to-face sessions, depending on client preference.
-
- Strategic Planning: We emphasise early planning of these sessions to guarantee high attendance levels and immediate value realisation.
-
- Collaborative Pricing: These packages are priced collaboratively, ensuring we account for trainee time allocation and minimise travel costs, delivering a cost-effective solution aligned with your budget.



0800 772 3916



www.map16.co.uk

The **smart solution** to
complete asset management.