

1 Supplier Information

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2 What the Service Is

This cloud support service provides expert assistance for developing, integrating, and migrating specialist Human-Machine Interface (HMI) systems into cloud environments. Delivered by a solo specialist with 15+ years' experience, it focuses on real-time interfaces for automotive, marine, transport, and industrial control applications. Using toolchains like Kanzi, Altia, Qt/QML, Unreal Engine, and Unity, we support public sector buyers in prototyping, validating, and optimising cloud-integrated HMIs (e.g., dashboards, simulators). Proven in production for Ferrari (SF90 Stradale, Purosangue), Maserati MC20, and EU research projects (EASY RIDER, DESERVE).

3 Service Features

- Kanzi HMI graphic model development
- Altia prototyping for simulators
- Qt/QML real-time interface design
- Unreal/Unity cloud integration
- CAN bus validation testing
- Hardware-in-loop Arduino simulation
- Legacy system cloud migration
- Automotive/marine HMI optimisation
- Driver monitoring prototype setup
- Cross-platform Linux/Windows/Android support

4 Service Benefits

- Accelerates HMI prototype development
- Enhances real-time user interactions
- Reduces integration risks
- Improves safety-critical interfaces
- Lowers deployment costs

- Boosts cloud migration efficiency
- Validates functionality early
- Optimises graphical performance
- Supports remote validation
- Increases project delivery speed

5 Service Scope

Included:

- Initial cloud capability assessment and gap analysis.
- Architecture design and options analysis for HMI integration.
- Rapid prototyping and hardware-in-the-loop testing.
- Migration of legacy interfaces to cloud-native systems.
- Validation using tools like Vector CANalyzer/PCAN-View.
- Knowledge transfer and documentation.
- Development of new features and enhancements.

Excluded:

- Hardware procurement or physical installation.
- 24/7 operations.
- Large-scale team-based delivery (solo specialist only).

6 Service Constraints

- Requires buyer-provided cloud access and data for integration.
- Cyber Essentials certification in progress; full compliance before award.

7 Levels of Data Backup and Restore, and Disaster Recovery

As a professional services provider (not hosting), we do not manage data storage. However, we advise on best practices for cloud backups during migration: Recommend buyer uses provider tools (e.g., AWS S3 versioning, Azure Backup) for automated snapshots. In case of issues during our support, we can assist in restoring prototypes from buyer backups. No dedicated disaster recovery plan provided; reliant on buyer's cloud infrastructure resilience.

8 Onboarding and Offboarding Support

Onboarding: 1-3 business days remote or on-site kick-off, including access setup, requirements gathering, and initial prototype demo. No cost beyond day rates. Offboarding:

End-of-project handover (1-2 days), including full documentation, source code transfer, and knowledge session. Ensures buyer can maintain the HMI independently. Data access: All deliverables returned via secure cloud share (e.g., buyer-provided OneDrive/SharePoint).

9 Service Levels

- Performance: Prototypes optimised for real-time response (<100ms latency where applicable); tested in cloud environments.
- Availability: Service available Mon-Fri, 9am-5pm GMT; no uptime SLA as non-hosted.
- Support Hours: As above; response to queries within 48 hours.
- SLAs: Acknowledgement within 24 hours; resolution aim 3-5 days for standard issues. Measured via email timestamps.

10 After-Sales Support

Post-delivery support available on ad-hoc basis: Email/phone for queries, billed at £150/hour or day rates. Includes bug fixes, minor enhancements, or advice on cloud scaling. No long-term contracts required; flexible per call-off.

11 Technical Requirements

- Buyer must provide cloud environment access (e.g., AWS, Azure, GCP).
- Compatible with Linux, Windows, Android; tools like Kanzi/Altia/Qt installed by us remotely if needed (buyer licenses may apply).
- Minimum: Stable internet for remote sessions; no specific hardware beyond standard PC for testing.
- For HiL: Buyer supplies any physical interfaces (e.g., CAN hardware); we simulate via software.

12 Outage and Maintenance Management

As non-hosted support, no outages from our side. If cloud provider downtime affects sessions, we reschedule at no extra cost. Maintenance: Toolchain updates handled by us during projects; buyer notified of any impacts (rare, as remote).

13 Hosting Options and Locations

N/A – This is a support service, not hosting. We assist with buyer's chosen cloud providers (UK/EU data centres recommended for compliance). Data processed in UK (our location); no offshore storage.

14 Access to Data Upon Exit

All project data, prototypes, code, and code repositories fully transferred to buyer at offboarding via secure method (e.g., encrypted zip, cloud share, or Git repository transfer). No retention by us post-project, compliant with UK GDPR (ICO-registered). Buyer owns all IP generated.

15 Security

- Staff Security: Solo director BPSS-compliant; no criminal record, references available.
- Data Protection: ICO-registered; processes aligned with UK GDPR.
- Cyber Security: Cyber Essentials in progress (basic level); secure remote access via VPN/encrypted tools.
- Incident Management: Any breaches reported within 24 hours; assisted resolution. No formal penetration testing provided, but we advise on HMI security best practices.

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