

Service definition

CINEMATIC

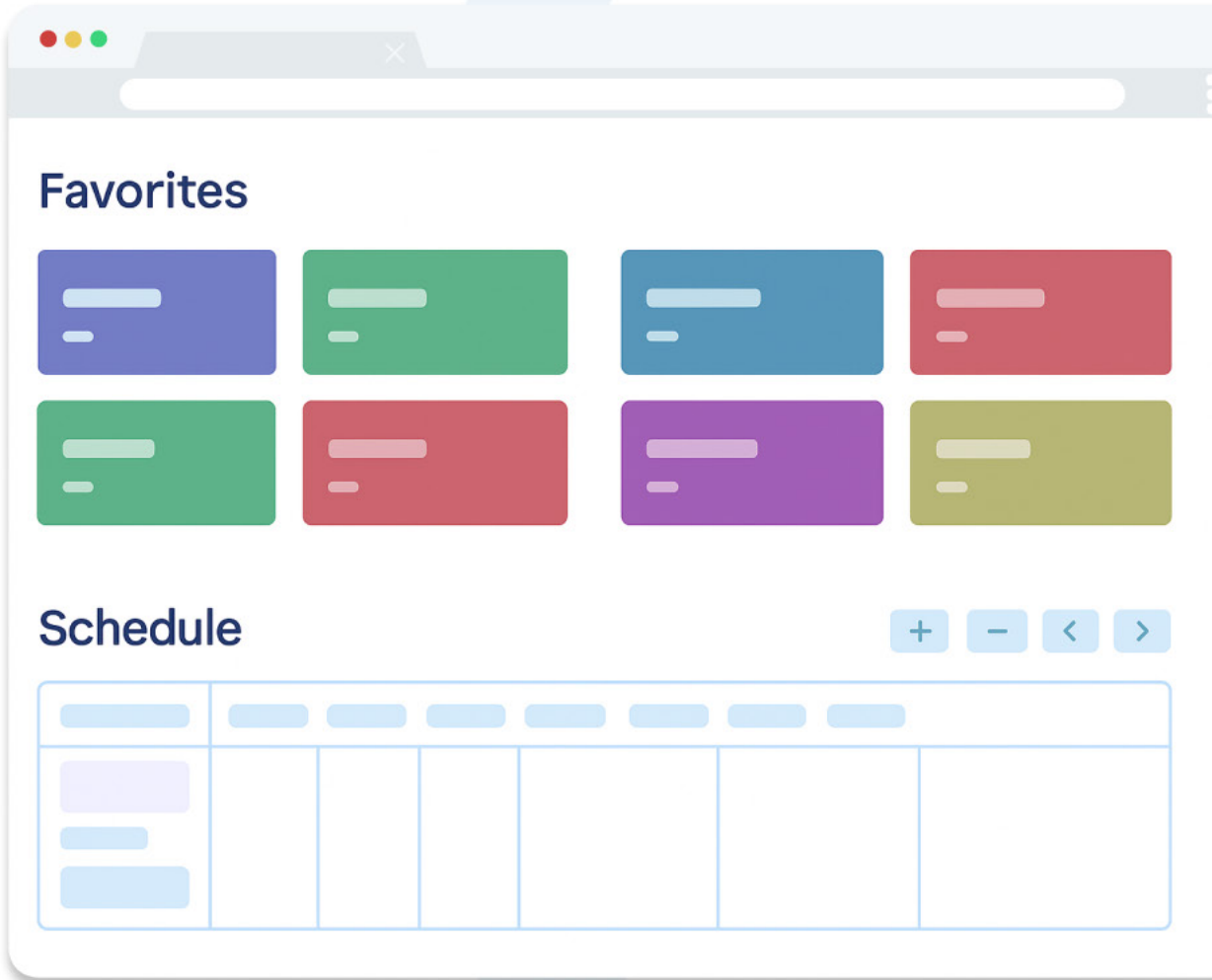
VIDEO

PHOTO



Contents

01	Service Overview	02
02	Background	03
03	Capabilities	04
04	Advantages	06
05	Onboarding & implementation	07
06	Training	08
07	Service levels & support	09
08	Technical requirements	09
09	Security & data protection	10
10	Customisation & maintenance	11
11	Signing up & termination	12



