

HappyIoT – Lot 3 Cloud Support Service Definition

1. Overview

HappyIoT Cloud Support Services (Lot 3) provide specialist configuration, optimisation, enablement, troubleshooting, and advisory services for Social Telecoms' **HappyIoT SaaS platform**. These services support Customers in effectively deploying, managing, and optimising their IoT monitoring, automation, and analytics estate.

This Service Definition covers **support services only** and does **not** include:

- Hardware (sensors, gateways, cameras)
 - Installation, surveys, retrofit, cabling, or engineering
 - Software licensing (covered under Lot 2b SaaS)
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2. Key Features & Capabilities

2.1 IoT Platform Configuration & Enablement

- Tenant configuration and initial environment setup
- Device onboarding workflows (cloud-side provisioning)
- Creation and optimisation of data ingestion pipelines
- Automation rules, notification logic, and alert routing configuration
- Dashboard setup for environmental, safety, and compliance insights

2.2 Analytics & Reporting Support

- Trend analysis (temperature, humidity, CO₂, VOCs, motion)
- Predictive insight configuration (damp, mould, heating efficiency)
- Custom dashboards for compliance, resident wellbeing, and estate condition

2.3 Integration & Workflow Support

- API configuration and secure token setup
- Integration support for case management, CRM, and housing systems
- Workflow automation for repairs, risk alerts, planned maintenance

2.4 Troubleshooting & Triage (Cloud-Side)

- Data ingestion checks (packet loss, gateway communication, API flow)

- Device heartbeat/telemetry diagnostic support
- Alert noise reduction (false positives, rule refinement)
- Event-driven automation troubleshooting

2.5 Training & Adoption

- Administrator training
- IoT operations and triage training
- Reporting and analytics training
- Optional remote or onsite sessions (subject to G-Cloud allowances)

2.6 Consultancy & Strategy

- Discovery workshops for IoT strategy and objectives
 - Compliance mapping (Awaab's Law, HHSRS, repairs workflows)
 - Digital transformation and asset-condition data strategy
 - IoT governance and risk modelling
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3. Service Scope

Included as Standard

- Platform configuration & cloud onboarding
- Cloud-side device provisioning
- Alert rule tuning and reporting setup
- Training for administrators and analysts
- Support desk and incident management
- Telemetry pipeline checks

Optional Add-Ons

- Custom dashboards and analytics
- API-based workflow automation
- Bespoke reporting packs
- Extended hypercare
- Predictive modelling tuning sessions

Explicitly Not Included (Out of Scope)

- Hardware supply (sensors, gateways, meters, actuators)
- Physical installation or device placement
- Retrofit, engineering, or cabling

- CCTV installation or physical maintenance
 - Resident communications or consent gathering
 - SaaS licensing (Lot 2b)
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4. Service Constraints

- Dependent on internet connectivity and customer networking
 - Limited by availability and quality of device telemetry
 - Integrations subject to API availability and permissions
 - Predictive insights depend on consistent data quality
 - Alert timings vary based on sensor interval and connectivity
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5. Onboarding Activities

- Kick-off and discovery
 - Review of intended IoT estate/portfolio
 - Cloud-side device linking and provisioning
 - Environment and dashboard configuration
 - Alert rule design and testing
 - Training and knowledge transfer
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6. Offboarding Activities

- Export of dashboards, reports, configuration settings
 - Removal or reassignment of devices from the tenant
 - Documentation handover
 - User account and role deactivation
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7. Service Levels (Support Only)

- **P1 Critical:** Response <2 business hours
- **P2 Major:** Response <1 business day
- **P3 Standard:** Response <2 business days
- **P4 Queries & Enhancements:** Response <3 business days

Support Hours: **09:00–17:00 UK, Monday–Friday** (excl. public holidays)

Resolution is on a reasonable-efforts basis.

8. Pricing Model

- Time & Materials day-rate pricing
 - Optional fixed-price packages (onboarding, optimisation, training)
 - Monthly recurring charges for managed service options (if procured)
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9. Technical Requirements

- Supported browsers for admin portal access
 - Customer-side network access for API integrations
 - IoT data sources capable of sending data to the HappyIoT cloud API
 - Appropriate administrator permissions for configuration tasks
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10. Security & Compliance

- Encryption in transit (HTTPS/TLS)
 - Role-based access control
 - Audit logs of configuration events
 - GDPR-compliant handling of telemetry and metadata
 - No storage of CCTV imagery unless included within the SaaS platform
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11. User Roles

- **Administrator:** Full configuration, automations, integrations
 - **Operator/Triage Analyst:** Monitoring, alert management, reporting
 - **Viewer:** Read-only dashboards and insights
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12. Accessibility

HappyIoT supports:

- Keyboard navigation
 - Screen reader compatibility
 - High-contrast UI options
 - Adjustable layouts for large dashboards
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13. Roadmap (Non-Binding)

- Enhanced predictive modelling
 - Improved triage assist tools (AI-based grouping of events)
 - Expanded integration layer for housing management systems
 - Advanced automation templates for damp/mould prevention
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14. Terms & Conditions

This Service Definition relates to **Cloud Support only** under Lot 3. All work is governed by:

- Social Telecoms Lot 3 Cloud Support T&Cs
 - G-Cloud 15 Call-Off Contract
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