

Xylo Core

Service Definition Document

1. About Xylo

Xylo AI Ltd is an early-stage technology company building AI-powered tools for UK local planning authorities. Our team combines technologists and lawyers with experience in regulated environments, construction technology, and ESG data and AI.

Xylo Core was developed with over 300 hours of input from planning officers across UK councils to ensure it addresses real workflow challenges.

2. Xylo Core

Xylo Core is an AI-powered workspace designed for Development Management planning officers in UK Local Planning Authorities. It supports planning casework by reducing manual research, drafting, and administrative workload, while keeping decisions under human control.

Xylo Core is designed to work alongside existing council processes and systems. No back-office integration is required to get value from the service.

Key features

- **Specialist workspace:** streamlines officer caseloads with a purpose-built interface
- **Automated research:** surfaces site history, constraints (including GIS layers), and relevant planning policy and guidance
- **Smart drafting:** generates dynamic officer report templates based on application context
- **AI chat:** chat directly with documents with the full benefit of the proposal context
- **Document tools:** overlay and measuring tools for officer review of application documents
- **Integrated maps:** GIS layers, site history, and commenter locations
- **Public comment analysis:** AI categorisation and summarisation of consultation responses into themes
- **Verifiable AI:** all AI suggestions include reasoning and sources for officer verification
- **Audit trail:** full record of AI and officer actions to support governance and internal review

Key benefits

- Save up to 10 hours per week per planning officer
- Cut officer report writing time by up to 75%
- Reduce officer research time by over 50%
- Process more applications without increasing team headcount
- Reduce determination times and reliance on extensions of time
- Lower appeal and judicial review risk through consistent decisions
- Improve officer satisfaction and support retention
- Onboard new officers faster with guided, pre-populated workflows

3. Xylo Patch

Xylo Patch is an AI-powered pre-application advice service designed for Development Management planning officers in UK Local Planning Authorities. Xylo Patch provides benefits both to planning officers and applicants by streamlining the process end-to-end.

Key features

- **Streamlined submission flow:** streamlines applications from applicants using a modern submission platform
- **Collaboration tools:** enables easier collaboration between all parties, including applicants, planning officers and consultees
- **Specialist workspace:** streamlines officer caseloads with a purpose-built interface
- **Automated research:** surfaces site history, constraints (including GIS layers), and relevant planning policy and guidance
- **Smart drafting:** generates dynamic pre-application letters based on application context
- **Automated validation checklist:** generates validation checklists to share with applicants based on the application context
- **Document tools:** overlay and measuring tools for officer review of application documents
- **Integrated maps:** GIS layers, site history, and commenter locations
- **Verifiable AI:** all AI suggestions include reasoning and sources for officer verification
- **Audit trail:** full record of AI and officer actions to support governance and internal review

Key benefits

- Boost the capacity of the existing team to process more pre-applications
- Increase revenue by providing a more valuable in-demand service to applicants
- Speed up end-to-end pre-application review times by up to 80%
- Increase applicant satisfaction with the pre-application process
- Improved planning application submission quality through higher quality pre-applications
- Cut officer pre-application letter writing time by up to 75%
- Reduce officer research time by up to 80%

3. Security and Privacy

Xylo Core and Xylo Patch are hosted on cloud infrastructure and designed for resilience.

- **Backups:** automated backups are performed and retained in line with Xylo's backup policy
- **Restore:** restoration from backups is supported on request in line with agreed operational procedures
- **Disaster recovery:** documented recovery procedures are maintained for service restoration following major incidents
- **Testing:** Xylo maintains documented restore and recovery procedures and periodically tests restoration from backups

Business continuity and disaster recovery arrangements are maintained as part of our ISO/IEC 27001 information security management system.

4. Onboarding and Offboarding Support

Onboarding

A typical onboarding plan covers a 4-week mobilisation period:

- **Week 1:** mobilisation and technical setup (user provisioning, security configuration, connectivity checks)
- **Week 2:** configuration (templates, workflows, and content setup where applicable)
- **Week 3:** training (live workshops and 'train the trainer' for service leads)
- **Week 4:** go-live and hypercare

All users are provided with documentation covering set-up, FAQs, and basic troubleshooting.

