

T R I B A L

K2

Service Definition

G-Cloud 15

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About Tribal

Tribal has been involved in the development of Facilities and Asset Management systems since the early 1990s. Many of our clients at the time were either in the health sector or private sector organisations such as banks or news corporations that had to manage large spaces.

In 1995 we developed the first desktop-based Asset Management system for Local Government, replacing several mainframe systems.

Tribal continued to implement Facilities and Asset Management systems in the private sector, as well as at the Ministry of Defence, NHS and the Higher Education sector but with an increasing client base in Local Government when the first provisional guidance on Asset Management Plans (AMPs) was published by the then DfE in August 1998.

Tribal soon became the leading supplier of Asset Management systems for Local Education Authorities with 19 of the 27 County Councils using Tribal solutions, as well as many of the London Boroughs and smaller Local Education Authorities.

In 2007 Tribal made the decision to replace its successful systems in Local Government, the health, private and other sectors with a newly developed solution, the K2 Asset and Facilities Management system, which now provides a service to over 25 public service organisations.

K2 G-Cloud Offering

K2 is an intelligent, interactive and integrated facilities and asset management system that meets the complex and constantly changing demands of a modern property portfolio. Delivering key facilities and asset information anytime, it supports flexible ways of working that enables efficient management of key asset costs.

The K2 asset management solution provides best practice in the management of property portfolios and acts as an enterprise-wide solution to generate significant cost savings and maximise revenue:

- Measurably improving the quality of asset management services through the streamlined automation of traditionally manual processes
- Reducing the costs of operation by improving the efficiency of staff and administrators
- Retaining control over facilities, property and operational expenditure and helping to prevent budget overspend or underspend
- Extensive reporting, transforming data into meaningful information to support financial decision making
- Performance management tools identifying trends, and providing advanced warning of potentially costly service failures
- Ensuring compliance with legal and corporate best practice, managing risks and providing a full audit trail to meet health and safety standards
- Providing interoperability to other critical business systems through agreed and automated interfaces

Key functionality includes:

- Core (Property / Location data, document management, user defined fields, CAD viewer etc.)
- Admin (User / Role security)
- Energy (Running Costs, Utility Meters, DEC, EPC)
- Estates Management (Leases, Deeds, Disposals, Acquisitions, Valuations, Voids, Calendar)
- GIS
- Hard FM (Planned Maintenance, Service Requests, Permit to Work, Stock Control, Mobile Workforce Solution, Contractor Portal, Condition Survey)
- Compliance Management (Asbestos, Legionella, Fire Risk, Generic Audits)
- Projects and Programmes
- Resource Booking
- K2 Portal (web-based access to view information and self-serve)

Governance

Tribal Group holds certification for both the ISO 27001 standard for Information Security and the ISO 9001 standard for Quality Management. Being globally aligned and ISO certified forms an essential part of our risk mitigation strategy and provides assurance for our customers. In 2026 we will maintain our current ISO certifications and will continue to align our business continuity activities with the ISO 22301 standard for Business Continuity.

Tribal will agree to a set of Quality Key Performance Indicators (KPIs) to monitor the quality-of-service delivery through each project. These will be reviewed to the standards agreed and any corrective actions will be dealt with accordingly and approved by the client. Quality monitoring and reporting will be managed through regular contact with the client by a nominated account manager.

You can see our [accreditations here](#).

Service Management

Tribal provides a full range of support services for our solutions, including:

- Full Tribal Cloud Services team
- Service Desk
- Customer Advisory consultancy
- Self-service support Portal
- Customer community forums
- Online release webinars
- Data Management Services
- Professional Services Consultancy

Service Levels

SLAs for support desk services follow a formal structure, with specific metrics dependent on the customer's specific implementation and preferred support arrangements.

Helpdesk Hours

The Tribal Service Desk is dedicated to external customer support, with a team of staff led by a Service Desk manager.

The opening time for the Service Desk is 09:00 to 17:00 Monday to Friday excluding public bank holidays. Incidents may be raised with the helpdesk at any time via our dedicated customer support portal. All incidents raised are assigned a unique reference number enabling future tracking and updating either by the staffed helpdesk.

The aim of the Service Desk is to deliver a high-quality service, with a strong focus on ownership, effective customer liaison and prompt resolution. All Service Desk activities are fully covered and measured in accordance with the formal Service Level Agreement (SLA).

On-boarding and Off-boarding Processes

On-boarding

Our professional services teams will engage with the Client to discuss the implementation.

During the implementation phase Tribal's Implementation Lead will be the key point of contact for communications; they will work closely with the Client Project Manager and will liaise with senior managers in the Tribal team to ensure that the appropriate resources are made available as required.

Off-boarding

An outline exit plan will be provided on request. This will provide the timetable, procedures, responsibilities, and information required of the Client and Tribal to ensure that the service is terminated, and data transferred as required.

Training

Training will be scheduled as part of the project plan and agreed by both parties.

Delivery of the training will be modular and will follow the logical relationships between the system and the data. Training collateral is supplied for each module within the application. Online user guides will be provided which will reflect any changes to the software as required.

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