Micad Service Definition Document

July 2020

Micad Company Overview

Micad Systems (UK) Limited, was founded in 1988, and is based in Altrincham, UK. We develop and sell software for real estate space management, compliance, and facilities management.

Micad has in excess of 40 employees in the UK and are privately held by the management team together with private equity firm Young Associates.

Our focal market is primarily the public sector, with an emphasis on healthcare and higher education. In the publicly funded UK healthcare and education sector, we service over 170 National Health Service (NHS) trusts, or approximately 60% of the UK public healthcare market, and 17 universities.

We have over 200 customers, and our software is currently used to manage space and related requirements in over 83,000 buildings across the UK. Micad's software provides a broad array of functionality centred around two key products:

1. IPR - our space management and compliance suite of products allows users to create a five-tier property structure consisting of regions, sites, buildings, floors and rooms providing a complete breakdown of an estate which, is particularly useful for large organisations with complex and widely dispersed property portfolios.

2. HelpDesk - our CMMS/CAFM product delivering a range of facilities maintenance functionality, including reactive maintenance, planned preventative maintenance, asset management, soft services, stock control and purchasing.

In addition to the IPR and HelpDesk, we also offer a suite of products centred around the auditing of cleaning processes and standards in hospitals and other large organisations, as well as portals offering read-only access to our software and a range of Apps for use with our suite of products.

The Micad platform takes precise CAD drawing information and translates it into accurate baseline data that can be used by all our software's connected modular applications, from document storage, asbestos management, compliance documentation through to our HelpDesk product suite.

Our software improves control and visibility in every aspect of property and space management by enabling consolidation of multiple data sets. We also put precise, accurate real-time information in the hands of on-site operatives through our web enabled, cloud-based SaaS platform.

Product Overview

Micad is a leading provider of Estates and Facilities software to the public sector in the UK, focused on the public healthcare and university markets. This provides Micad with unrivalled insight and experience in the public sector which has been built up over the past 30 years of our existence.

Micad's product offering over the past two decades has in the main been driven by understanding the needs and wants of our clients, particularly in healthcare, our largest market, and universities, our second largest market. This has led to the development of a suite of web-based software applications that are highly aligned to the objectives of those with a responsibility for managing property in organizations with large and complex estates, including those providing acute and local community healthcare services in large buildings and related facilities.

Micad's development philosophy is predicated on creating the foundation of an accurate space management database from which all other connected estates and facilities disciplines can be managed. Hospitals are fast changing built environments where space demand is high and ever changing with patient safety being paramount. Micad understands the importance of this coupled with the need of property professionals to be able to access reliable and accurate data sets for a range of estate management disciplines.

The Micad Internet Property Register (IPR) product was borne of out a need for university and hospital estates teams to manage technical drawings and provide a centralised hub for a wealth of estates-based information. Micad was one of the first companies to develop technology that could use CAD drawings to create an accurate space database in a web environment where data such as space function, departmental occupancy and documentation and FM costs can all be stored and managed within one system.

IPR users are now presented with a range of reporting capabilities, graphical CAD reports, an ever-developing set of textual reports and an advanced query engine which enables users to generate their own database queries and then export the results directly into Microsoft Excel. The IPR application supports a wealth of additional modular applications that interact directly with the core IPR. Many of these are fully interoperable, and data sets are shared between modules that in turn increase accurate reporting, operational efficiency and reduce costs.

The second main Micad application is the Maintenance HelpDesk. Users benefit from an easy to use yet powerful CAFM product that supports links to the IPR database including Space, Drawings and Asbestos data. The software was written to provide a modern web-based HelpDesk that made use of the latest smartphones and mobile devices with both Apple IOS and Android Apps being supported. It's also worth noting that Micad's Maintenance HelpDesk application originated from an NHS Healthcare Trust funded project from which Micad took on the development and intellectual property rights. Like IPR, the maintenance HelpDesk product has come directly from a healthcare driven foundation, unlike most maintenance systems that have had a wider commercial property focus.

Both of these applications can be fully integrated to provide a comprehensive IWMS system.

Micad software also features a suite of portals supplied on an unlimited user basis that provide seamless access to key data sets via smartphones, tablets and desktops. These deliver limited read only functionality (e.g. call logging) or access to information restricted by location and topic. Importantly, they provide instant access to data to those that need it most such as asbestos register information to staff and contractors.