Offboarding

- **Exit plan:** provided at contract termination and/or on request
- **Data export:** customers can export service data in standard formats including CSV and PDF
- **Exit support:** provided at no additional cost for standard exports and transition support
- **Deletion:** following confirmation that exports have been received, customer data is securely deleted within 30 days in line with UK GDPR and our retention and deletion policy

5. Service Constraints

- **SaaS service:** Xylo Core and Xylo Patch are delivered as a multi-tenant SaaS platform. Customers can configure templates, workflows, and content. The underlying application codebase is consistent across tenants. Bespoke software development is not included under this service.
- **Maintenance:** updates are generally released without impacting availability. Where downtime is required, it is scheduled outside standard support hours where practicable, and customers are given at least 48 hours' notice.
- **Connectivity:** access is via the public internet over HTTPS; PSN connectivity is not required.

6. Service Levels

Availability

- **Uptime target:** 99.9% availability
- **Service credits:** not offered

Support hours and channels

- **Standard support hours:** 09:00–17:00 UK time, Monday to Friday (excluding UK Bank Holidays)

- **Out-of-hours support:** limited out-of-hours support may be provided for critical incidents
- **Support channels:** email (support@buildxylo.ai) and phone (9 to 5 UK time, Monday to Friday)
- **Account management:** each customer is assigned a dedicated Account Manager

Incident response targets

- **P1 (critical):** acknowledgement within 4 hours during standard support hours. For critical incidents occurring out of hours, Xylo will use reasonable endeavours to respond and will provide regular status updates via email to affected users until resolution.
- **P2/P3 (standard):** acknowledgement within 1 working day
- **P4 (how-to/minor):** acknowledgement within 2 working days

7. After-sales Support

- Dedicated Account Manager for each customer (included in the service)
- Regular service review meetings arranged with the customer as required
- Roadmap and feature requests captured through the Account Manager and support channel
- Additional training and onboarding of new staff supported as needed
- On-site support available during mobilisation and as required

8. Technical Requirements

- **Browser:** accessible via modern web browsers (Chrome, Edge, Firefox, Safari, Opera)
- **Devices:** web-based and compatible with desktop, laptop, tablet, and mobile devices. Responsive design adapts to screen size.
- **Installation:** no local software installation or plugins required
- **Network:** requires outbound HTTPS (port 443) access to Xylo service domains

9. Outage and Maintenance Management

- **Notifications:** service notifications and incident updates are provided via email to nominated customer contacts
- **Incident updates:** provided during incidents in line with the incident response targets until resolution or workaround
- **Planned maintenance:** customers are notified at least 48 hours in advance. Maintenance is scheduled outside standard support hours where practicable.

10. Hosting Options and Locations

- **Hosting:** public cloud hosting (AWS London Region)
- **Data storage:** customer data is stored at rest in the United Kingdom
- **Processing:** processing may occur in the UK and/or EEA, governed by contract and UK GDPR requirements

A list of sub-processors is available to customers on request.

11. Access to Data (Upon Exit)

- Customers retain ownership of their data
- Self-service exports are available during the contract term (including CSV and PDF)
- At contract end, a full export of customer data is provided in a structured, machine-readable format at no additional cost
- Exit support provided by dedicated Account Manager

12. Security

Xylo Core is designed and operated using secure engineering and operational practices.

- **Certifications:** ISO/IEC 27001 and Cyber Essentials Plus (evidence available on request)
- **Encryption:** data encrypted in transit (TLS 1.2 or above) and at rest using industry-standard mechanisms
- **Access control:** role-based access controls and least-privilege administration; multi-factor authentication available
- **Authentication:** supports MFA, username/password, and identity federation with existing providers (e.g. Google, Microsoft)
- **Logging and audit:** system logs and audit data are retained for at least 12 months. Audit information is provided via the support channel on request.
- **Vulnerability management:** regular vulnerability scanning and annual penetration testing by CREST-approved providers; remediation tracked and prioritised by risk
- **Incident management:** incident response procedures aligned with ISO 27001; for major incidents, a root cause analysis report can be provided on request
- **AI data handling:** customer content is not used to train foundation models. Where third-party AI processing is used, it is performed by approved providers under written contract terms that include confidentiality, security, and data protection obligations.

13. Contact

For more information about Xylo Core or to arrange a demonstration:

Email: contact@buildxylo.ai

Website: www.buildxylo.ai