G-Cloud 8 – ROCC UNICLASS REPAIRS - SERVICE DEFINITION

Contents

What is Uniclass Repairs?

UniclassRepairs

Uniclass is a single, fully integrated web based system that supports the delivery of the property repairs and maintenance service for social housing from start to finish. It enables a unified approach to responsive and programmed demands, emergencies and appointments as well as internal and sub-contracted resources, including gas servicing and cyclical works. Uniclass delivers up to date information where it is needed to support operational, financial and managerial requirements.

1. Functional Scope

The following modules are all fully integrated meaning data is captured only once. For example, issuing materials to a job will update the stock levels and at the same time update the job costing record.

Contact Centre /Repairs Reporting

Gaining best value for tenants and service providers at the first point of contact, your responsive repairs service needs to present complex information in an accessible format and in real time. The Contact Centre meets this challenge by channelling expert knowledge through leading edge technologies so that service requests are accurately logged and enquiries dealt with efficiently. The first step is to confirm the caller details and the system has a comprehensive database which contains tenant, address and asset information. The work required is identified using a configurable repair diagnostics function. This will guide the call centre operator through a series of scripts, resulting in the creation of the correct job. Schedule of Rates code, priority and due date are automatically applied which means that call centre operatives do not need expert operational knowledge to raise the job.
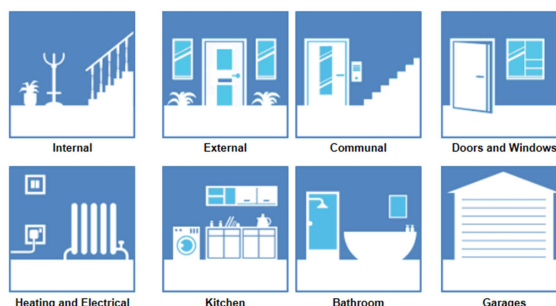
Appointments

The appointment system allocates slots in user defined periods; such as morning or afternoon. The number of slots needed to complete a task is held on each SOR item. If work requires an appointment the system will offer dates based on resource availability for the trade and the priority. A tenant acknowledgement card and text reminders will be produced.

Work Planning

This allows both appointed and non-appointed work to be allocated to an operative and scheduled according to a wide range of criteria. Once scheduled, the job can be directly transferred to an operative's hand-held device.

Financial commitment for the job will be posted to the budget and changed to an actual value when the work is completed and invoiced. For more advanced appointment handling and dynamic workforce scheduling, ROCC Uniclass is fully integrated with the market leading DRS product from

Kirona. This gives a clear graphical representation of the day's workload enabling the most efficient use of operatives and the highest level of service for tenants, with more jobs completed first time.

Sales Invoicing

Revenue management is an integral part of the contract management process. The system has a flexible and intuitive sales invoicing module to allow invoices to be produced and income to be posted against jobs so that job profitability can be measured and managed. Invoices can be produced using a variety of methods including schedule of rates based, cost plus and fixed price. A 'suggested' invoice list can be produced, allowing variations to be agreed with the client prior to the live run. All aspects of the invoice can be adjusted for maximum flexibility.

Invoices can be produced directly by the system, or more commonly can be transferred to the corporate accounts system for debt management.

Job Costing & Management

The system records a full lifecycle audit and collates costs to enable job profitability to be accurately managed. Costs are posted in real-time from each of the following integrated modules:

	W.I.P.	Overhead	C.O.S.	Overhead	Total
Materials (Stores) :	0.00	0.00	0.00	0.00	0.00
(Direct) :	0.00	0.00	160.00	8.00	168.00
Labour (Internal) :	0.00	0.00	50.00	6.23	56.23
(External) :	0.00	0.00	0.00	0.00	0.00
Transport :	0.00	0.00	0.00	0.00	0.00
Private Vehicles :	0.00	0.00	0.00	0.00	0.00
Plant :	0.00	0.00	120.00	6.00	126.00
Subcontractor :	0.00	0.00	315.00	15.75	330.75
Contractor :	0.00	0.00	0.00	0.00	0.00
Others :	0.00	0.00	0.00	0.00	0.00
Totals :	0.00	0.00	645.00	35.98	680.98

Labour Costs Posted from mobile or input directly into the system using timesheet entry.

Material Issues Issues from stores will update costs for the job as well as stock movement records.