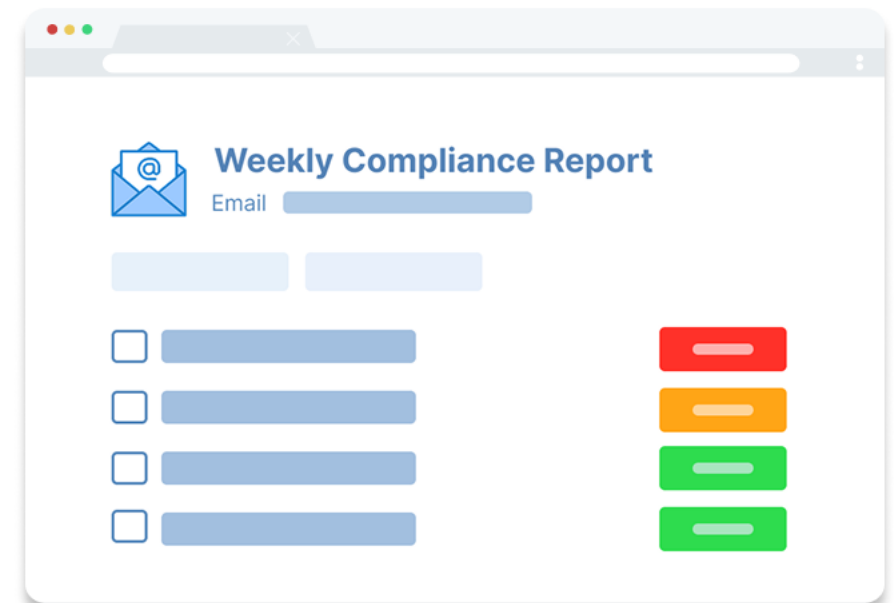
1.0 | Service Overview

Created for organisations that need affordable, auditable records across one or more sites, trackingThis is an easy to use cloud-based platform for managing physical assets, inspections and compliance.

The service is built for organisations where assets are critical, health and safety related, shared between stakeholders or are subject to regular inspection, audit or reporting requirements. It replaces spreadsheets, paper logbooks and fragmented systems with a single platform that is accessible on desktop and mobile devices.

Used by teams operating at very different scales, trackingThis supports everyone from individual sites to multi-national companies with hundreds of thousands of technical and safety critical assets.

By combining digital logbooks, inspection scheduling, equipment booking, automated reminders and clear reporting trackingThis delivers full visibility, fail safe compliance and oversight without increasing management workload.



We can now see every asset across all 33 venues with its full history, documentation, and compliance records. That kind of visibility is invaluable to us.

— **Geoff Hense (Tech ops manager),**
ATG Entertainment

2.0 | Background

2.1 The situation

When limited resources are stretched, asset records can drift over time. Every missed update, every incorrect entry exponentially reduces confidence in the data. This data disconnection is normally prevented by strict data governance but this comes at a cost so is often not prioritised until there is a problem. Once data confidence has reached a critical point, reactive processes like surveys are often used that take significant time without providing a long term solution.

2.2 A single source of truth for every asset

Rather than treating asset records as something updated retrospectively, trackingThis drives updating information at the point of work. Assets can be identified with our QR-coded interactive labels or RFC tags so that anyone (such as technicians, site staff or contractors) can scan equipment using a mobile device and immediately view or update records specific to their security context.

- Unique asset identification and location context
- No app required
- Inspection and test schedules
- Service, repair and maintenance history
- Certificates, images and supporting documents
- A full, timestamped audit trail of changes



Asset records visible and accurate across all stakeholders



Updates completed at the point of work, not chased later



Reduced reliance on individual knowledge or spreadsheets

2.3 Supporting accuracy without central dependence

By shifting record keeping from an administrative task into normal operational behaviour, across large estates managing tens of thousands of physical assets, trackingThis ensures information stays accurate without relying on a single administrator while reducing the risk of gaps, delays or inaccuracies - easing pressure on operational teams.

“trackingThis lets organisations operating across multiple sites to have consistent data structures and processes.”

— Chris Paul (Managing Director) trackingThis

3.0 | Capabilities

3.1 Core functionality

- trackingThis provides a digital logbook for each asset in the form of an online profile
- All interactions and activity over the asset's whole lifecycle can be added including:
 - Unstructured records such as notes, photos and documents
 - Structured records such as inspections, bookings, forms and certificates
- Specific tools are used to efficiently populate these profiles with minimal changes to existing processes
- Automated data collection populates data from existing sources without user intervention
- The profiles are tamperproof and secure but can still be shared with all stakeholders
- Assets can be anything the organisation wants to manage; including equipment, buildings, facilities, virtual assets, contracts or people

3.2 Reporting

The powerful reporting module scans the profiles to show everything that is known whilst highlighting what is not.

Automated reminders, reports and dashboards give managers and team leaders a clear, reliable picture of what needs attention without requiring them to manually interrogate asset records. Rather than relying on individuals to remember inspection dates or chase updates, trackingThis surfaces priorities automatically based on live asset and inspection data.

This allows organisations to move from reactive checking to planned efficiency. Managers can see what inspections are due, what is overdue and where follow-up is required, while operational teams retain responsibility for completing the work at the correct time.

