

1 Supplier Information

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2 What the Service Is

This cloud support service provides expert assistance for rapid prototyping and hardware-in-the-loop (HiL) integration of interfaces and systems in cloud environments. Delivered by a solo specialist with 15+ years' experience, it focuses on simulating undefined components and validating UX early. Using Kanzi, Altia, Qt, Unreal/Unity, Arduino/Raspberry Pi/Phidgets, and CAN tools. Proven in Ferrari Purosangue (passenger display/climate), SF90 Stradale (trackpads), Maserati MC20 (simulator), and automotive Tier-1 projects.

3 Service Features

- Rapid HMI prototyping with Kanzi/Altia/Qt
- Hardware-in-loop simulation (Arduino/Raspberry Pi)
- CAN bus component emulation
- Unreal/Unity virtual environment integration
- Steering wheel/trackpad/knob simulation
- MatLab/Simulink/driving simulator linking
- Cloud-based prototype hosting/validation
- Early UX and functionality testing
- Real-time feedback loop setup
- Cross-platform prototype deployment

4 Service Benefits

- Accelerates concept validation
- Reduces hardware dependency risks
- Enhances early UX feedback
- Lowers prototype development costs
- Improves integration accuracy
- Boosts cloud simulation efficiency

- Enables remote stakeholder reviews
- Optimises simulation performance
- Supports remote and on-site testing
- Speeds time-to-production

5 Service Scope

Included:

- Initial prototyping requirements assessment.
- Architecture design for HiL and cloud integration.
- Rapid prototype development and simulation.
- Hardware-in-loop setup and validation.
- Integration with cloud/simulator environments.
- Knowledge transfer and documentation.
- Iterative refinements and enhancements.

Excluded:

- Physical hardware procurement.
- 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 prototyping: 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, prototype

transfer, and knowledge session. Ensures buyer can continue development 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 simulation; 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 prototype refinements, integration advice, or 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 Kanzi/Altia/Qt/Unreal toolchains and simulation software.
- Simulation tools installed remotely if needed (buyer licences may apply).
- Minimum: Stable internet for remote sessions.
- For HiL: Buyer supplies physical CAN hardware if required; software emulation preferred.

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.

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 prototype security best practices.

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