Direct Purchases The costs of Direct Purchases will show as a commitment and once the invoice is processed it will be updated to an actual cost. Non-reclaimable VAT can be included as part of the cost.

Sub-contractors Pricebook rules based on contract, trade and priority allow contractor and sub-contractor invoices to be efficiently reconciled with the work done. Full CIS valuation is also available.

Other Costs These include Plant and Transport.

Overheads These are applied as percentage uplifts to other costs. The costs associated with each job are continually monitored and compared with either the scheduled or quoted price, and reports can be produced if the expected margin is not achieved.

Property / Asset Database

The system has a comprehensive asset management database. This allows properties and tenants to be recorded with a detailed inventory of property assets. The property types are flexible so any item can be recorded and managed. The module allows stock condition, warranty and maintenance cycle information to be maintained. Schedules for project and cyclical work are data driven. Assets and properties can be grouped into contracts, areas, estates and wards so that management and reporting can be consolidated as required. The system also allows hazard records, such as asbestos or tenant warnings, to be kept. These are displayed when processing repair requests and can be printed on job tickets or transferred to mobile.

Document Management

The system has a fully integrated document storage and retrieval module. This allows all types of documents including pictures, letters and certificates to be stored in a document warehouse and linked to database items such as the property, asset or job where they can be retrieved as required.

Contract Management

The contract management functions are extremely flexible and comprehensive to allow for multiple clients and all varieties of price books and charging methods. Contract profitability and performance are managed in real-time using dashboard reporting functions.

Inspections

The system allows both post- and pre-inspections to be managed. Jobs for post inspection can be randomly selected within an extensive range of parameters, such as contract, contractor, job value or area, to meet percentage targets of the overall work. Once produced, post inspection lists can be printed or sent to mobile.
Inspection results are recorded back on the job and the job can be re-opened or a follow on job produced according to local business processes. Full job status and audit histories are maintained so that results can be analysed and reported upon.

Stores & Stock Management

This module ensures complete and effective management of either a single or multi-location stores or van stock operation. The system can anticipate stock-out situations and helps maintain control of all essential items. There are extensive enquiry and reporting facilities.

Purchase Order Processing

Purchase orders can be raised for stores, or against jobs or expenditure codes. Orders against jobs are recorded as costs along with any overheads. The system suggests stock replenishment orders, based on re-order quantities, for approval by the buyer prior to order production. It also highlights the best price, lead times, and supplier for each stock item. Electronic invoicing and purchase cards can also be integrated into the Uniclass purchasing module, reducing administrative paperwork, data entry and stock holding for the organisation.

Planned Maintenance

The planned maintenance module can manage both major and minor projects. Planned work is fully integrated with the contact centre to avoid conflicts and duplication between repairs and capital schemes. Projects are prepared using a set of proposed job referencing properties, property attributes and activities. A projects estimated value can be calculated before a decision is made to go live. Budget values can be managed against actual costs.

Cyclical Maintenance

Cyclical work programmes such as gas servicing and inspections can be controlled, including the management of documents such as landlords' certificates or CP12s.

Customer Satisfaction

The customer satisfaction module allows surveys to be created, maintained and published. Collated survey results can be stored in the database for subsequent analysis and reporting.

Client Integration

Where calls are received and logged using third party software Uniclass can integrate with all leading client systems to receive jobs, update the job schedules, notes and statuses. Similarly, financial information on job invoices, costs and purchasing can be exported to any financial system.

Additional Modules

Uniclass Mobile Working

ROCC's mobile solutions provide easy connectivity for operatives and other remote workers to respond rapidly to changing demands and report on the progress of work in real time. Remote data capture enables organisations to gain added value through optimal utilisation of their employees' time while working remotely. Using hand-held devices specifically programmed for the job, mobile solutions provide tangible improvements in business and personal productivity, as well as speed, accuracy and consistency of data.
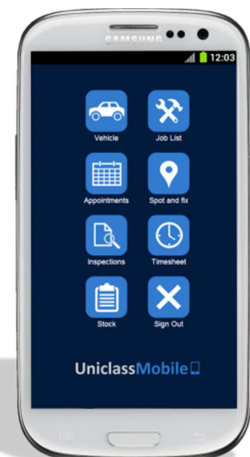
Uniclass MyRepairs Portal

