



Jewel

Winter Management

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 Winter Management

Why customers choose Jewel



Winter Management

- **Independence towards spreader brands:** our route data can be generated and imported in any brand spreader software application.
- **Supporting operational processes:** the route navigation App supports driving staff to implement their work correct and work with up-to-date information.
- **Continuous check of spreading areal with operational routes:** ensure your operational processes are implemented conform contract specifications.
- **Safety and Reliability:** Real-time monitoring and performance tracking ensure that winter operational tasks are carried out to the highest standards.



Benefits Jewel Winter Management

Benefits for customers

Benefits of Jewel for Winter Service Operations

Using Jewel Software for digital winter maintenance ultimately leads to satisfied contractors and residents alike. The following benefits come with Jewel:

- ▶ **More efficient use of staff and equipment**, reducing overall costs.
- ▶ **Faster response times** when weather conditions change unexpectedly.
- ▶ **Clear insight** into the costs, deployment and results of winter operations.
- ▶ **Easy to use digital workflows**, streamlining communication in the organisation
- ▶ **Improved collaboration** between all parties involved.



Jewel Onboarding and Expert Services

Overview of onboarding activities

- **Kick off meeting**
 - Discuss goals
 - Plan routes and priority
 - Planning for training
- **Setup & Training sessions**
 - Setup of routes
 - 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

