

DrugRoute – Service Definition Document (G-Cloud 15)

Document control

- **Service name:** DrugRoute
 - **Service type / lot:** Cloud Software (SaaS) – *Lot 2 (Software as a Service)*
 - **Version:** v1.0
 - **Last updated:** 26 January 2026
 - **Document owner:** PharmaEthical
 - **Classification:** Commercial in Confidence (Supplier)
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1. Executive summary

DrugRoute is a cloud-based logistics planning and tracking platform designed to coordinate and evidence last-mile delivery operations where timeliness, chain-of-custody, and operational governance are essential. It supports route planning, driver/vehicle allocation, delivery tracking, proof of delivery, exception management, and operational reporting—enabling organisations to improve on-time performance, reduce mileage and manual admin, and maintain auditable delivery records.

2. Service description

DrugRoute provides a secure, browser-based application for dispatch teams and managers, with optional mobile access for drivers. The service supports:

- **Route optimisation:** build routes from delivery jobs and constraints (time windows, priorities, vehicle capacity, driver availability).
- **Execution & tracking:** live job status updates, ETA monitoring, and delivery progress visibility.
- **Proof of Delivery (PoD):** capture delivery confirmation (e.g., recipient name/signature where applicable), timestamp, and supporting notes.
- **Exception handling:** record failed deliveries, returns, delays, and corrective actions.
- **Operational reporting:** dashboards and exports for performance, compliance evidence, and service improvement.

Primary users

- Dispatch/operations coordinators

- Delivery drivers (optional mobile workflow)
 - Operations managers / compliance staff
 - Service administrators
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3. Service features

1. Central job intake and worklist management
 2. Configurable route planning with constraints (time windows, priority, capacity)
 3. Driver and vehicle allocation with availability controls
 4. Live status updates (e.g., assigned / en route / delivered / failed)
 5. Proof of delivery capture (timestamp, notes, optional recipient confirmation)
 6. Exception and returns workflow with reason codes
 7. Delivery performance dashboard (on-time, first-attempt success, distance)
 8. Audit trail of user actions and key operational events
 9. Data export for reporting/analysis (CSV and/or API where configured)
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4. Service benefits

- Reduced planning time through configurable route generation
 - Improved on-time performance and operational visibility
 - Stronger governance via auditable delivery records
 - Fewer failed deliveries through exception workflows and actionable insights
 - Reduced mileage and cost through optimisation and better allocation
 - Faster incident investigation through event history and reporting
 - Configurable controls supporting consistent operational processes
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5. Service constraints and assumptions

Constraints (typical)

- Internet connectivity is required for web access and (where used) mobile updates.

- Route optimisation quality depends on the accuracy of addresses, time windows, and job attributes provided by the buyer.
- If integrated with external systems, availability/latency of third-party APIs may affect data synchronisation.

Assumptions

- Buyer provides nominated service administrators and a primary operational contact.
 - Buyer agrees data retention configuration and PoD capture requirements during onboarding.
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6. Onboarding, implementation and planning

DrugRoute is an off-the-shelf SaaS service with configuration-led onboarding.

Standard onboarding activities

1. Discovery workshop (operations, reporting, security, user roles)
2. Configuration (locations, vehicles, job fields, reason codes, RBAC)
3. Data import (optional): users, vehicles, routes/templates
4. User training (dispatch and drivers)
5. Pilot run (optional) and go-live support

Implementation approach

- Remote-first delivery; onsite support can be provided where agreed.
 - Typical implementation can be completed in short cycles depending on integration and data readiness.
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7. Integrations and data exchange (optional)

DrugRoute can support integration with buyer systems via one or more of:

- Secure API endpoints (where enabled)
- Scheduled import/export (CSV/SFTP)
- Event-based updates (subject to buyer requirements)

Common integration patterns include job creation from an order system, synchronising customer/address data, and exporting delivery outcomes for billing or compliance reporting.

8. Service availability and resilience

Availability target: 99.98% measured monthly, excluding planned maintenance.

Planned maintenance: communicated in advance where possible and scheduled to minimise user impact.

Resilience: the service is hosted in a cloud environment designed for high availability, with monitoring and operational runbooks to restore service promptly following incidents.

9. Support model

Support is provided remotely via ticketing/email and (where required) telephone/video.

Support hours: 24x7 / 24x365

Channels: support portal/email, knowledge base, phone escalation (as applicable)

Incident response targets (example)

- **P1 Critical (service down / major operational impact):** acknowledge within 30–60 minutes; continuous effort to restore
- **P2 High (significant degradation):** acknowledge within 4 hours; workaround/restore prioritised
- **P3 Medium:** acknowledge within 1 business day
- **P4 Low / service request:** acknowledge within 2 business days

Escalation

L1 Support → L2 Application Support → L3 Engineering → Service Manager → CTO (as required).

10. Security and access control

DrugRoute is designed with security controls aligned to common UK public sector expectations.

Core controls

- Role-based access control (least privilege)

- Strong authentication options
- Segregation of environments (e.g., production vs non-production)
- Logging and audit trails for administrative and key operational actions
- Secure configuration management and change control

Operational security

- Protective monitoring and alerting for service health and suspicious activity
- Vulnerability management and patching within defined timelines
- Regular backups and tested restore processes
- Incident management process with customer communications and post-incident review

11. Data protection and privacy

Data types (typical)

- Operational delivery data (jobs, routes, timestamps, statuses)
- User account data (names, emails, roles)
- Proof of delivery metadata (delivery confirmation fields, notes)

UK GDPR

- Supplier acts as **Processor** and buyer as **Controller** (typical SaaS arrangement), unless otherwise agreed.
- Data processing terms are provided within the service contract documentation.
- Data retention and deletion are configurable to meet buyer requirements.

Data location

- Hosting region: **UK**
- Sub-processors: available upon request and/or published in supplier documentation.

12. Business continuity and disaster recovery

DrugRoute includes:

- Documented backup schedules and retention

- Recovery procedures and tested restoration routines
 - Continuity processes for major incidents, including customer communications
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13. Service management

DrugRoute is operated using ITIL-aligned practices, including:

- Incident and problem management
 - Change and release management with risk assessment
 - Capacity and performance monitoring
 - Service reporting (where agreed) and continuous improvement
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14. Training

Training is provided remotely and can include:

- Dispatcher/admin training (configuration, planning, exception handling, reporting)
 - Driver workflow training (mobile steps, status updates, PoD capture)
 - Quick reference guides and onboarding videos (where available)
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15. Service scope exclusions

Unless explicitly included in the order, the following are out of scope:

- Buyer-owned device procurement and MDM
 - Bespoke software development outside configuration and standard integrations
 - Third-party licence costs (mapping, telematics, messaging) where applicable
 - Onsite support beyond agreed arrangements
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16. Trial / pilot (optional)

A time-boxed pilot can be offered to validate:

- Route planning assumptions and operational fit
- Driver workflow adoption

- Reporting outputs required for governance

Trial terms, duration, and scope are agreed with the buyer.

17. Pricing

Pricing is provided in the **G-Cloud Pricing Document** and may include:

- Subscription fee (per organisation / per user / per vehicle / per job volume)
 - Optional onboarding and configuration
 - Optional integrations and premium support tiers (if applicable)
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18. Contracting, ordering and termination

Ordering: Buyers place orders via the G-Cloud Digital Marketplace using the supplier's published terms and pricing.

Termination and exit assistance

- On termination, buyer data can be exported in a commonly used format (e.g., CSV) within an agreed time window.
 - Data deletion is performed in line with contractual requirements and agreed retention settings.
 - Optional exit support can be provided as a professional service (if listed/priced).
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