

Service overview

The N1 Platform is a secure, cloud-hosted software-as-a-service (SaaS) solution that provides real-time positioning, dispatch and decision-support capabilities for organisations managing time-critical or incident-driven operations. The service is designed for professional users who require reliable, predictable and auditable operational support.

The service is provided as a single-tenant deployment, operated and managed by the supplier, and is accessed via web interfaces and APIs.

What the service does

The N1 Platform provides:

- Real-time positioning and tracking
- Assignment and dispatch decision support
- Gateway API for integration with customer systems
- Web-based interface for operational users and dispatchers
- Acceptance environment for testing and integration

The service is intended to support operational decision-making and does not replace customer governance, operational ownership, or statutory responsibilities.

Who the service is for

The service is suitable for:

- Public sector and regulated organisations
- Organisations managing operational response, logistics, or incidents
- Customers requiring a secure SaaS solution with defined service levels

How users access the service

Users access the service via:

- Secure web interfaces over HTTPS
- Authenticated APIs for system integration

Authentication supports multi-factor authentication (MFA) and identity federation where available. Access is role-based and restricted to authorised users.

Service management and support

The service includes:

- Monitoring and management of infrastructure and applications

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- Incident and problem management
- Change and configuration management
- Customer support via a service desk

Support requests are logged, prioritised, and handled according to defined service levels. Major incidents are investigated and reported to affected customers.

Service availability

The production service is available 24/7 and is designed for high availability. Service availability targets and response times are defined in the Service Level Agreement (SLA).

Planned maintenance is communicated in advance where possible and excluded from availability calculations.

Data handling and security

The service operates under an ISO/IEC 27001–certified Information Security Management System (ISMS).

Key security principles include:

- Role-based access control and least privilege
- Encryption of data in transit and at rest
- Logging and monitoring of system activity
- Regular vulnerability management and patching
- Secure development and change management processes

Personal data is processed in accordance with applicable data protection legislation. Data processing agreements are provided where required.

Backup and continuity

The service uses a redundant architecture. Backups are performed at least daily and stored securely in a separate location. Backup and restore procedures are tested periodically.

Onboarding and offboarding

Customer onboarding includes:

- Environment provisioning
- User and role setup
- Access configuration
- Integration support where applicable

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On termination of the service, in agreement with the customer, all customer data will be deleted and/or transferred to the customer. Additional costs related to data export or transfer of data after termination of the agreement are not included and will be billed to the customer.

Support and Updates

Support and Updates includes:

- Monitoring and management of the service (ICT infrastructure and application). Updates of the software, which includes security updates, regular maintenance updates, and feature improvements that are part of the product roadmap.
- Support for issues and questions related to the delivered software service. This is limited to issues that have a root cause inside the delivered software components or the hosting of the software.

Changes

Changes include:

- Configuration changes of the system.
- Feature requests within the limitations specified in the purchase agreement. These are considered standard changes. Other feature requests or changes are considered non-standard and will be billed separately based on an effort estimation that is communicated in advance.

Algorithm Update

The services include the training of travel times and incident risk profiles using historical data. Periodically, this training will be repeated with new data. Periodically, the map of the road network used by the system will be updated.

Service levels

The quality of the service is specified as a service level. The table below specifies the service level per component.

SLA TABLE

Service	Functionality	Availability	Scope/Capacity	Performance
N1 Platform (<u>Saas</u>)	Infrastructure	24/7	As per purchased licenses	99.8% availability per year
	Application	24/7	As per purchased licenses	99.8% availability per year

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N1 Platform (acceptance)	Infrastructure	Working days 8:30 – 17:00	As per purchased licenses	effort obligation
	Application	Working days 8:30 – 17:00	As per purchased licenses	effort obligation
Support	Monitoring	24/7	n.a.	< 1 hour reaction time
	Service desk	24/7	Requests/Issues included in scope of the SLA. Other issues/requests will be billed as per rate card.	< 1 hour reaction time
	Solving issues	24/7	n.a.	Prio 1: 75% < 4 hours response time
				Prio 2: 75% < 1 working day response time
				Prio 3: 95% < 2 working days response time
Backup and Recovery	Create server backup for recovery	Daily	7 days (full backup), stored at a different physical location	Storage retention time: 1 week
Changes	Configuration changes	Working days 8:30 – 17:00	Subject to available capacity	< 5 working days resolution time
	Feature requests	Working days	Maximum 360 hours per year	Resolution time to be agreed with

		8:30 – 17:00		customer case-by-case
	Non-standard feature requests	Working days 8:30 – 17:00	Subject to available capacity	Resolution time to be agreed with customer case-by-case
Algorithm Training	Training of algorithm on new data	Working days 8:30 – 17:00	Once every 3 months	Resolution time to be agreed with customer case-by-case

The availability percentages in the SLA table are calculated per year and exclude downtime due to scheduled maintenance.

Incident priority and Service Desk Availability

The priorities of the incidents will be determined as follows:

Priority	Definition	Service Desk Availability	Reporting and registration
1	All active users in one or more regions do not have access to the applications or do not receive data; or The application is not accessible from external systems.	24x7	Create ticket and call service desk
2	Some active users (>5%) cannot access the application or do not receive data; or The application response time exceeds 5000ms for an extended period of time;	Working hours	Create ticket and/or call service desk

	or The application shows wrong incident data or wrong track and trace data.		
3	A few users (<5%) experience a specific issue; or The systems have experienced a short, temporary degradation or interruption; or The system response times have increased significantly from the regular response times; or There are occasional errors in the data displayed.	n.v.t.	Create ticket

Reporting

Numerico monitors quality of service continuously.

In case of major incidents, Numerico will perform a cause analysis. The results of this analysis will be shared with the customer within 5 working days after the incident.

Every month the customer can request an updated overview of the service delivery. This includes uptime percentage, response times and time to resolution.

Conditions

All issues will be reported to Numerico by the customer first line support. The customer is responsible for determining in which system there is a problem/issue, and for consolidation of service desk tickets. Tickets/Issues will always be created by a person, not by an automated system. The customer is responsible for collecting information about the issue according to the provided query script.

The customer is responsible for functional administration of the system. Such as:

- Onboarding, removing, and changing users

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- Assigning users to user roles
- Password management

The customer will inform numerico in advance about any changes that might affect the service. For example changes made in systems that send/receive information to/from the Numerico system. Changes in other systems that may lead to issues or interruptions of the service are outside the scope of our SLA.

The service is scoped for the number of licenses that have been purchased. Interruptions in the service caused by the exceeding of the purchased number of licenses are outside the scope of our SLA.

The services assume a good and working internet connection between the clients and the hosted service. Issues and interruptions caused by Internet connectivity issues are outside the scope of our SLA.

Numerico will agree with the customer on fixed maintenance windows and procedures for user acceptance. Additional maintenance might take place in case of urgent changes. This will be executed after communication.

Pricing and commercial terms

Pricing is subscription-based and defined in the Pricing document. Additional services or non-standard changes may be subject to separate charges.

Compliance and assurance

The service aligns with UK government cloud security principles and recognised best practices, including:

- ISO/IEC 27001
- NCSC Cloud Security Principles

Evidence of compliance is available on request as part of due diligence or procurement activities.

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