

FM Navigate – Service Definition Pack

Part 1 — Service Definition

1. Summary of the Service

FM Navigate is a cloud-based Facilities Management (FM) software platform delivered as Software-as-a-Service (SaaS). It enables public sector organisations to plan, manage, assure and continuously improve FM operations across estates, buildings, assets, suppliers and contracts. The service is hosted on Microsoft Azure and requires no on-premise infrastructure. Users access the platform through modern web browsers and supported mobile devices.

FM Navigate is modular. Organisations can implement the full suite or select individual modules that match their FM delivery model. The platform supports multi-site, multi-supplier and multi-contract environments typical of government estates.

2. Scope of the Service — What's included

- Access to a dedicated FM Navigate SaaS environment
- Secure hosting, maintenance, monitoring and patching
- Configuration of core organisational data (users, roles, estates, buildings, assets)
- Access to subscribed modules under the customer's plan
- All standard product updates and enhancements
- Security controls aligned to UK public sector expectations

What's not included (unless agreed separately)

- On-site FM operational delivery
- Bespoke software development outside configuration options
- Third-party integrations not previously agreed
- On-site consultancy or training (available as optional services)

3. Hosting and Data Location

FM Navigate is hosted on Microsoft Azure within a multi-tier architecture comprising web, application and database layers.

- Primary hosting region: UK South
- Data residency: All customer data is stored within UK-based Azure services

The hosting environment is designed for resilience, scalability and high availability.

4. Backup, Restore and Disaster Recovery

Backup

- Daily full backups and frequent incremental backups
- Encrypted storage of all backup files
- Retention aligned to data classification and compliance needs

Restore

- Point-in-time database restore capability
- Restore process tested through operational assurance
- Restore requests handled by support teams

Disaster Recovery & Business Continuity

- Cloud architecture designed for high availability
- Geographically redundant backup storage
- Documented DR and BC plans
- RPO and RTO targets designed to minimise service disruption

5. Onboarding and Offboarding

Onboarding includes tenant setup, user/role configuration, data import (estates, assets, suppliers, KPIs), configuration of compliance schedules and workflows, and administrator training with early-life support. Delivered through three phases: discovery, configuration, and go-live.

Offboarding includes providing customer data exports (CSV/Excel), extracting supporting records, removing access, and securely deleting or retaining data in line with contracts and legislation.

6. Service Constraints

- SaaS configuration only – no bespoke coding
- Subscription tiers may include usage limits
- Scheduled maintenance windows apply
- Internet connectivity and supported browsers required
- Integrations available via published APIs

7. Service Levels

Availability

- High-availability Azure hosting
- Planned maintenance communicated in advance

Performance

- Optimised for responsive performance under expected workloads
- Scalability to support increased usage

Support hours

- Standard UK business hours
- Extended or 24/7 support available by agreement

8. After-Sales Support

- Incident and problem management
- Functional and user guidance
- Configuration support within contract scope
- Periodic service reviews
- Continuous improvement recommendations

9. Outage and Maintenance Management

- Planned maintenance notifications
- Emergency maintenance managed through incident procedures
- Live service status updates provided when applicable

10. Technical Requirements

Customer requirements

- Modern web browser (Chrome, Edge or Firefox)
- Reliable internet connectivity
- Supported mobile browsers for field users

Platform architecture

- Multi-tier Azure cloud hosting
- Role-based access control (RBAC)
- Secure authentication and session management

11. Security

Access control

- Role-based access control
- Multi-factor authentication for privileged users
- Single Sign-On available where required

Data security

- AES-256 encryption at rest
- TLS 1.2+ encryption in transit
- Full audit logging

Compliance

- UK GDPR-aligned data protection
- ISO 27001-aligned controls
- Ongoing security monitoring and testing

12. Service Summary

FM Navigate delivers a secure, scalable and configurable facilities management platform suitable for public sector organisations. It strengthens compliance, improves operational control and delivers measurable performance improvements across estates, assets, suppliers and contracts.

