
TreeKeeper® - Service Definition

1. Service Overview

TreeKeeper® is a cloud-based Software as a Service (SaaS) platform that supports the management, inspection and analysis of tree and green infrastructure assets. It is designed for use by public sector organisations and their delivery partners to help manage tree data, support statutory duties, and inform operational and strategic decision-making. TreeKeeper® software is a proven, market-leading tree inventory solution with a longer track record than many competitors, giving you confidence that your data will remain safe, secure, and readily usable for years to come. Continuously enhanced through technology updates, client feedback, and internal R&D, TreeKeeper® is delivered as a subscription-based SaaS platform that supports scalable, paperless workflows without imposing rigid processes—allowing you to configure it to fit your existing operations.

The service is accessed through a web browser and does not require local software installation or buyer-managed infrastructure.

2. Service Description

TreeKeeper® enables organisations to store, manage and analyse structured tree and asset data in a single system. The service combines tabular records, inspection workflows and geographic mapping to support day-to-day operations and long-term planning. It is suitable for office-based users and field-based staff carrying out inspections and data collection.

The service is delivered as a fully managed SaaS, with hosting, maintenance, updates and support provided by the supplier.

3. Service Users

TreeKeeper® is intended for professional users, including:

- Local authority tree officers and managers
- Environmental and green infrastructure teams
- Contractors and consultants authorised by the buyer

Users access the service via secure login credentials and are assigned role-based permissions.

Treeconomics Ltd
Exeter Science Park
6 Babbage Way
Exeter
EX5 2FN

info@treeconomics.co.uk
www.treeconomics.co.uk



4. Service Features

Key features of TreeKeeper® include:

- Browser-based access to tree and asset records
- GIS mapping and spatial data visualisation
- Configurable inspection, works and data collection forms
- Work orders, inspections and activity logging
- Full edit history and record archiving
- Photo and document attachments linked to records
- Search, filtering and data exploration tools
- Dashboards and reporting outputs
- Tree valuation and benefit analysis, including i-Tree Eco integration
- Role-based access control and user management

5. Service Benefits

TreeKeeper® helps users to:

- Manage tree and asset data consistently
- Support inspection and maintenance workflows
- Improve visibility of tree populations and risks
- Enable evidence-based planning and reporting
- Reduce reliance on spreadsheets and paper records
- Integrate tree data with wider corporate systems

6. Support and Service Levels

TreeKeeper® includes basic support delivered during standard UK business hours, Monday to Friday, excluding bank holidays. Support is provided via email, online meeting and telephone. Users can raise queries and issues, which are logged and responded to by the support team.

There is no formal uptime percentage SLA. In the event of a significant service outage resulting in inaccessibility, the supplier will take reasonable steps to restore service as quickly as practicable.

7. Onboarding and Training

Users are supported through a structured onboarding process. This includes online training sessions, system configuration support and access to user guidance materials. Training is tailored to user roles such as administrators, inspectors and managers.

Onsite training can be provided as an additional service where required.

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8. Data Storage and Security

TreeKeeper® is hosted within third-party cloud infrastructure. Customer data is logically segregated and protected using industry-standard security controls. Data in transit is protected using TLS 1.2 or above, and data at rest is encrypted.

Access to systems is restricted through role-based permissions and controlled credentials.

9. Accessibility

TreeKeeper® is a browser-based service designed to be usable by a wide range of professional users. The interface supports readable layouts, adjustable zoom, keyboard navigation for many functions, and screen-reader access for much of the content. Due to the map-based nature of the service, some spatial interactions require mouse input and rely on visual presentation.

Accessibility improvements are ongoing, and the supplier is working towards improved alignment with WCAG guidance.

10. Customisation

TreeKeeper® can be customised through configuration rather than code changes. Buyers can configure data fields, inspection and works forms, workflows, map layers, dashboards, reports and user roles. There are no fixed limits on the number of users or records within a customer dataset, subject to fair use and agreed service parameters.

Customisation is carried out by authorised users using administrative tools within the service, or with support from the supplier where required.

The service also supports managed integrations with third-party systems using application programming interfaces (APIs). These integrations may be one-way or bidirectional and are configured and supported by the supplier rather than provided as a self-service API. Typical integration use cases include GIS platforms, work management systems, customer reporting systems and benefit calculation tools such as i-Tree Eco.

11. Data Export and Off-boarding

Authorised users can export their data directly from the service using built-in export tools. Data can be exported in open formats such as CSV and standard GIS formats. Spatial data exports are supported where applicable.

Where required, TreeKeeper® can integrate with external systems through managed API-based data exchange to support ongoing data synchronisation. At contract end, users can extract their data and confirm completion before system access is removed.

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12. Resilience and Continuity

The service is designed for resilience through managed cloud infrastructure, including redundant systems and monitored environments. Business continuity and incident management procedures are in place to support service restoration and communication in the event of disruption.

13. Pricing and Contract Terms

Pricing is based on subscription tiers and is published separately. The service is provided under a standard SaaS agreement. Optional additional services, such as enhanced support or onsite training, may incur additional costs.

14. Compliance and Governance

The supplier maintains documented policies covering data protection, information security, access control, retention and business continuity. The organisation is registered with the Information Commissioner's Office and operates in line with UK data protection requirements.

15. Service Summary

TreeKeeper® provides a secure, browser-based platform for managing tree and green infrastructure data. It supports professional users with configurable workflows, spatial mapping, managed integrations with third-party systems, and proportionate security and support arrangements suitable for public sector use.

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