

OPERATE WITH INSIGHT™



SERVICE DEFINITION DOCUMENT

Table of Contents

1. Service overview
2. Service scope and subscriptions
3. Service delivery model
4. Hosting, architecture, and data management
5. Security, access control, and compliance
6. Support and service management
7. Service availability and maintenance
8. Accessibility
9. Service constraints and dependencies
10. Pricing alignment and charging model
11. Exit management and data portability

1. Service overview

Aireavu is a cloud-based Software as a Service (SaaS) Building Performance System that enables public sector organisations to understand, manage, and optimise how buildings operate.

Rather than focusing on a single dataset, Aireavu provides a unified operational view of building performance, combining energy, environmental, occupancy, space utilisation, and safety-related data to generate actionable insights that support better operational, financial, and strategic decision-making.

The service is designed specifically for existing operational buildings, including those without a Building Management System (BMS), which are common across:

- local authority estates (such as schools, libraries, depots, leisure centres, and offices)
- NHS and healthcare estates (including hospitals, clinics, and community health facilities)
- education estates (schools, colleges, and universities)
- mixed public sector and commercial portfolios.

Aireavu supports buyers to:

- reduce energy consumption and carbon emissions
- improve operational efficiency and asset performance
- improve internal environments to improve productivity and reduce absence
- identify waste, faults, and abnormal behaviour
- support evidence-based investment, compliance, and reporting

The service is delivered under G-Cloud Lot 2b (Software as a Service).

2. Service scope and subscriptions

Aireavu is delivered as a modular Building Performance System, made up of subscription-based services.

Buyers may procure one or more subscriptions, depending on their operational objectives and to achieve greater intelligence on building performance through the combination of multiple data sources, for example, the combination of data around energy use and occupancy is able to uncover insight and actions required to minimise wasted energy, among other things.

All subscriptions include access to the Aireavu SaaS platform, which provides the common intelligence layer across all subscription options.

Core platform access (included with all subscriptions)

Every Aireavu subscription includes access to the Aireavu platform, providing:

- Secure, browser-based access
- Room, building and portfolio-level views
- Configurable dashboards and reporting
- Automated analytics and insight generation
- Secure, role-based access for multiple users
- Support for single buildings or multi-site estates

The platform acts as the central intelligence layer, combining data from one or more subscriptions to deliver actionable building insight.

Subscription services

Enhanced Energy Monitoring

Enhanced Energy Monitoring provides insight into how energy is consumed across buildings and estates.

Two service levels are available:

Enhanced Energy Monitoring (Standard)

- Whole-building and system-level energy monitoring
- Real-time and historical energy consumption data
- Identification of:
 - abnormal or excessive energy use
 - out-of-hours and weekend consumption
 - performance trends over time
 - Portfolio-level benchmarking and comparison

This level is suited to buyers seeking estate-wide energy visibility without circuit-level detail.

Enhanced Energy Monitoring (Plus)

Includes all features of the Standard service, plus:

- Circuit-level energy monitoring, including:
 - lighting circuits
 - socket loads
 - plant and major equipment
 - sub-systems and distribution boards
- Granular insight to pinpoint sources of waste, faults, or inefficiency
- Enhanced diagnostics to support targeted intervention and investment decisions

SafeAir

SafeAir provides Indoor Air Quality (IAQ) monitoring to support healthy, compliant, and well-performing buildings.

Capabilities include:

- Monitoring of parameters such as CO₂, temperature, and humidity
- Real-time and historical visualisation within the Aireavu platform
- Insights to support occupant wellbeing, ventilation effectiveness, and policy or regulatory requirements
- SafeAir is commonly deployed in schools, healthcare settings, offices, and public-facing buildings.

IntelliSPACE

IntelliSPACE provides occupancy and space utilisation insight to support operational efficiency.

Capabilities include:

- Presence detection
- Occupancy counts and utilisation patterns
- Time-based and room-based occupancy analysis
- Insights to support space optimisation, service planning, and energy initiatives linked to actual use

IntelliDESK

IntelliDESK provides desk- and workstation-level utilisation insight, supporting hybrid working and workspace planning.

Capabilities include:

- Desk and workstation utilisation monitoring
- Patterns of use across time and locations
- Insights to support efficient estate and workspace management

FireSafe

FireSafe provides monitoring and insight to support prioritisation of maintenance, as well as insights and alerts around fire safety and compliance.

Capabilities include:

- Monitoring of fire door and fenestration usage and fire safety indicators, for example when compartmentation is compromised
- Centralised visibility through the Aireavu platform
- Insights to support prioritisation of maintenance and proactive safety management, compliance, and risk identification

Combining subscriptions

- Subscriptions are modular and combinable
- Unlimited users on the Aireavu Platform is included with any subscription
- By selecting multiple subscriptions, buyers gain richer, cross-domain building intelligence, enabling more informed operational, energy, safety, and space management decisions.