Appendix A — Platform Features and Benefits

Platform-wide Features

- Modular SaaS design
- Real-time dashboards and reporting
- Workflow automation across FM activities
- SMART KPI scorecards
- Compliance and audit management tools
- Procurement and tender management workflows
- Financial tracking and budget management
- Mobile-ready field interface
- ISO 41001 support framework

Platform-wide Benefits

- Strengthens compliance assurance
- Enhances auditability and transparency
- Improves efficiency through automation
- Enables data-driven decision making
- Reduces FM operational and commercial risks

Appendix B — Module Features and Benefits

Asset, Facilities & Estate Management

Features:

- Centralised registers
- Condition data
- Lifecycle planning

Value:

- Better asset visibility
- Reduced duplication
- Improved lifecycle planning

Supplier Management

Features:

- Prequalification
- Onboarding
- Compliance tracking

Value

- Reduced risk
- Improved supplier assurance
- Performance visibility

Tender & Procurement**Features:**

- Automated RFP/tender/quotations workflows
- Evaluation tools

Benefits:

- Consistent procurement
- Stronger audit trails
- Faster cycles

Compliance Management**Features:**

- Statutory task library
- SFG20 alignment
- Evidence capture

Value:

- Reduced compliance risk
- Real-time visibility

Planned Maintenance**Features:**

- PPM scheduling
- Risk-based planning

Value

- Lower reactive maintenance
- Optimised budgets

Reactive Maintenance**Features:**

- SLA-driven workflows
- Mobile updates

Value:

- Faster response
- Higher user satisfaction

Soft Services Management**Features:**

- Task scheduling
- Resource allocation
- Verification tools

Value:

- Consistent service delivery
- Better utilisation

KPI & Performance Management**Features:**

- Configurable KPIs
- Automated scoring

Value:

- Improved governance
- Accountability

Audit & Checklist Management**Features:**

- Custom templates
- Evidence logging

Value

- Standardised inspections
- Simplified reporting

Contract & Service Management**Features:**

- NEC4 FMC & Traditional FM Contract Management workflows
- Event logs
- Dashboards

Value:

- Reduced commercial risk
- Improved contract oversight

Financial Management

Features:

- Budget tracking
- Spend analysis

Value:

- Improved cost control
- Financial governance

ISO 41001 Management System

Features:

- Templates
- Gap analysis
- Evidence management

Benefits:

- Easier certification
- Stronger FM governance

Part 2 — Public Sector Service Summary (Short Form)

- Cloud-based FM SaaS hosted in UK Azure (UK South) with UK data residency.
- Modular platform covering assets, compliance, PPM, reactive, soft services, suppliers, procurement, contracts, KPIs, audits and finance.
- Compliance-first: RBAC, MFA, encryption in transit/at rest, UK GDPR and ISO 27001-aligned controls.
- Rapid onboarding with discovery, configuration and go-live phases; data export on exit.
- Service levels designed for availability, performance, and support in UK business hours (24/7 optional).

Part 3 — Marketing Overview (Benefits-Led)

FM Navigate helps estates and FM leaders deliver compliant, efficient and transparent services across complex, multi-site operations. With automation, real-time dashboards and clear KPIs, teams spend less time chasing data and more time improving outcomes.

Operate with confidence

- Built-in statutory compliance tools and audit trails
- Live KPI scorecards to track supplier and service performance
- Configurable workflows that standardise best practice

Increase efficiency

- Automate PPM, reactive and soft service tasks
- Mobile-ready tools for field teams
- Reduce duplication with a single source of truth for assets and sites

Strengthen commercial control

- End-to-end procurement and tender workflows
- Budget tracking, forecasting and spend analysis
- Contract management aligned with NEC4 FMC

Part 4 — G-Cloud / Framework Template Mapping

Service definition

See Part 1, sections 1–12.

Onboarding & offboarding

Part 1, section 5.

Service levels (availability, performance, support)

Part 1, section 7.

Responsibilities (supplier vs. customer)

Part 1, sections 2 and 10.

Security & data protection

Part 1, section 11.

Backups & disaster recovery

Part 1, section 4.

Exit plan and data return/destruction

Part 1, section 5.

Accessibility & usability

Standards-aligned web UX; supports modern browsers and mobile.

Pricing & commercial (placeholder)

Provided in the Pricing Schedule — out of scope for this document.