



Jewel

Waste Collection

G-Cloud 15

Service Definition Document

Jewel Software

Who is Jewel?

- At Jewel, **we build our products from practice**. We believe that the strength of people is crucial in what we want and can digitalise in the world of **Waste Collection, Grounds Maintenance and Winter Management**. That is why we listen carefully to our customers' wishes, especially to the people who work with our products. Are adjustments necessary, or are there missing functions that could contribute to a smooth (and often more efficient) working day?
- Due to advancing technology, new possibilities are constantly being created **to keep a better grip on work, prevent annoying mistakes and make better use of data**. We translate this new technology into useful solutions to help people, not by turning people into robots on the job, but by seeking the strength in **combining human qualities with the support of technology**.
- We make **user-friendly, accessible software for professionals** in Waste Collection, Grounds Maintenance and Winter Management. Software that makes it possible **to work autonomously** and check your own work and **easily collaborate with colleagues** if necessary.



Why Jewel Waste Collection

Why customers choose Jewel



Waste Collection

- **Operational Efficiency:** Advanced scheduling and real-time insight significantly reduce operational costs for waste management companies.
- **Service Reliability:** Empowering all members of the team (including the drivers outside) enhances service reliability and accountability.
- **Flexibility:** Continuous improvement and absorption of new requirements to keep the process up to date
- **Collaboration:** The software supports teams to work together; drivers amongst each other and interaction between people on base and outside



Benefits Jewel Waste Collection

Benefits for customers

Why Choose Jewel Waste Collection?

Making life as easy as possible for drivers and the people behind the scenes — that is our goal. What does that look like for your organization?



Efficient and digital processes



Less paperwork and administrative burden



Access to data anytime, anywhere



Smart route planning and optimization



Sustainable and cost-saving solutions



Better collaboration between teams



Jewel Onboarding and Expert Services

Overview of onboarding activities

- **Kick off meeting**
 - Discuss goals
 - Plan routes and priority
 - Planning for training
- **Setup & Training sessions**
 - Onboarding for the team
 - Evaluation
- **Reviews**
 - Weekly touch base
 - Monthly check on onboarding
 - Quarterly review status of overall project



Jewel Technical Architecture

Technical overview

- **Hosting Environment:**
 - Multi-tenant SaaS hosted in Microsoft Azure (EU data centers).
 - ISO 27001 certified infrastructure
- **Supported Platforms/Browsers:**
 - Web: Chrome, Edge, Firefox
 - Mobile: Android, iOS
- **Scalability & Performance:**
 - Horizontally scalable microservices
 - Autoscaling for peak operational windows
- **Data Residency:**
 - All data stored within the EU (Netherlands Azure region)



Jewel Security & Compliance

Security overview

- **Authentication & Access Control:**
 - Azure AD/Entra ID SSO, SAML 2.0/OIDC, MFA support
 - Role-based access control
- **Data Encryption:**
 - At-rest (AES-256) and in-transit (TLS 1.2+) encryption
 - Secrets managed in Azure Key Vault
- **Compliance Standards:**
 - ISO 27001 certified
 - GDPR compliant processing and DPA available
- **Vulnerability Management:**
 - Regular security audits, penetration testing, and patch cycles



Jewel Service Levels & Support

SLA overview



- **Availability/Uptime Commitment:**
 - 99.9% monthly uptime target (excluding planned maintenance)
- **Support Hours:**
 - Business hours: 07:30–17:30 CET (Monday–Friday)
 - 24/7 online ticketing portal
- **Incident Response Times:**
 - Critical: Response within 1 hour
 - High: Response within 24 hours
 - Normal/Low: 3-5 business days
- **Maintenance Windows:**
 - Planned updates outside local operating hours with advance notice