Uniclass MyRepairs is a self-service portal for residents to access for the reporting and enquiring of repairs. It uses an intuitive graphical interface to enable users to log repairs 24/7/365 and request an appointment slot. MyRepairs can be accessed using PC's laptops, tablets and smartphones and is fully integrated with the main Uniclass Repairs back–office system for authorisation.
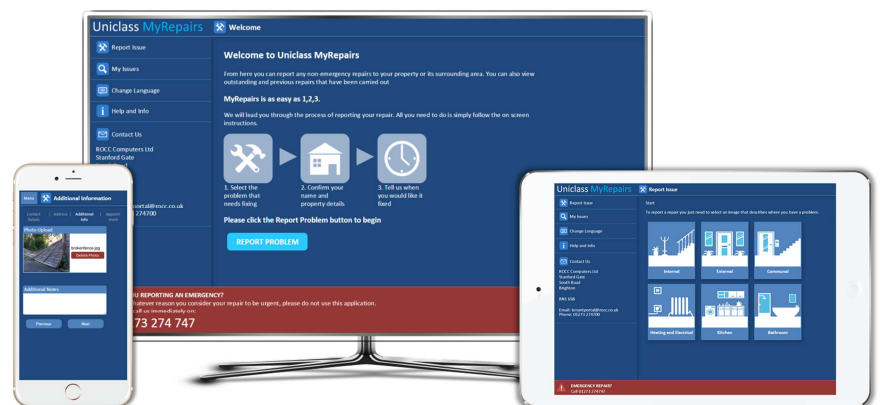
Uniclass Contractor Portal

Uniclass Contractor Portal enables jobs to be sent electronically to Contractors and for Contractors to manage and complete the job details online entering schedules completed, variations, and completion status.
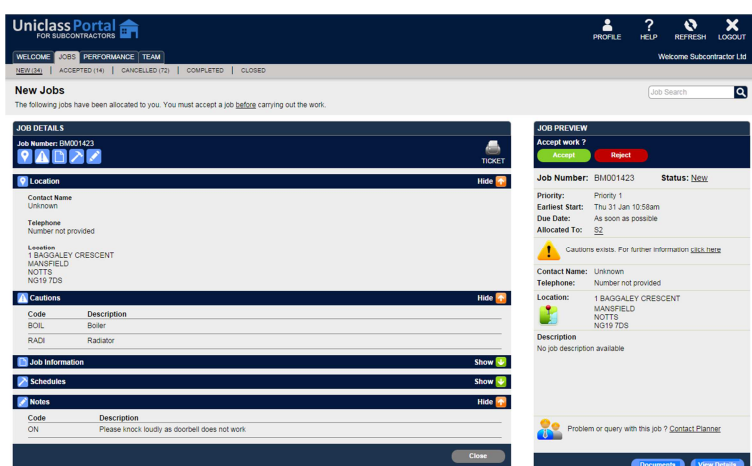
Uniclass Dashboard Reporting

The Uniclass dashboard has been developed using leading edge technology to provide a rich and flexible user experience. It provides users with a constantly refreshed view of requested information. The dashboard has

pre-built standard reports which allow contract managers to monitor KPIs in an easy to interpret visual format. It also includes a report designer allowing users to customise

the reports to their needs. They can create their own reports, schedule and email them, modify screen layout, and incorporate their own icons and links to their favourite systems.

2. Onboarding & Offboarding Procedures

Onboarding

As Uniclass is a configurable application to cater for client specific requirements, each installation also requires an implementation project to cover:-

- **Project Initiation** – creation of the Project Definition Document and Project Plan
- **Business Process Workshops** - to agree the configuration requirements for the site
- **Data loading** – loading client specific data such as properties, SOR's, employees, stock items etc.
- **Integration requirements**- for interfacing with the client's corporate housing management and financial systems. Additional interfaces are priced on a time and materials basis as per the rate card.
- **Configuration** in line with the findings from the workshop sessions
- **Training** – Train the Trainer sessions for all selected modules
- **Reports** – configuration of standard reports and development client specific reports. The standard implementation includes development of 3 client specific reports
- **Assistance with User Acceptance Testing**
- **Go-Live Support** – onsite support is included for the go-live period

The onboarding project will be managed by an experienced ROCC project manager using Prince II principles, with weekly updates for the client's project team.

Offboarding

Clients can request copies of the key data tables as standard or clients can export details themselves using the standard reports or MS SQL tools. If specific data export structures are required, ROCC will be happy to accommodate this, with pricing quoted on a time and material basis subject to the specification.

