Facility Apps – Service Definition Document (G-Cloud Lot 2b: Software as a Service)

1. Overview

Facility Apps is a cloud-based workforce management platform for cleaning and facilities management providers. It enables real-time task management, time and attendance, audits, reporting, and IoT-linked activity tracking to help teams deliver consistent, efficient service across multiple sites.

2. Service Features

1. Task and audit management
2. Time and attendance tracking
3. Mobile app (iOS/Android) and web portal
4. Live dashboards and automated reporting
5. Client transparency portal
6. Integration with CAFM, HR, payroll, CRM, and IoT platforms
7. API access for automation and data exchange

3. Benefits

1. Real-time visibility and proof of service
2. Reduced administration and improved compliance
3. Data-driven decision-making
4. Improved client trust and contract retention

4. Service Scope

Includes setup, configuration, hosting, and support. Users can access via web browser or mobile app. Hosted on AWS UK/EU with automated maintenance and regular updates.

5. Onboarding and Training

Onboarding includes a blueprint session, configuration assistance, online training for managers and operatives, and optional on-site sessions. Documentation, videos, and FAQs are available via the Help Centre.

6. Support

Standard: Email, ticketing, and chat support (Mon–Fri, 9–5 UK time). Enhanced and Premium options available with named engineer or Technical Account Manager (TAM). All incidents logged via Zendesk with SLA-based response times.

7. Service Levels and Availability

99.9% uptime guaranteed, aligned with AWS SLAs. Service credits applied if uptime falls below agreed thresholds. AWS multi-zone redundancy ensures resilience and reliability.

8. Data Security and Compliance

Encryption in transit (TLS 1.2+) and at rest (AES-256). GDPR compliant with segregated tenant data. Security policies follow ISO 27001 and NCSC Cloud Security Principles.

9. Data Location

Data hosted in AWS UK and EU regions only.

10. Exiting the Service

Customers can export all data (CSV, XLSX, JSON, PDF). 30 days' post-contract access for data retrieval. Data deleted securely after written confirmation.

11. Pricing

Monthly subscription based on user count. Optional modules and onboarding services available. Premium support plans at additional cost.

12. Service Constraints and Dependencies

Requires internet connectivity. Planned maintenance outside UK business hours and notified in advance.

13. Accessibility

Interfaces tested to WCAG 2.2 AA standards. Compatible with assistive technologies such as screen readers and keyboard-only navigation.

14. Contacts and Escalation

Support via Zendesk ticketing portal or email. Escalation route to Service Manager or Technical Account Manager (where applicable).