Thinking Software
WORKFORCE MANAGEMENT SOLUTIONS

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Musterd

Service Definition

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1. Service overview

Musterd is a cloud-based emergency evacuation and mustering service designed to help organisations account for people quickly and accurately during safety incidents. The service provides real-time visibility of personnel status during evacuations and emergencies, supporting coordinated response and compliance with health and safety requirements.

Musterd is delivered as software-as-a-service (SaaS) and accessed through a desktop web interface and a mobile application.

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2. Core functionality

Musterd provides functionality including:

- Real-time personnel status tracking during incidents
- Mobile-enabled check-in for staff, visitors, and contractors
- Muster point management and headcount tracking
- Area and zone sweep and clear processes
- Emergency activation and incident management
- Fire marshal and safety role tracking
- Automated incident logging and reporting
- Role-based access controls and permissions

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3. How the service works

Musterd operates through a combination of a desktop administration interface and a mobile application. The desktop interface is used by administrators and safety officers to configure the service, manage users and sites, define evacuation workflows, and integrate with third-party systems such as access control and visitor management.

During drills or live incidents, the mobile application is used operationally to record on-site and off-site status, manage roll calls, conduct sweep and clear activities, and track assigned safety roles. Status information is updated in real time and made available to authorised users.

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4. Service delivery model

Musterd is delivered as a multi-tenant SaaS platform hosted on Microsoft Azure. The service is accessed via secure HTTPS connections using standard web browsers and supported mobile devices. No on-premise infrastructure or buyer-managed servers are required.

Customer data is logically segregated, and the service is operated using resilient cloud infrastructure.

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5. Configuration and customisation

Musterd can be customised through configuration options available to authorised buyer administrators. Buyers can configure sites, muster points, zones, user roles, incident types, and evacuation workflows, including assignment of responsibilities such as fire marshals and sweepers.

Integrations with third-party systems, including access control and visitor management, can be configured where required. Customisation is completed through the desktop administration interface and does not require changes to the underlying application code.

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6. Security and compliance overview

Musterd is operated in line with the organisation's ISO/IEC 27001-certified information security management system and Cyber Essentials Plus certification. The service is hosted on Microsoft Azure, which provides certified and resilient cloud infrastructure.

Security controls include logical segregation of customer data, encryption of data in transit and at rest, role-based access controls, monitoring, and incident management processes.

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7. Support and service management

Musterd includes a single standard support service provided to all buyers. Support is available via email, online ticketing, and telephone during UK business hours, Monday to Friday. Support is available on UK bank holidays, excluding Christmas Day.

Support covers incident resolution, service usage queries, and fault investigation. Requests are logged and prioritised based on impact and urgency.

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8. Onboarding and getting started

Buyers are supported through an initial remote onboarding and implementation process. This includes service setup, configuration of sites, muster points, zones, user roles, incident types, and evacuation workflows. Where required, integrations with third-party systems are configured during onboarding.

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Documentation is provided in digital format, covering administration, mobile app usage, and day-to-day operation during drills and incidents. No on-site training is required, and the service can be accessed once user accounts and mobile devices are configured.

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9. System requirements

- Modern web browser supporting HTML5 and JavaScript
- Reliable internet connection for cloud service access
- Supported desktop or mobile operating system with web access
- Mobile device capable of running the Musterd application
- User accounts provisioned by buyer administrators
- Email access for notifications and password resets
- Network access to Microsoft Azure service endpoints
- HTTPS access through standard firewall and proxy configurations
- Compatible access control systems for on-site/off-site status information
- No buyer-managed servers or infrastructure required

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10. Accessibility

Musterd is accessed through a responsive web interface and mobile application designed to work with common accessibility features of modern operating systems and browsers. Documentation is provided in digital formats. Additional support or alternative formats can be provided on request.

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11. Data export and service exit

Authorised users can export incident and evacuation data using built-in reporting features. At the end of the contract, buyers may request a full export of their data. Following confirmation of successful data extraction, buyer data is securely deleted in accordance with the service terms and applicable data protection requirements.

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12. Service availability and resilience

Musterd is designed as a resilient cloud-hosted service running on Microsoft Azure. Monitoring, backup, and recovery processes are in place to support service continuity. Availability targets and maintenance arrangements are defined in the service terms.

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