3. Service Management details

System Administration

When offered as Software as a Service (SaaS), ROCC's Uniclass Repairs service incorporates various administrative tasks. These include:-

·   Monitoring of Disk Space
·   Monitoring of Database Table Sizes
·   Monitoring of Database Replication
·   Database Security – User and Application restrictions / permissions
·   System Performance Monitoring and Tuning
·   Copying of Databases   - 'live' to 'test' (as required)
·   Setting up administration scripts (as required)
·   Data File Management – Transaction logs and Database files
·   Performing Program Installation
·   Making programs 'live' once user testing is completed

Configuration

The Uniclass Repairs application is highly configurable as such the consumer (or ROCC staff) are able to manage user-specific configuration settings. These settings will be restricted to suitably authorised and trained administrative staff, however end users can have the ability to setup their own 'favourite' searches and set their home page to suit their individual preferences.

Availability

ROCC's cloud infrastructure is provided by iomart. Iomart guarantee 100% availability on all infrastructure (power, cooling and network).
As there will be necessary application administration needed for the Uniclass Repairs system, the service will be unavailable for brief periods (for example installing a new version of the software). This will be done in full consultation with the consumer and where possible undertaken out of standard office hours.

Backup

Regular automated incremental backups are made during the day at which time Uniclass Repairs will still be available. Automated complete system backups are performed weekly (generally Saturday night). During the complete system backup Uniclass Repairs will be briefly unavailable.

Restore

In the event of data loss, ROCC shall provide recovery services to endeavour to restore the most recent back-up.

4. Security Policy

All applications developed by ROCC must adhere to the following policy:

Database Security

Only approved Microsoft SQL Server and Oracle databases may be used to store any ROCC application schemas. No ROCC application should circumnavigate, undermine or infringe upon any standard database security models.

Server Security

Only approved Microsoft Windows servers may be used to serve ROCC applications to its client base. No ROCC application should circumnavigate, undermine or infringe upon any standard server security models.

Users Identities and Passwords

All ROCC developed applications must ensure a robust security and authentication model is used (in addition to any database or server security already utilised). The security model must at least fulfil the following requirements:

- Allow accounts to be automatically locked after a configurable number of failed login attempts
- Allow for both encoded and hash encrypted passwords
- Allow the setting of password strengths and the enforcement of setting minimum lengths, inclusion of letters, inclusion of numeric, inclusion of lower or upper case characters and inclusion of special symbols.
- Allow the option to retrieve lost passwords (but must be able to switch this functionality off)
- Enforce secure question and answer responses to allow password reset / retrieval.
- Enforces password expiry after a configurable number of days
- Prevents the reuse of previous passwords and allows the configuration of the number of historic passwords to remember and prevent from being reused.

User Profiles and Restrictions

All ROCC developed applications must ensure the each application user have a profile that designates the level of access they have to the system, including (but not limited to) customers, contracts, property types, screens and forms.

Restricted Access

All ROCC developed applications must be able to be "locked" by system administrators to prevent normal user access during periods of system maintenance.

Activity Logging

All ROCC developed applications must provide the ability to log and store any access or failed access attempts. This information must be human readable to allow administrators to monitor system usage.

Audit Trails

All ROCC developed applications must maintain the following:

- **General Audit Trail**
  A general transactional audit trail storing transaction changes to the system including capturing user ID's and dates/times of changes
- **Interface Specific Auditing**
  All interfaces and third party integrations must be audited outside of the general audit table to ensure simple monitoring of interface specific events

Data Encryption

All ROCC developed applications must be compatible with Secure Socket Layers and Digital Encryption Certificates.

Hosting Service Security

ROCC's hosting service is provided by iomart. iomart hosting has implemented and attained certification for ISO 9001:2008 Quality Management System and ISO 27001:2005 Information Security Management System

All systems are rigorously maintained with pre-planned maintenance and improvement programs in place and come with suitable emergency preparedness, reliable power supplies, adequate climate control, and appropriate protection from intruders (both physical and virtual).