Managers see information across the entire organisation, enabling:

- Faster decision-making powered by centralised live data
- Informed decisions based on evidence rather than assumptions
- Full visibility of asset condition, location, status, bookings and trends in real time
- Early detection of missing assets or missed processes



3.0 | Capabilities

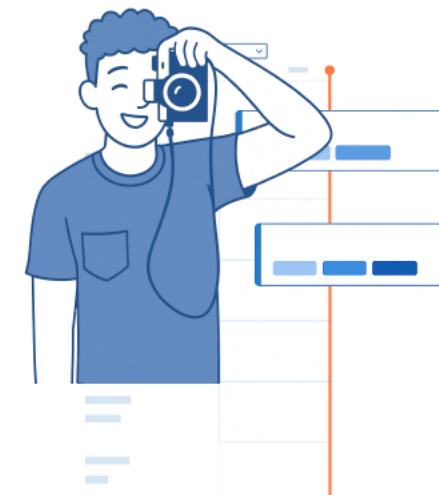
3.3 Compliance, inspections, maintenance and issue tracking

The compliance and inspection module gives you a comprehensive compliance package that adds structured records into the asset profiles. There is an array of existing inspections that can be used or customised to meet almost any need or requirement.

This includes:

- Ad-hoc inspections
- Scheduled inspections
- Statutory compliance (such as LOLER, PUWER, Asbestos, Legionella, fire safety)
- Condition surveys
- Change control
- Key Performance Indicators (KPIs)
- Planned Preventative Maintenance (PPM) schedules and records
- Equipment failure, and observation records
- Pre use checks
- Health and safety audits
- Training and staff records
- Warranty and replacement management

Reporting tools support analysis of asset condition, usage and lifecycle trends, helping organisations make informed decisions based on evidence rather than assumptions.



3.4 Booking and controlling asset use

The platform has a sophisticated booking modules including check-in/check-out processes for shared equipment. This introduces accountability into environments where assets are frequently borrowed between teams. The system also supports chargeable bookings including quotes, invoices and full CRM capabilities.

By recording who has an item, where it is located and when it is due back, organisations can:

