



Jewel

Grounds Maintenance

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 Grounds Maintenance

Why customers choose Jewel



Grounds Maintenance

- **Covers All Core Field Workflows:** Out-of-the-box solution for the most common work processes (e.g. Mowing, Street Sweeping, and Litter bins). Reduces customisation needs and speeds up implementation.
- **No Hidden Costs:** All-in license model including customer success management and support. When customers call, they reach a real person — no extra charges for service.
- **Designed for the Field, Not Just the Office:** Developed from the perspective of the field worker, not desk-based staff. This makes adoption easier and ensures high success rates during implementation.
- **Best-of-Breed approach:** Jewel is a niche solution purpose-built for grounds maintenance. Easily integrates via APIs with data sources and reporting/incident systems. Enables simple, fast planning, execution, and feedback loops — all in one place.



Benefits Jewel Grounds Maintenance

Benefits for customers

Benefits of Using Jewel for Grounds Maintenance



Covers all core field workflows



Optimized routes & smarter planning



Real-time insight for full operational control



Intuitive apps designed for field crews



Excellent field-to-office communication



Instant documentation & accountability



Paperless, faster workflows



Data-driven improvement



Seamless API integrations



Jewel Onboarding and Expert Services

Overview of onboarding activities

- **Kick off meeting**
 - Discuss goals
 - Plan work processes and its priority
 - Planning for training (based per work process)
- **Training sessions**
 - 1-1,5 hours per training per workprocess
 - Evaluation
- **Reviews**
 - Weekly touch base
 - Monthly check on onboarding work process
 - 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

