

Service Definition

Building Management Digital Workflows

Service Type

Lot 2b: Software as a Service (SaaS)

1. Service Overview

Building Management Digital Workflows is a secure, cloud-based service aligned to the RIBA Plan of Work 2020. It provides digital document and workflow management to replace manual or fragmented building management processes with secure, auditable online workflows.

The service supports organisations managing building projects, estates and facilities, enabling controlled collaboration, approvals and helps compliance across teams and stakeholders.

2. What the Service Does

The service enables organisations to:

- Upload, link and manage building-related documents securely
- Edit, review and authorise documents online
- Apply role-based permissions and approval workflows
- Maintain audit trails of changes and approvals
- Align documentation and processes to the RIBA Plan of Work 2020
- Reduce paperwork and improve efficiency and accountability

3. Service Scope

Included

- Secure document management
- Version control and approval workflows
- Role-based access control
- Audit logs and reporting
- Web-based access
- Training and documentation

Excluded

- API access
- Connection to public sector networks
- Dedicated bespoke account management

4. Deployment and Architecture

- Cloud deployment models: Private, Community and Hybrid cloud
- Data hosting location: United Kingdom
- Scalability via distributed cloud web servers per client

5. Service Features and Benefits

Key Features

- Adheres to the RIBA Plan of Work 2020
- Upload and manage Word documents, spreadsheets, presentations and PDFs
- Role-based access controls and permissions
- Document version control
- Review and authorisation workflows
- Audit logs showing changes and approvals
- Document search and retrieval
- Web-based access with no specialist software required
- Scalable to support different teams and departments
- Designed to meet data protection standards

Key Benefits

- Improves collaboration between teams by enabling shared access to documents
- Saves time by reducing manual document handling and email attachments
- Supports faster decision making with real-time document updates
- Reduces risk of errors by ensuring users work on the latest version
- Increases productivity by simplifying document approval processes
- Enables remote and flexible working across organisations
- Helps meet compliance requirements with clear audit trails
- Reduces costs linked to printing and physical storage

- Improves overall efficiency in managing operational documents

6. User Access and Compatibility

- Access method: Web browser interface
- Supported browsers: Edge, Chrome, Firefox, Safari, Opera
- Installation required: No
- Mobile access: Responsive for mobile and tablet

7. Customisation

The service can be configured to allow updates to content, imagery and permissions.

8. Onboarding, Training and Documentation

Onboarding

- Online and/or onsite training is provided, including web-based tutorials.

Documentation

- Documentation is provided in PDF format. Training sessions are recorded for later review.

9. Support and Service Management

Support Channels

Email and telephone support.

Support Availability

Monday to Friday, 9am–5pm (UK time). Initial response within 1 working day.

Support Levels

- Level 1: Customer-impacting issues
- Level 2: Internal process issues
- Level 3: Change requests

10. Service Availability and Resilience

- Guaranteed availability: 95%
- Service recovery target: within 1 working day
- Outage reporting via email alerts

11. Data Management

Data Ownership

All data remains the property of the client.

Data Import and Export

CSV import and export supported.

End-of-Contract

At contract end the service ceases, all client data is returned, data collection stops and data is deleted on request.

12. Security and Compliance

- Data encrypted at rest
- Data stored and processed in the UK
- SSL/TLS used for data in transit (legacy versions under 1.2)
- Annual external penetration testing
- Continuous monitoring and incident response with rollback
- Role-based access with MFA and periodic access reviews

13. Governance and Assurance

- Board-level responsibility for service security
- Software Security Code of Practice followed
- Staff screened to BPSS level
- Secure development practices followed (self-assessed)

14. Offboarding and Data Sanitisation

Data disposal is handled by a third-party destruction service. Data deletion is available on request at contract end.

15. Pricing and Trials

- Discounts available for educational organisations