- Reduce asset loss
- Eliminate double bookings
- Optimise booking workflows

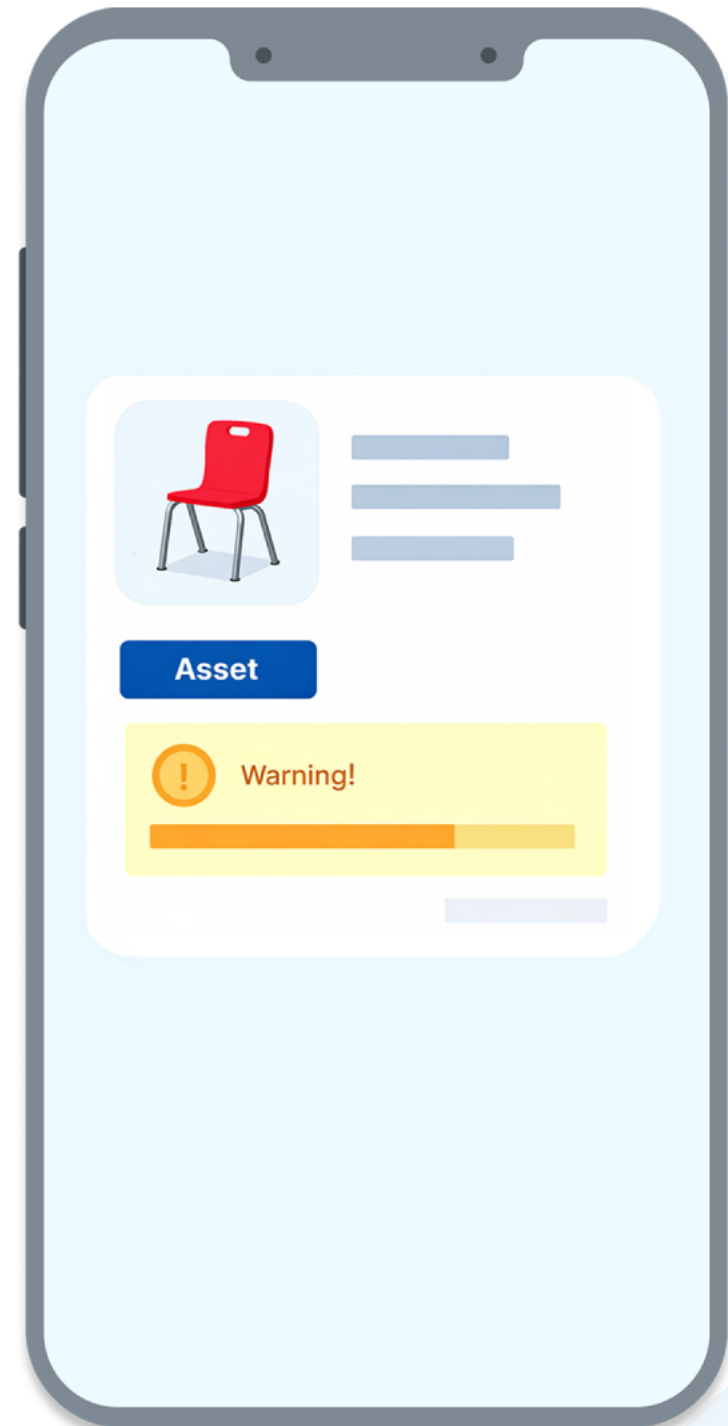
4.0 | Advantages

4.1 Key benefits

Organisations using trackingThis experience:

- A clear, centralised record of all assets and their compliance status
- Reduced reliance on spreadsheets and manual record keeping
- Allows you to see when you don't know something
- Faster completion of routine checks through mobile access and automated workflows
- Improved audit readiness with complete, evidence-based records
- Reduced equipment loss through clearer accountability and booking processes
- Less dependence on individual knowledge, supporting continuity when staff or roles change
- Improved visibility for managers across sites without the need for manual reporting
- Better planning for maintenance, replacement and investment through consistent data
- Increased confidence that assets are being managed consistently across teams and locations
- Weekly reports providing a clear overview of asset status, inspections and activity
- GPS tracking to provide live location and movement history for vehicles and mobile assets

In practice, customers report significant reductions in administrative effort and improved confidence that assets are being managed consistently and safely across all locations and sites with a return on investment (ROI) of under 10 months.



5.0 | Onboarding & implementation

5.1 Onboarding approach

Onboarding with trackingThis is simple, streamlined and built for success. From day one, you'll receive a personalised welcome and guided account setup for a smooth, secure start. We work closely with you to import data and integrate with existing systems, helping get up and running quickly.

Onboarding includes role-based training, customisation, customisable dashboards and access to our support and services teams. During onboarding, we set up the right support channels for your team, so you know exactly how to access expert help. Driven by feedback, we continuously refine the experience to support long-term success.

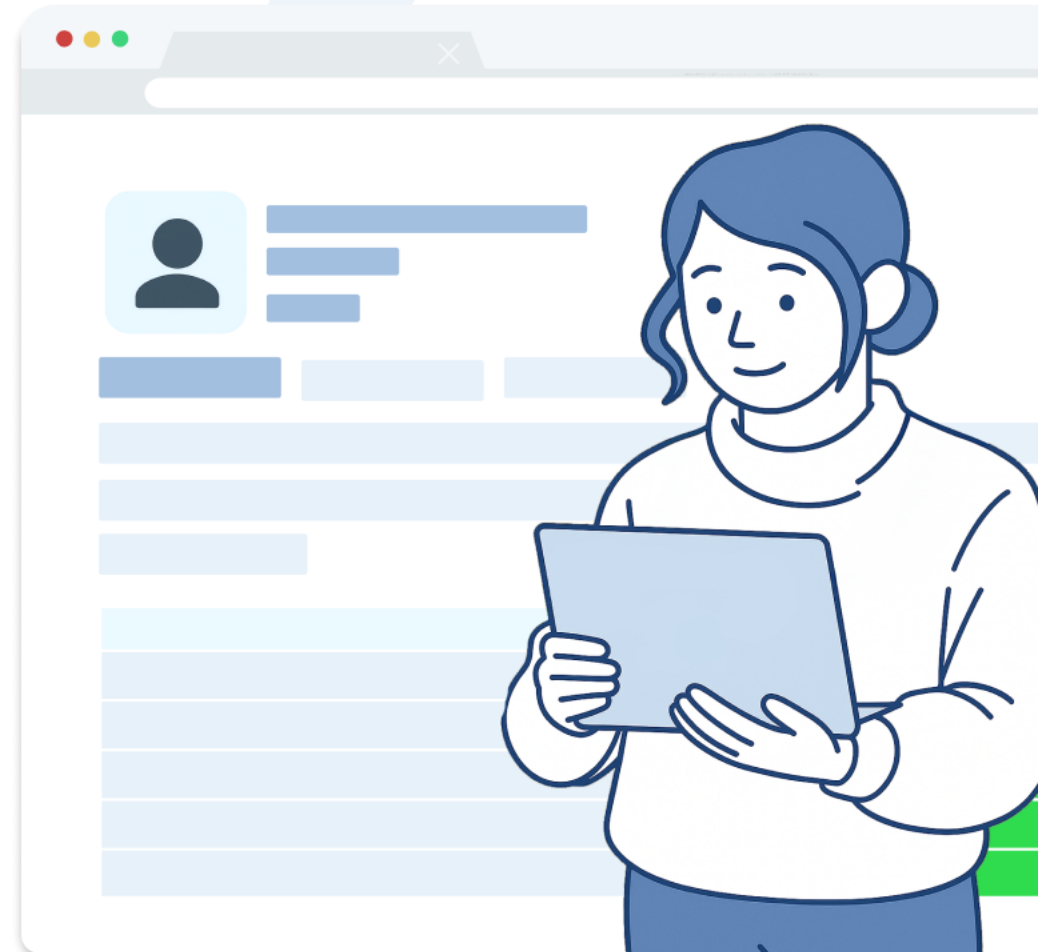
Typical onboarding activities include:

