

KPro Software Service Definition

Website: www.kprosoftware.co.uk

Overview

KPro Software provides a cloud-based SaaS platform designed specifically for affordable housing providers and public sector housing providers to streamline sales, marketing and applicant engagement processes. The KPro platform supports teams in delivering efficient, consistent and compliant home-seeker journeys, while reducing administrative load and improving visibility and reporting across sales activities.

Service Description

KPro is a secure, web-based platform providing a modular toolkit to support end-to-end sales and marketing activity for affordable housing providers. It enables organisations to manage applicant interactions, automate communications, progress sales consistently, and maintain governance across complex, multi-stage housing transactions.

Designed and managed by specialists with deep experience in the housing sector, KPro reflects a clear understanding of sales and lettings processes across different affordable tenures, as well as the needs and behaviours of housing customers. The platform acts as a single, reliable source of information, bringing together enquiries, sales activity, and performance data to support informed, data-driven decision-making.

KPro offers affordable housing providers a turnkey solution for sales and marketing operations, combining workflow management, reporting, and compliance support within a flexible, modular architecture. Organisations can adopt only the modules they need and integrate KPro with existing systems where required, supported by flexible contractual terms that allow the platform to scale as needs evolve.

KPro also offers a Lite package, an entry package delivering the core modules with out-of-the-box workflows and reporting—designed to give organisations on smaller budgets everything they need to get up and running quickly and confidently. See the Pricing document for further detail on what the Lite package comprises of.

Core modules include:

- **One Click Listings:** Listing and property marketing management. Enables users to manage property listings and marketing activity from a single interface. Properties can be published simultaneously across multiple portals and channels, reducing manual effort and ensuring consistency of information.
- **Centralised Leads:** Lead and applicant management. Centralised Leads captures and manages all enquiries and applicant data in one system. Leads from portals, websites

amongst other channels are automatically routed into KPro, creating a single source of truth. Users can track engagement, assign ownership, and progress applicants through defined stages while maintaining a complete audit trail.

- **Process Engine:** Configurable workflows linked to the applicant process. The Process Engine allows organisations to configure workflows that align with their sales and applicant processes. It enforces consistent steps, approvals, and document generation across transactions, helping ensure compliance, governance, and repeatability while remaining adaptable to different tenure types and internal processes.
- **Reporting:** The Reporting module provides real-time dashboards and configurable reports tailored to operational, management, and executive users. It supports performance monitoring, pipeline visibility, compliance oversight, and data-driven decision-making across teams and portfolios.
- **Customer Portal:** A secure account area enables homeseekers and homebuyers to self-serve key aspects of their journey, including managing property interests, marketing preferences and appointments, as well as completing online application forms, making payments, and monitoring the progress of their sale through a responsive milestone tracker.

Key Features and Benefits

- A single source of relevant information to enable you to streamline the sales and marketing process to deliver the best customer service.
- Flexible and intuitive software solution that can act as standalone or compliments your existing system(s) and processes.
- Increased management oversight will enable data driven decisions and allow more efficient sales, maximising sales revenue, and increasing speed of sales.
- Eliminates resource-intensive, repetitive admin tasks, allowing the team to focus on the 'human' side of selling through specific interaction points in the customer journey.
- The Email Campaign tool enables automated, targeted communication with applicants and customers. Emails can be triggered by workflow stages or user actions,
- Centralised communication history across applicants and properties.
- Configurable workflows allow you to standardise and customise the customer journey for different schemes and tenures.
- Built-in compliance support for shared ownership and affordable housing requirements i.e. KIDs and CORE form automation.
- Customers and potential customers will have access to self-service elements, bringing our service in line with modern service expectations and GDPR best practice guidance.
- Consistent updates delivered in line with government policy and practice.

- User-friendly interface designed for operational teams.

Technical Architecture

KPro operates as a fully hosted SaaS solution on AWS, using UK-based data centres. All customer traffic is encrypted via HTTPS, with data stored in encrypted managed databases. The architecture is designed for scalability, reliability and separation of customer data. No software installation is required - users access KPro directly through a supported browser.

