Service Definition

Dun and Bradstreet Registration Number: 739210982

Overview

AssessNET is an online Health and Safety Management solution, delivered to customers as Software as a Service (SaaS). AssessNET provides customers with the ability to manage and maintain libraries of Risk Assessments, Audits and Accident records. The powerful task management functionality at the core of AssessNET provides an active and up-to-date view of the activities being put in place within the customer's organisation to reduce risks and hazards.

AssessNET is a market leading Health and Safety software hosted as a cloud-based system. Globally, we are recognised as a leading software solution provider within health and safety and have built a reputation for our advanced IT development, competitive pricing, and reliability and after care support service. Our passion for innovation and excellence is well-recognised with UKAS (United Kingdom Accreditation Service) certification for ISO 9001:2008, ISO 27001:2013 and OHSAS 18001:2007 audited by the British Standards Institution.

AssessNET is a flexible modular Health and Safety Management system designed to manage critical Health and safety business processes that is delivered to customers as Software as a Service (SaaS).

AssessNET provides customers with the ability to manage and maintain all aspects of:

- Risk Assessment
- Method Statements
- Manual Handling
- Incident Management
- DSE Assessment
- Fire Risk Assessment
- COSHH Assessment
- Safety, Quality and Environmental Audits
- Hazard Register
- Permits to Work
- Safety Inspection
- Asset Management
- Training Management
- Custom Logbooks and Checklists

AssessNET's powerful task management functionality provides an active and up-to-date view of the activities being put in place within an organisation to reduce and monitor risks and hazards.

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The Portal Interface for AssessNET is available as an option and has been created to allow users without a named user license to access reports and assessments created within the AssessNET system. This allows assessments to be shared as 'read only' amongst the organisations personnel, without the need to print or download the assessment [a major cost saving]. Because the portal interface takes a live feed from an AssessNET contract, it ensures that a portal user is viewing the most up-to-date assessments on the system.

With regard to the accident/incident reporting module, the portal interface allows users to input accident details for review and follow-up by a full AssessNET user. Information is then submitted and notified in real time, ensuring the designated people are notified as events happen. There is also an interface built into the portal which allows users to register and enter their own personal DSE assessment space. The portal interface is highly customizable, allowing contract administrators to manage specific elements, the information that should be recorded, and the print and download options available to the user.

Moving onto the service is very simple, with options available to import existing data from a variety of formats. We will work with you to ensure that your requirements are met fully at the time of migrating to the service. In times of need, our dedicated support team are on hand to answer any questions you may have regarding the module, directly from within the service.

The powerful AssessNET analytics engine provides statistical information to get a deeper insight about your business and use the data to manage improvements. This assist in:

- Protect your employees
- Reduce incidents and adverse events
- Improve staff retention
- Build client relationship
- Demonstrate responsibility
- Change attitudes and culture
- Reduce costs
- Improve efficiency by reducing administration and operational duplication
- Reduce claims and insurance
- Reduce loss and shrinkage
- Target spending
- Defend against claims and negative customer sentiment
- Predict against potential threats inside and outside the organisation
- Strengthen reputation
- Gain control and visibility of all threats within the organisation to turn your reputation into an asset and satisfy public demand

Impact Level

We have assessed AssessNET's impact level to be IL2.

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Backup/Restore and Disaster Recovery

AssessNET is provided from our primary data centre, based in the UK. Daily backups are transmitted to our secondary centre, also in the UK, to be restored in the event of an issue arising. Both centres provide highly secure environments for the storage of your data and both have ISO27001 certification. Security extends to both electronic and physical access to the server infrastructure, with both actively monitored 24x7. We have several backup routines in operation, ensuring that data is maintained in full for the life of a contract.

On-boarding/Off-boarding

On a contracts commencement, our support team will issue a contract administrator with setup templates to be completed and returned. The information contained in the templates is then uploaded into AssessNET. Further additions can be made manually, or via the same template submission process at any future date. On-boarding templates are provided for user accounts and corporate structure. Once these have been completed and uploaded into AssessNET, the full functionality of the software is available to use.

User accounts can be removed by a customer's account administrator at any point from within the user manager. Due to the integrated nature of assessments and user accounts, accounts are disabled for further additions but remain in AssessNET for cross-referencing.

Pricing and Servicing

AssessNET instances start from £7495 + VAT (Please refer to the pricing document). Our licencing model is concurrency (Concurrency refers to the number of people you can have actively using the system at any one specific time, therefore allowing for unlimited users to be registered on the system). We also operate a workable buffer on the concurrency so that in times where you may need to peak over the limit, you can without concern. Fixed licence accounts are given to key administrators who are not governed by concurrency to ensure they can access regardless of the current usage at the time.

AssessNET's employee portal is available at extra cost. Prices for the main system do not include scoping the project, on-going reviews meetings and account management.

Data extraction is charged at £3995 + VAT.

Service Management

Every customer is assigned a dedicated account manager who ensures that the most is being made of an account. In addition to account managers, AssessNET has a dedicated in-house support team who handle all issues and requests regarding the software.

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Service Constraints

As defined in our standard Service Level Agreement, AssessNET has a very small maintenance window, limited to only a few hours each month for major updates to be applied. We endeavour to complete any updates ahead of schedule to further reduce any downtime of the service. All major updates are performed outside of normal office operating hours, generally at weekends and on bank holidays.

Service Levels and Financial Recompense Model

Our Service Level Agreement documents are available upon request.

Ordering and Invoicing

AssessNET (or any of its modules) can be purchased by contacting our sales team on 0845 800 970, or by emailing sales@assessnet.co.uk detailing your requirements and contact details. We will demonstrate the functionality of the software and tailor the quotation to your needs based on your requirements.

Consumer Responsibilities and Contract Termination

Please refer to the included Terms and Conditions

The success of an implementation is grounded in its adoption by all of its key stakeholders and their teams. To maximise the usage and user experience of AssessNET, we require commitment from clients to:

- Identify key stakeholders and provide system champions within appropriate business areas to maximise AssessNET's adoption.
- A dedicated project leader to facilitate our technical team in populating the core system with the required business data.
- Have a full understanding of the business goals when implementing a Health and Safety management system.

Technical Requirements

Because AssessNET is delivered via the Internet, the service will be available to all users who have access to a web browser. Depending on corporate IT policies, access to AssessNET may require enabling through a company's firewall for use via the intranet systems.

AssessNET's portal system can be linked via an intranet page. Links are issued when the portal system is purchased. Links to specific modules can be issued upon request.

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Trial Services

We do not offer trial periods for AssessNET. However, we provide interactive demonstrations hosted by system developers where the software can be viewed and any questions can be answered.

We do provide an option to pilot AssessNET full configured within an organisation for a two month period with training. Please speak to one of our sales team for more information.

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