Physical & Site Security	• Unassuming facilities – unmarked and inauspicious • On site security 24 x 7 • Electronic surveillance and continual monitoring/recording • Electronic access • Client access by appointment only • Dual Power supply, UPS & onsite generator back up • Fire, power, weather, temperature, and humidity monitoring systems • Diverse fibre routing via multiple carriers.
System Security	• System installation range of operating systems • Full security patching service • Dedicated firewall and VPN services • Daily offsite Data back up and collection • Optional dedicated intrusion detection devices • Risk assessment and security consultation and auditing • Programmed evaluation and testing of all systems • Internal inventory systems track all cables, circuits and cross-connects • Scalable architecture including multiple redundant core switches and routers
Operational Security	• Employees directly employed by iomart • Employees trained on information security and privacy procedures • Employees trained and accredited by hardware and software vendors • Access to confidential information restricted to authorised personnel only • All systems monitored and access logged and tracked for auditing purposes • All passwords PGP encrypted • Secure media handling and destruction procedures for all customer data • Independently audited disaster recovery and business continuity plans in place reviewed in line with

5. Support service levels

What the ROCC Helpdesk Supports

We request that each customer site designates a point of contact who will liaise between the system users and the ROCC Helpdesk. This person should be able to collect all user queries, vet these for operational type problems and duplication and decide which calls are to be reported to the ROCC Helpdesk.

In responding to logged calls, the ROCC Helpdesk will always communicate any progress to the point of contact. In this way the customer site can also effectively monitor the status of outstanding calls. We request that the call is accompanied by supporting information to help the ROCC Helpdesk investigate the call. See "Logging a Call" for a guide to the sort of information we might find useful. That equipment and procedures are in place for ROCC Helpdesk staff to quickly gain access to the system in order to evaluate reported incidents.

We request that an indication on the impact of the issue and how it is affecting your business or your ability to work to enable us to prioritise the call against other outstanding calls.

Standard Hours of Cover

The helpdesk is open between 08:45 and 17:00 Monday to Friday (excluding bank holidays) and will accept communication via telephone, email or our online portal.

Extended Hours of Cover

The helpdesk extended support hours for clients that have an extended support contract in place are between 07:00 and 19:00 Monday to Friday (excluding bank holidays).

Outside of standard and extended hours an email can be sent to helpdesk@rocc.co.uk or issues can be logged via our online customer portal.

If calls are logged outside of standard or extended hours, an automated response will be sent and the call will be placed in a queue for attention by the helpdesk when it re-opens.
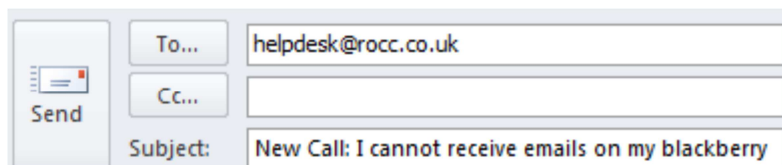
Logging a Call

Notification can be made to the ROCC Helpdesk by telephone, email or via our portal.

If a call is logged by telephone, the details of the incident will be logged directly into our support database and a unique call number will be assigned. This number will be quoted to you by the receiver.

When logging a new call by email please enter the term "New Call:" in the subject line to allow our helpdesk system to automatically log the call and issue a reference number to you.

For example, a subject line may appear as:

If you include New Call: in the subject line of your email you will receive an automated reply from the helpdesk support system quoting your reference number and your call will be placed in the helpdesk queue awaiting attention from one of the support consultants.

If you log a new call via our online portal you will receive a notification of the call reference number by email and your call will be placed in the helpdesk queue for attention.

If, for any reason, a log number is not given to you please ask for it as it will assist both the Helpdesk and yourselves in the tracking of calls.

It assists the Helpdesk if all relevant information is supplied on the initial call. Obviously the nature of this information will vary dependant on the type of call, but the following will always be useful

- your priority for this call i.e. what impact is this having on your ability to work
- a description of the query/problem
- the circumstances in which the situation arises - it is helpful for example to know in the case of an error, what happened just before the error occurred
- screen dumps / captures where relevant

Proactive Monitoring

Large screen displays within the ROCC Helpdesk environment provide constant monitoring of the state of customer systems including alerts relating to performance, disk space, errors and backups.

Any potential issues found by our monitoring software will be immediately flagged for attention on our large screen displays which are constantly being monitored by the ROCC helpdesk frontline staff.

Any issues highlighted are immediately logged into our helpdesk system by our frontline team and a communication sent to the customer.

Issues are then dealt with on a priority basis until resolution as per our standard support call procedure.