- Admin training sessions
- Guided system setup and configuration
- Regular diarised onboarding check-ins
- Setting up the right support channels for your team

5.2 Implementation support

Implementation is aligned to each organisation's operational structure, asset types and compliance requirements. Configuration is used to reflect existing inspection regimes, reporting needs and user roles, while remaining a standard, centrally maintained SaaS platform.

Where required, onboarding can be delivered in phases to allow teams to adopt the system gradually.



6.0 | Training

6.1 Intuitive & easy to learn

trackingThis is designed to be intuitive and easy to use, reducing the level of formal training required for most users.

Training is typically delivered remotely and tailored to user roles within the organisation. This ensures that users only receive guidance relevant to how they will use the service in practice.

Typical onboarding activities include:

- Administrator and manager training covering system configuration, oversight and reporting
- Operational user training focused on inspections, asset updates and day-to-day use
- Faster completion of routine checks through mobile access and automation.

Supporting materials are provided to reinforce training, including written guidance and step-by-step instructions. These materials are designed to support self-service learning and to help new users become productive quickly.

Ongoing support is provided to assist users as questions arise during day-to-day use.



The Monday morning email changed everything. For the first time, everyone has a clear picture of priorities, and it's become a core planning tool for all of our venues.

— Geoff Hense (Tech ops manager), ATG Entertainment

7.0 | Service levels & support

Support is provided, inline with Service Level Agreements (SLA), to help users maintain access to the platform and resolve issues encountered during normal use.

Available service support activities include:

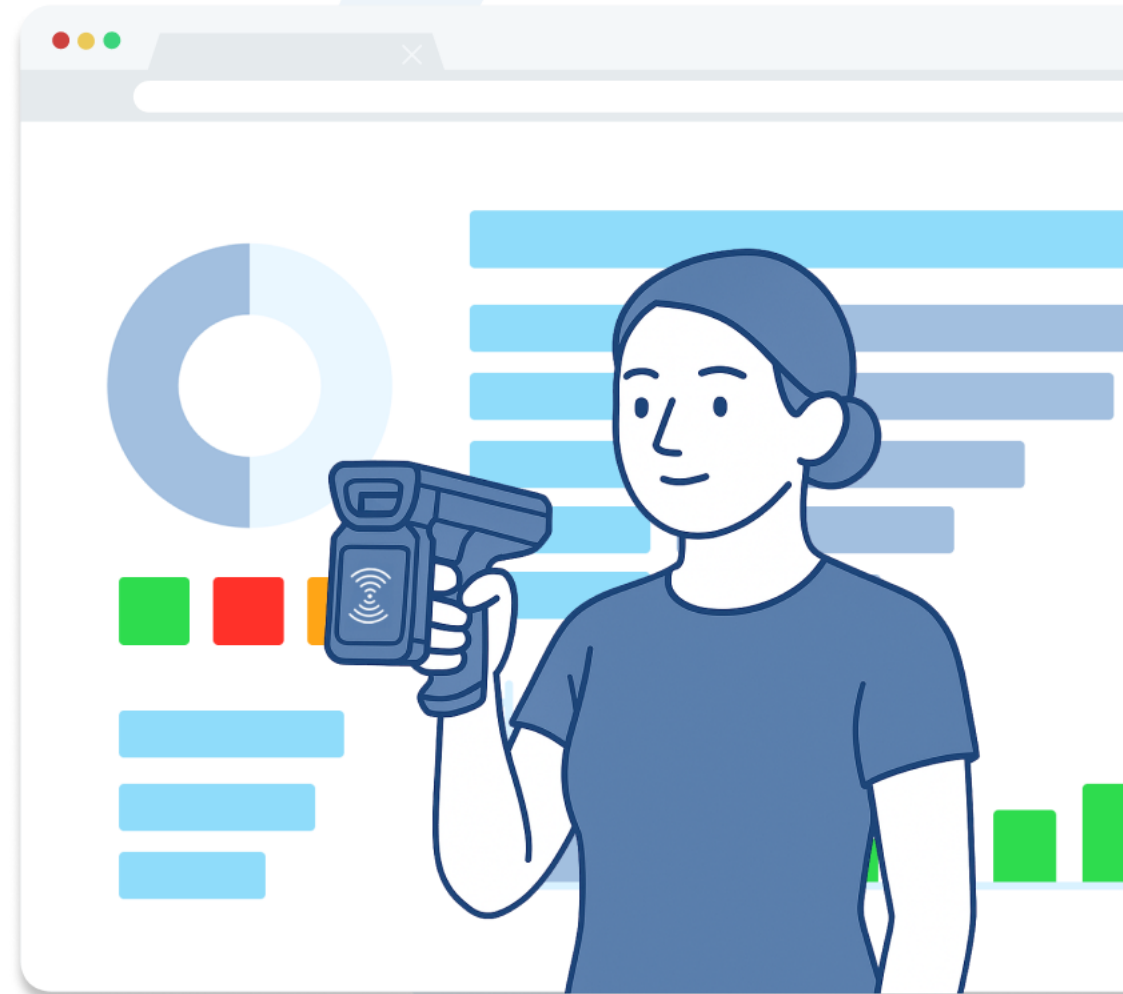
- Telephone, Email and Microsoft Teams support channels
- Logging and tracking incidents through to resolution with monitoring and KPIs
- Prioritising issues based on business impact
- Automated monitoring of service availability
- Assigned client support manager
- Extended support hours