Data Backup and Disaster Recovery

Backups:

KPro uses a robust backup strategy with daily, weekly, and monthly backups and point-in-time recovery for all data. Application code is stored in version-controlled Git repositories, and all infrastructure is defined using Terraform and also version-controlled. Together, these allow the full platform to be recreated within 24 hours if required.

Disaster recovery:

KPro is hosted entirely on AWS in the London region, using managed services including RDS with point in time recovery and encrypted backups stored in S3. There is no hot disaster recovery environment; instead, business continuity is achieved by rebuilding infrastructure via Terraform and restoring data from backup. This process is regularly tested using a production-like staging environment, with an estimated recovery time of under four hours.

Security and Governance

KPro follows robust information security policies and processes aligned with recognised industry standards, including the principles of ISO 27001 and Cyber Essentials Plus. All core security policies, including information security, access control, data protection, incident management, and acceptable use, are documented and available to customers on request. Regular vulnerability scanning and patch management is also carried out to ensure the service remains free of insecurities.

Access to systems is tightly controlled using role-based access controls, with multi-factor authentication enforced for all staff and administrative access. Customer data is encrypted in transit and at rest, with encryption keys securely managed by AWS under the shared responsibility model.

KPro operates a defined security incident response process. Customers are notified in a timely manner of any confirmed data breach in accordance with contractual and regulatory

requirements. All staff receive regular information security and data protection training, and background checks are completed as part of the employment process for staff with privileged access.

Infrastructure security relies on AWS controls, and KPro performs regular vulnerability scanning to identify and remediate risks. No subcontractors are used for service delivery.

Onboarding and Off-boarding

KPro delivers a structured onboarding and training approach to ensure users gain confidence and realise value from the platform quickly. Each customer is supported by a dedicated Onboarding Manager and Customer Success contact, who guide them through setup, configuration, and training at a pace appropriate to their organisation.

Training is delivered remotely or onsite and is tailored to user roles and specific system functionality. Following go-live, customers enter a hyper-care period during which usage is proactively monitored and any early queries or technical issues are addressed promptly to support a smooth transition.

Ongoing learning is supported through comprehensive user documentation, in-app guidance, and a searchable knowledge base. KPro also uses Scribe to provide clear, visual, step-by-step walkthroughs of key processes, enabling users to quickly understand workflows and self-serve with confidence. Instructional videos and guides are available on demand, allowing users to learn at their own pace.

This combination of guided onboarding, role-based training, visual documentation, and embedded support ensures rapid adoption and a positive user experience for users of all technical abilities.

With regards to the off-boarding process we follow a structured, documented procedure to ensure secure and timely data extraction. Clients receive clear written instructions outlining the steps for data transfer, export formats, and system closure. All off-boarding materials are provided electronically, ensuring transparency and easy access for record retention and audit purposes.

Support and Service Levels

All users have access to built-in system guides, a searchable help library, and in-app assistance with educational videos, step-by-step instructions, and a support request form. Standard support is available Monday to Friday, 9am–5pm (UK time) via email or phone, with planned maintenance and updates communicated in advance.

For organisations requiring enhanced support, KPro offers several additional options including support retainers. Here clients can purchase a ‘bank of hours’ for ad-hoc technical or

configuration support as needed, ensuring flexibility and cost control. To maintain peak performance, Health Check Reports are produced regularly, identifying potential improvements and ensuring the system continues to deliver optimal results. Support contracts also come with a dedicated support manager to act as their main point of contact, overseeing account activity and ensuring timely resolution of queries. During holiday periods a centralised team is made available to support our clients.

Basic technical support is included within the service price, while enhanced support and consulting services are costed according to client requirements. A separate technical account manager or cloud support engineer is not required.

Accessibility

KPro is a fully web-based service accessible through any modern browser on desktop, tablet, or mobile devices. Users access the system via secure login, with role-based permissions controlling what each user can view or edit. This ensures that individuals only see data relevant to their role.

KPro follows best practice accessibility standards in line with WCAG 2.1 AA standards, ensuring clear navigation, high-contrast design, and responsive layouts to support users of all abilities. Built-in help content, searchable guides, and in-app support features assist users directly within the platform.