Priorities

Calls received to the helpdesk will be allocated a priority. Priorities are determined and set by the helpdesk following consultation with the customer. A guide to the priority levels is shown below:

Priority Codes	
Priority	**Description**
Priority 1	Faults which render critical applications / systems inoperative Faults which directly affect your ability to run your business Faults affecting all users
Priority 2	Faults affecting less critical applications Faults affecting multiple but not all users
Priority 3	Faults affecting a single user Minor faults affecting non-critical applications
Priority 4	Information requests Minor configuration changes Training issues

Service Levels

Once a call has been received, logged and allocated a priority rating by the helpdesk it will be passed to the appropriate consultant who will make all efforts to resolve the problem as quickly as possible based upon the severity of the call.

The following table details the response, communication and target resolution times a customer can expect for each call priority:

Service Level Agreements			
Priority	**Response Time**	**Progress Feedback**	**Target Resolution Time***
Priority 1	15 minutes (max)	Hourly	4 hours
Priority 2	15 minutes (max)	Daily	8 hours
Priority 3	30 minutes	Within 5 days	5 days
Priority 4	30 minutes	Via online portal or on request by calling the helpdesk.	N/A

* Target Resolution – The customer should be aware that resolution times are targets that ROCC will attempt to provide a suitable resolution for a reported issue. All efforts will be made by ROCC to provide resolutions within these timescales however some issues will not be capable of resolution within the specified target time. For instance some problems will be a result of matters beyond ROCC's control (including, but not limited to third party hardware or software failure).
Response and resolution times in hours and days are based on ROCC standard or extended hours.

Customer Communication

Communication to the customer will be carried out during the following checkpoints of the life of a support call:

- **Initial Call**

  When a new support call is received by telephone, email or portal an email will be sent to the customer to confirm receipt of the call and to inform the customer of the support log number

- **Further Information Required**

  If the helpdesk require further information to be able to sufficiently debug and progress a support call, the customer will be contacted either by telephone or email

- **Escalation to Level 2nd Line, 3rd Line or Third Party**

  If the helpdesk escalates the call from frontline consultants to 2nd or 3rd line consultants or to a third party, the customer will be notified by telephone or email.

- **Progress Updates**

  During the life of the call (depending on the priority) regular progress updates will be provided to the customer via telephone or email by the support consultant investigating the issue (see Service Levels for details)

- **Call Closure**

  Calls will only be closed on agreement from the customer and a confirmation telephone call or email will be sent

Call Escalation

All support calls are constantly reviewed by a senior member of support staff with regular reviews by helpdesk management. All priority 1 issues reported to the helpdesk are immediately escalated to the Helpdesk Manager and the Head of Service.

If for any reason a customer requires a support call to be escalated, the route is as follows:

Level	Contact
1	Helpdesk Staff
2	Head of Service
3	Director of Operations

Customers may also use their ROCC Account Manager as an escalation point to liaise with ROCC Helpdesk staff and management.

Closing Calls

Periodically we will contact you to check whether support calls that you have raised with us have been dealt with to your satisfaction. Please assist us in letting us know when you become aware that a call no longer requires our attention.

Customer Care

The ROCC helpdesk are continually reviewing their performance and procedures and always strive to provide excellent service to customers. As part of our continuous improvement plans the ROCC helpdesk will take a periodic random sample of closed support calls and request further feedback from the user, via a brief survey. An email may be sent to you with the link to the survey, which should take no more than 5 minutes to complete. We ask that whenever possible surveys are completed to allow us to ensure our service continues to meet requirements and to enable any issues identified to be swiftly resolved.

Any negative feedback provided to the helpdesk is immediately escalated to the Helpdesk Manager and the Head of Service for review.

6. Ordering and Invoicing Process

Licences
The client will be requested to raise a purchase order for the relevant amount dependant on the service selected from the price guide. We would request that the monthly licence fee covering the software and the hosting service, is paid annually in advance.

Professional Services
Professional services will be invoiced monthly in arrears covering the service days used within the previous month.

Other expenses
Expenses are charged at £120 per round trip plus £125 for any overnight stays required.

Any additional time services are charged on a time and material basis at a rate of £950 per day excluding expenses (as above).

All prices exclude VAT.

Cancellation Fees for Professional Services
Less than 24 hrs notice 100% charge
1-7 days notice   50% charge
7-14 days   25% charge
14 days+   No Charge
Non-redeemable travel and expense may be charged in full
Where the cancellation is mutually convenient, no cancellation fees will be charged