Service interruptions or downtime must be reported via the fault reporting procedure. The response period begins upon receipt of the report.

8.0 | Technical requirements

trackingThis is accessed via a standard web browser and does not require local installation.

- Works on any modern web browser
- Requires an internet connection but is tolerant of low bandwidth connections
- A compatible smartphone or tablet for mobile with QR code scanning (optional)
- Hardware barcode or NFC scanner (optional)



9.0 | Security & data protection

9.1 Platform security measures

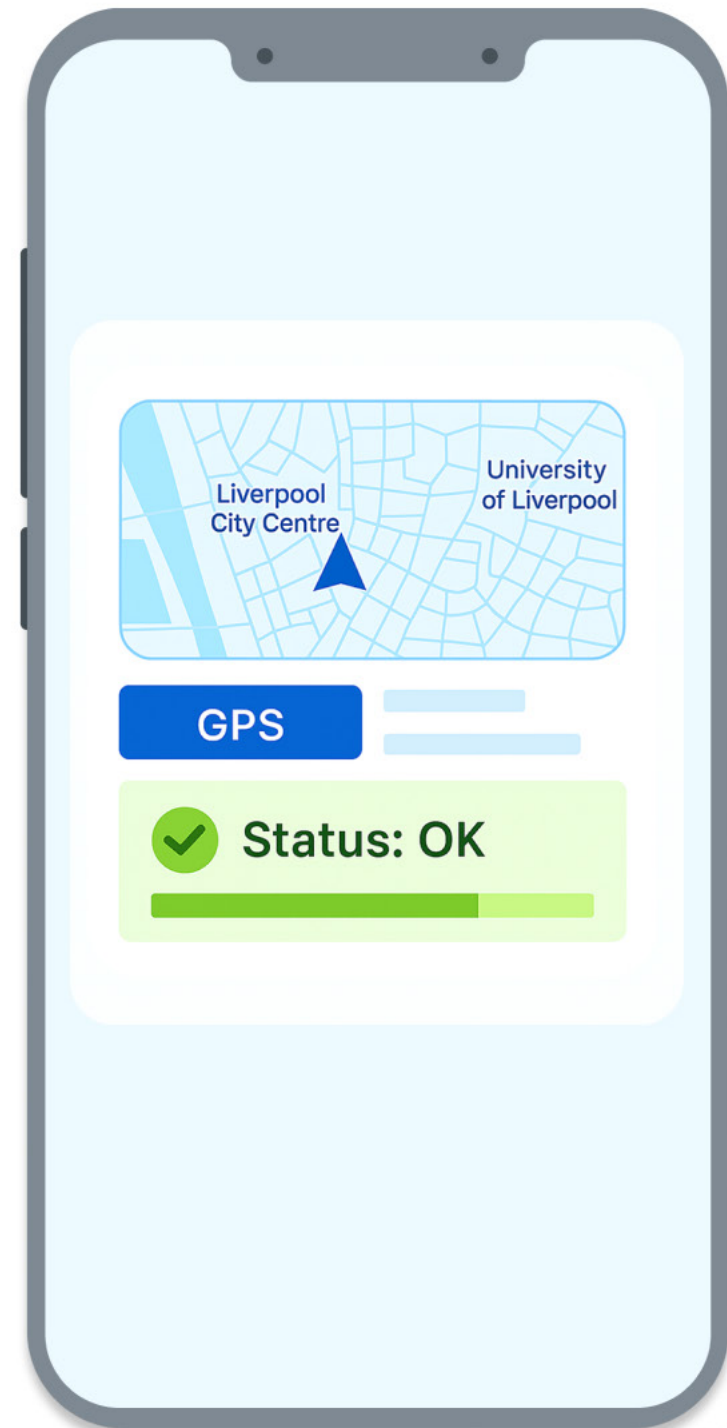
trackingThis is designed with security and data protection in mind.

