

Income Nexus

G-Cloud 15 Service Definition

1. What the service is

Income Nexus is a cloud-based software and service package for social housing providers. It supports income teams to reduce arrears and improve response times by transforming complex operational data into clear, actionable priorities.

The service blends analytics, intelligent prioritisation, communication automation, tailored reporting and ongoing support, enabling staff to focus on meaningful human engagement while supporting confident, proactive decision-making across income services.

2. Service features

Income Nexus provides:

- Secure, web-based access to income intelligence
- Intelligent prioritisation of rent accounts and cases
- Tailored reports aligned to organisational language and priorities
- Ongoing, relationship-led support alongside the software
- Intelligent communication automation
- Integration with housing management systems (including Rubixx)

The service is designed to support internal operational use by income and related teams.

3. Service constraints

- Income Nexus is delivered as a standardised subscription service
- Configuration is primarily provided through reporting, prioritisation logic and support
- Core software functionality is not customised on a per-customer basis
- Use is limited to the Customer's internal business operations
- Planned maintenance is carried out during defined maintenance windows

Any bespoke development or material change is subject to separate agreement.

4. Onboarding and implementation

Onboarding support is provided to support effective adoption of the service. This typically includes:

- Initial setup and configuration
- Data connection and integration support
- Introduction to key features and prioritisation views
- Collaborative setup of initial reports
- Knowledge transfer to authorised users

Onboarding activities and timelines are agreed with the Customer.

5. Service levels

5.1 Availability

The Supplier uses commercially reasonable endeavours to make the service available 24 hours a day, 7 days a week, excluding planned and unplanned maintenance.

5.2 Support hours

Standard support is provided during Normal Business Hours:

- 8:00 am to 5:30 pm UK time
- Business Days

Support is delivered in accordance with the Supplier's Support Subscription Services Policy.

5.3 Performance

No specific performance or outcome guarantees are provided. Service performance is monitored internally to support continuous improvement.

6. Outage and maintenance management

6.1 Planned maintenance

Planned maintenance is normally carried out between 18:00 pm and 2:00 am UK time. Customers are notified in advance where reasonably practicable.

6.2 Unplanned outages

In the event of an unplanned outage, the Supplier will use reasonable endeavours to restore service and provide updates during Normal Business Hours.

7. Data backup, restore and disaster recovery

7.1 Backup

Customer Data is backed up in accordance with Broadleaf Professional's internal backup and archiving procedures to protect against accidental loss or corruption.

7.2 Restore

In the event of data loss or corruption, Broadleaf Professional will use reasonable commercial endeavours to restore Customer Data from the most recent available backup.

7.3 Business continuity and disaster recovery

Broadleaf Professional maintains business continuity and disaster recovery arrangements proportionate to the nature of the service, designed to minimise disruption and support recovery following a major incident.

8. Hosting and service location

Income Nexus is hosted using cloud infrastructure.

- Customer Data is hosted in the United Kingdom
- Customer Data is not transferred outside the UK without written customer consent

Further details of hosting arrangements are available on request.

9. Data protection

9.1 Data roles

- Customer: Data Controller
- Supplier: Data Processor

9.2 Personal data processed

The service may process:

- Tenant data
- Employee data
- Property data
- Contact and interaction data
- Rent account and tenancy data

9.3 Purpose of processing

- Provision of the service
- Improvement of intelligence available to staff
- Support for improved tenant experience and outcomes

9.4 Compliance

Processing is carried out in accordance with UK GDPR. Appropriate technical and organisational measures are in place to protect personal data.

10. Security

The Supplier implements appropriate technical and organisational measures to protect Customer Data, including:

- Secure user authentication
- Role-based access controls
- Protection against unauthorised access or disclosure
- Measures to prevent data loss, misuse or alteration

All Supplier personnel with access to Customer Data are subject to confidentiality obligations.

11. Technical requirements

To access the service, customers require:

- A modern, supported web browser
- Internet connectivity
- Appropriate user devices and internal network security controls

Integration with third-party systems requires access to relevant data and technical cooperation from the Customer.

12. Access to data on exit

Upon termination of the service:

- Customers may request access to their Customer Data within the agreed timeframe
 - Data is provided in a standard, commonly used format
 - After this period, Customer Data is deleted or placed beyond use unless retention is required by law
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13. After-sales support

After onboarding, customers receive ongoing support as part of the service, including:

- Access to standard support services
- Ongoing collaboration on reporting and insight
- Support to interpret and apply outputs effectively
- Iterative refinement aligned to operational priorities

The service is designed to evolve in partnership with customers over time.
