Service Definition Document

1. Service Overview

Service name: Vectare Transport Software
Service type: Cloud software (SaaS)
Description: A cloud-based platform that enables local authorities, schools and transport operators to plan, manage, monitor and report on transport services. The service supports scheduling, real-time operations, analytics and configurable workflows to improve decision-making and operational efficiency.

2. Backup, Restore & Disaster Recovery

The service uses resilient cloud infrastructure with built-in redundancy and automated backups.
Data backup: Automated daily backups with retention settings aligned to customer requirements.
Restore capability: Restore data to a point in time on request within agreed recovery time objectives (RTO) and recovery point objectives (RPO).
Disaster recovery plans: Tested DR procedures to ensure continuity in case of infrastructure failure.

3. Onboarding & Offboarding Support

Onboarding: Includes account setup, guided configuration support, online training sessions, user documentation, and optional onsite training.
Offboarding: Support for secure data export in standard formats (CSV, JSON, Excel) Data deletion is carried out in line with GDPR.

4. Service Constraints

Requires internet connectivity for access.

Best experienced on modern browsers (Chrome, Edge, Firefox, Safari).

Offline functionality is limited.

Advanced customisation or bespoke development is out of scope (available as optional paid services).

Periodic maintenance windows may temporarily restrict access.

5. Service Levels

Availability: Designed for 99.5 % uptime with monitoring and alerting.

Support hours: Standard business support (email/digital only) during working days; optional priority support available.
Performance: Cloud scaling ensures resilience under demand without degradation. Service credits or agreed remedies will be applied if SLA levels are not met.

6. After-Sales Support

Support is available via email, help portal, documentation, and knowledge base. Optional packages include telephone support, faster response times, and a dedicated account manager.

7. Technical Requirements

Users access the service via browsers on desktops, tablets, or mobile devices. Authentication supports SSO and MFA where configured.

8. Outage & Maintenance Management

Planned maintenance windows are scheduled outside core hours and communicated in advance.
A status dashboard and email alerts provide outage information. Support channels also offer updates during unplanned incidents.

9. Hosting Options & Locations

The service is hosted on secure cloud infrastructure with data storage and processing in the United Kingdom to meet public sector data residency and compliance requirements.

10. Access to Data Upon Exit

Customers can export their data during and at the end of the contract in standard formats. After exit, data is securely purged following GDPR-compliant sanitisation processes.

11. Security

Security controls include encryption at rest and in transit, role-based access control, logging and monitoring, and compliance with relevant standards such as ISO-aligned practices and UK data protection law.