- Secure user authentication
 - MultiFactor Authentication (MFA)
 - Single Sign On (SSO)
- Row level security
- Role-based access controls aligned to user responsibilities
- Encrypted data transmission
- Encryption at rest

9.2 Data backup & recovery

trackingThis is hosted in a cloud environment with no single point of failure. All data is replicated in real-time ready for disaster recovery and is designed so all data changes are non-destructive other than secure deletion for obligations such as GDPR.

Full system backups are performed daily for ultimate protection against data loss ensuring data integrity and providing the ability to restore historic records.



10.0 | Customisation & maintenance

10.1 Customisation

The service is configurable to support different organisational structures and workflows. Configuration allows assets, inspections and reporting to be aligned to organisational requirements without bespoke software development.

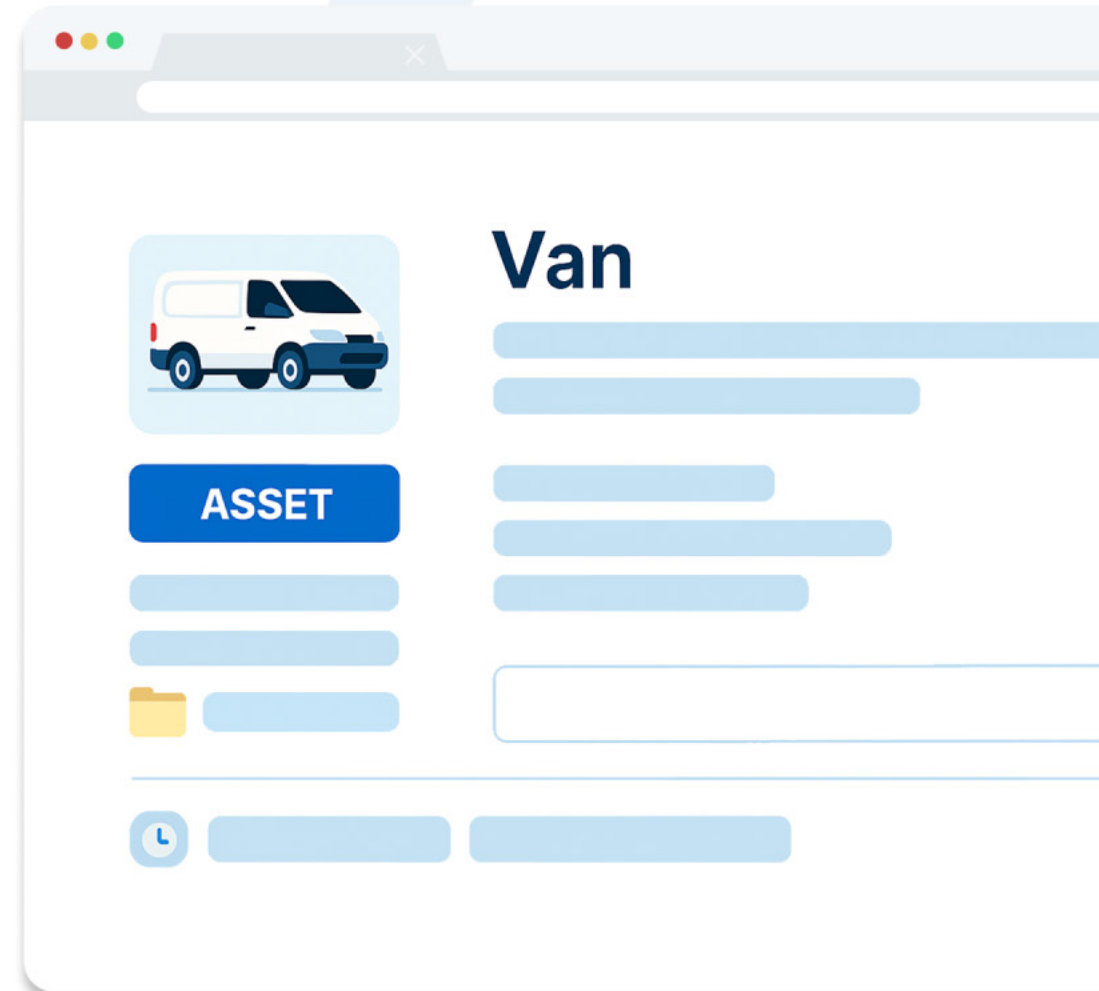
10.2 Maintenance

As a SaaS platform, updates and improvements are deployed centrally. New features and enhancements are made available without requiring customer action.



