



Service Definition

SOTERweb is a cloud- based Integrated Workplace Management System (IWMS), a platform that facilitates compliance and estates management, provided by Montgomery and Coupers Ltd.

SOTERweb supports higher education, healthcare organisations and other sectors in the management of Permits to Work, Monitoring, Audits and Inspections, Risk Assessments, Contractor Compliance, Asbestos, Fire Risk Assessments, Fire Door Inspections, Equipment, Fleet, Helpdesk, Site Access, Accident and Incidents, Asset Management, Vibration Management, HASMAP, Training, Monitoring Tools etc.

Service Features

Permits to Work

Workflow driven permit creation, approval and closure with reactive and planned paths, role-based access and full audit trails.

Monitoring

Scheduled and reactive inspections covering estates, fire safety, health and safety and statutory checks with automated reminders and dashboards.

Audits and Inspections

Structured audit tools including HASMAP, custom audit templates, scoring, evidence capture and action tracking.

Risk Assessments

Theme and activity-based assessments with linked hazards, controls and overarching treatments, designed for consistency and efficiency.

Contractor Compliance

Management of contractor competencies, insurances, documentation, inductions and Access IT mobile for site attendance.

Asbestos

Central register of asbestos items, survey data, risk ratings, photographs and management actions with tracking and reporting.

Fire Risk Assessments

Full FRA recording, actions, recommended measures, photographs, risk scoring and compliance oversight.

Fire Door Inspections

Fire door inventories, inspection forms, defect recording, photographic evidence and automated reporting.

**Equipment**

Register for issuing and returning equipment, including keys and specialist items, with due back alerts and extensions.

Fleet

Vehicle management including inspections, servicing, defects, MOT schedules and linked actions.

Helpdesk

Ticket management for requests, faults and tasks with categories, priorities, assignments, workflows and performance metrics.

Site Access

Control of site entry with contractor sign in, location tracking, alerts, and integration with Access IT.

Accident and Incidents

Reporting of accidents, near misses and safety issues with RIDDOR prompts, investigations and corrective action tracking.

Asset Management

Asset inventories with location, maintenance schedules, compliance requirements, documentation and condition history.

Vibration Management

Exposure tracking for HAVS, tool inventories, usage logs and risk based recording for compliance.

HASMAP

Full HASMAP compliant auditing structure with evidence storage, scoring, maturity ratings and improvement planning.

Training

Tracking of staff competencies, training records, expiry dates and mandatory course completion with reminders.

Service Delivery

Service is delivered as Software as a Service (Saas), hosted in UK data centres managed by T3 Network Solutions.

Access is through a web browser using Azure Single Sign On, or secure username and password.

We provide responsive support through our email ticketing system and are always available to assist by email or telephone during business hours.



Onboarding and Offboarding

Onboarding covers the full setup of your SOTERweb environment, including configuration, data structure alignment and initial training for your team. Offboarding includes providing all customer data in standard export formats on request.

Security and Compliance

Cyber Essentials Plus, with ISO 27001 planned for completion by February 2026.

Our hosting partner T3 manages the platform's patching, monitoring and system hardening. Audit logs are kept for at least twelve months, and independent penetration testing is carried out each year.

Pricing

Pricing is based on an annual per module fee and includes unlimited user licences and unlimited buildings.

Educational organisations benefit from discounted rates, and some modules are provided free of charge in line with our education sector terms.

Buyers choosing the full system receive a significantly reduced combined price. A free trial is also available so organisations can explore the system before committing.

We target 99 percent service availability and provide reliable, friendly support. All queries receive a response within one business day, and we are always available during business hours to help by email or telephone.