3. Service delivery model

Aireavu is delivered as a secure, web-based Software as a Service (SaaS) Building Performance System, designed to support estates ranging from individual buildings to large, multi-site council, NHS, and education portfolios.

SaaS platform delivery

- Accessed via standard web browsers
- Provided on an annual subscription basis
- Each subscription includes access to the Aireavu platform
- Multiple subscriptions may be used together to maximise insight
- The SaaS subscription includes:
 - platform access and usage
 - ongoing software updates and enhancements
 - onboarding and configuration
 - ongoing training, tutorials, and customer support to maximise outcomes

Hardware provision and installation

To enable data collection, Aireavu:

- specifies, supplies, and supports the installation of required monitoring hardware
- is hardware-agnostic and does not manufacture hardware, meaning only the specific hardware required to meet customer requirements is specified and installed
- selects tried, tested, market-proven hardware appropriate to each building and use case.

Hardware is:

- selected based on building type, electrical configuration, and data requirements
- configured and provided with detailed installation instructions, on-site support is also available at an additional cost
- procured as a one-off cost at the outset of the project
- separate from the annual SaaS subscription

Data ingestion and processing

- Data from installed hardware is securely ingested into the Aireavu platform
- Data from multiple subscriptions is combined to provide richer operational insight
- The service scales without requiring changes to buyer IT infrastructure

4. Hosting, architecture, and data management

- Hosted on Microsoft Azure
- All customer data hosted within the United Kingdom
- Designed for resilience, scalability, and secure operation

Architecture and interfaces

- The platform exposes functionality via a REST API
- APIs support secure data ingestion, processing, and controlled access

Data ownership

- Buyers retain full ownership of all data
- Aireavu acts as a data processor
- Data is processed solely to deliver the service and agreed subscriptions

5. Security, access control, and compliance

Aireavu operates in line with recognised public sector security best practice.

- Cyber Essentials Plus
- ISO 27001
- ISO 9001
- Annual in-house penetration testing

Identity and access management

- User authentication via one-time email “magic link”
- No shared credentials
- Role-based access control, ensuring users only access authorised resources
- Permissions managed across platform, management interfaces, and support channels

Personnel security

- Aireavu staff may hold clearance up to Baseline Personnel Security Standard (BPSS)

The service supports compliance with UK GDPR and public sector data protection requirements.

6. Support and service management

Aireavu provides email, phone, and online ticketing support, managed through a central Service Desk.

Support availability

- Service Desk & triage: Monday-Friday, 09:00-18:00 (UK time)
- Out-of-hours cover for critical incidents
- Phone support: Monday-Friday, 09:00-17:00 (UK time)

Support channels

- Email support (included)
- Online ticketing support (included)
- Phone support (included)

Online ticketing support meets WCAG 2.2 Level A accessibility requirements.

Support response targets

Critical priority

- Examples: system outage, major data loss
- Response: within 2 hours
- Resolution target: 1 business day

Medium priority

- Examples: hardware queries, data gaps, functionality issues
- Response: within 4 hours
- Resolution target: 5 business days

Low priority

- Examples: training requests, minor dashboard clarification
- Response: within 1 business day
- Resolution target: 10 business days

Additional services

- On-site support and development services available at additional cost
- Managed by a dedicated Account Manager, with delivery by a Technical Account Manager or Cloud Support Engineer

7. Service availability and maintenance

Platform uptime

- Platform availability exceeds 99% (excluding planned maintenance)

Planned maintenance

- Minimum 48 hours' notice via email and in-platform alerts
- Typically scheduled outside standard operating hours

Unplanned incidents

- Customers notified as soon as reasonably practicable
- Regular status updates provided
- Post-incident summary issued, covering root cause, impact, and preventative actions

8. Accessibility

- Application is manually checked against WCAG 2.2 standards
- Online ticketing meets WCAG 2.2 Level A
- User feedback tracked and used for continuous accessibility improvement

9. Service constraints and dependencies

Buyers are responsible for:

- providing the relevant information regarding buildings and infrastructure
- ensuring connectivity
- managing internal users and permissions.

Any additional constraints related to optional subscriptions are agreed at call-off.

10. Pricing alignment and charging model

- Prices are maximum framework prices
- Services provided via annual SaaS subscriptions
- Buyers may procure one or more subscriptions
- Hardware charged as a one-off upfront cost
- All prices exclude VAT

11. Exit management and data portability

At contract end:

- Platform access is switched off
- Customer data can be exported in CSV format, on request
- A small administrative fee may apply for data extraction

Data handling

- Data securely deleted within 90 days, or as otherwise agreed
- Exit process designed to be clear, proportionate, and low risk

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