It's gone from being a simple list of assets to a powerful tool that drives efficiency, training and consistency across all our venues.

Geoff Hense (Tech ops manager), ATG Entertainment



11.0 | Signing up & termination

11.1 Signing up

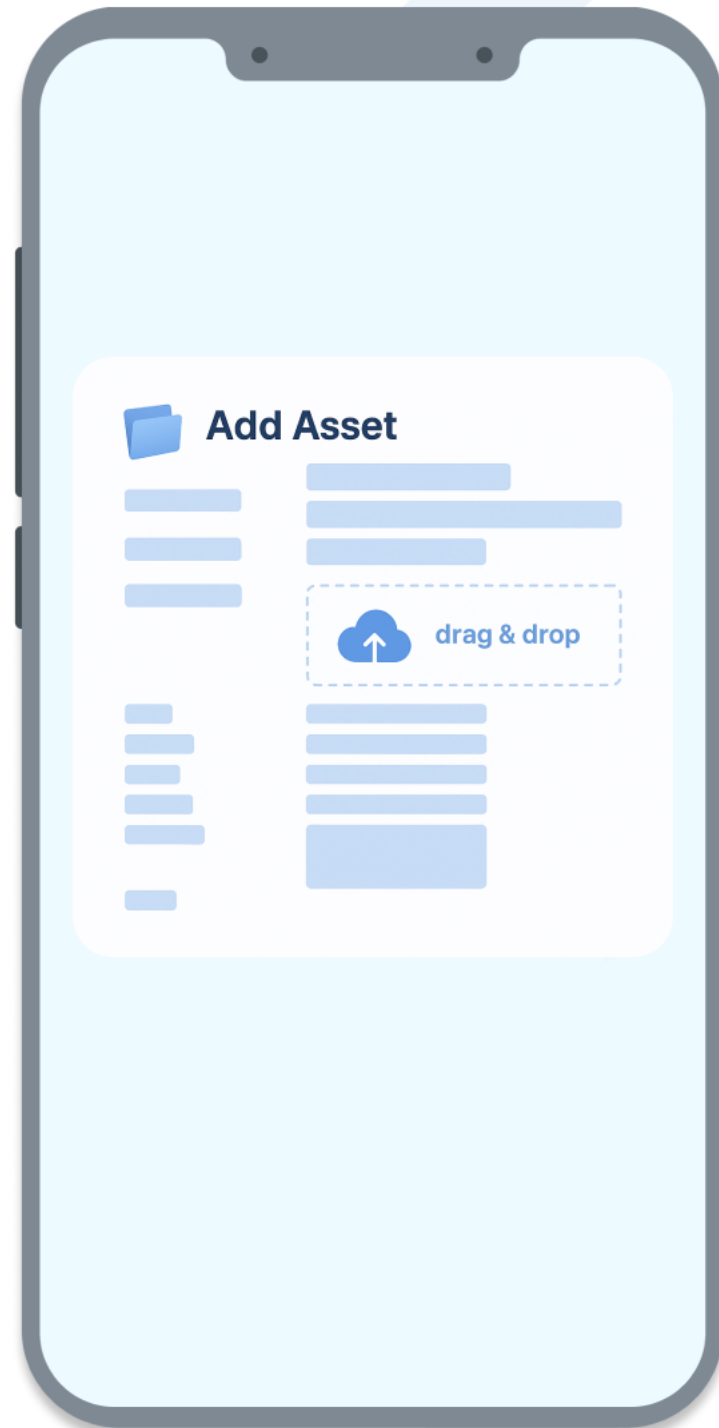
Orders are placed through the Digital Marketplace in line with G-Cloud ordering procedures. Access to the service begins on contract commencement and is provided for an initial 12-month term. Contracts may be renewed for further 12-month periods subject to confirmation of required information and payment of the applicable fees.

11.1 Termination and offboarding

Either party may terminate the contract by written notice if the other party commits a material breach and fails to remedy it within 28 days, becomes insolvent, enters administration or liquidation, ceases or threatens to cease trading, undergoes a change of control, or repeatedly fails to meet agreed service levels.

trackingThis may also withdraw or suspend access to the service on a temporary or permanent basis. Where fees have been paid in advance and the service is withdrawn, a pro-rata refund will be provided for the unused period.

If the contract terminates due to trackingThis entering administration, customer data will be made available in a usable format to support migration to an alternative system at no additional cost.





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