Micad's IPR and HelpDesk can be illustrated graphically with the product wheels shown below.

Figure 1 – Micad IPR and CAFM HelpDesk with associated modular options
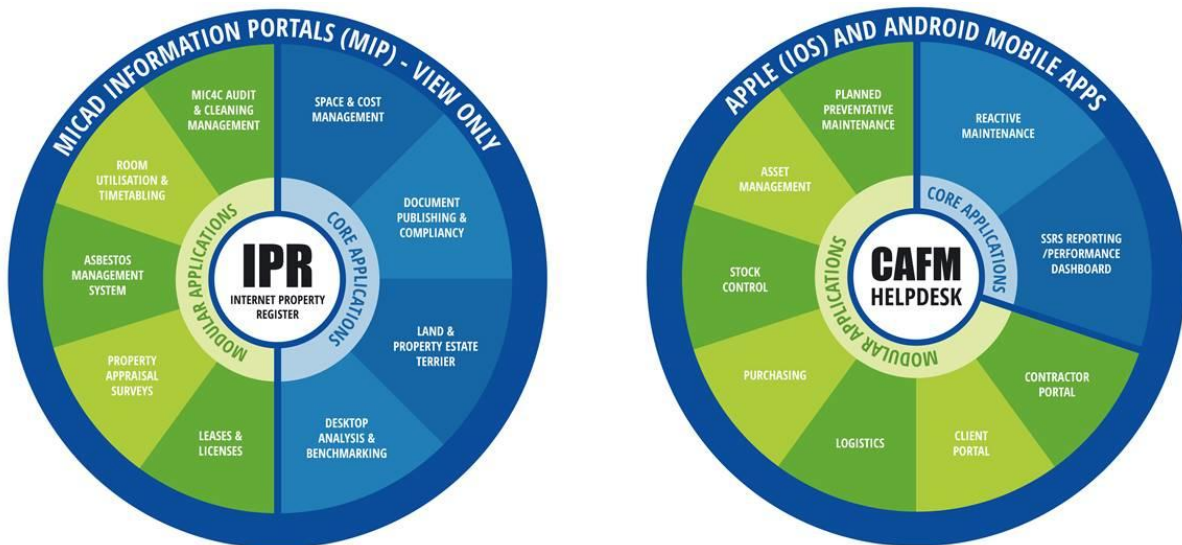
Core system modular functions are show in blue and option bolt-on modules are shown in green.

Micad Platform

Micad is a suite of software applications designed to improve control and visibility in every aspect of property management by enabling consolidation of multiple data sets into a centralised application. Micad is a business of estate and property management specialists; we understand the complex facilities requirements of organisations specifically in the Higher Education and Healthcare sectors. Essentially, the Micad system enables clients to create and manage precise, accurate real-time information in an easy to use and access cloud-based SaaS platform.

We also take great pride in delivering an excellent level of customer service, offering consultancy, solution support and collaborating with our customers to learn and improve our applications. Our approach is business-focused with straightforward licensing, short deployment and free platform upgrades.

As with many Healthcare Trusts and Universities utilising Micad, the IPR has the capacity to radically change the culture of how staff currently access, process and manage estate and project information which currently may be a somewhat disjointed state of both digital and paper formats. Moreover, the IPR system acts a centralized hub for all key facilities-based information from varying file formats resulting in significantly reducing both time and effort required to manage such information.

The Micad IPR consists of a core application (key functions indicated in blue on Figure 1) which fundamentally consist of a space management and document publishing application. In addition, modular bolt on options (indicated in green) are available to all customers as and when they require further integrated solutions.

Key IPR benefits:

1. Provided a user definable centralized hub for all key estates and facilities management information
2. Provide easy access via both desktops and mobile devices
3. Distributes 'live' and 'current' electronic document(s) to the point of need
4. Encourages client departments to use system and 'help themselves' to relevant information
5. No need to change any existing procedures other than the cessation of distributing paper document(s)
6. Minimal training – uses browser simplicity
7. Return on investment is excellent as immediate benefits are realised at the beginning of the set-up period
8. Facilitates 'better service and value for money' to both stakeholders and clients

Web Hosting & Web Topography

Micad is a fully web-based application deployed for the Microsoft Azure cloud.

Figure 2 shows how the Micad's cloud solution provides a flexible environment for both staff and 3rd party consultants/contractors to access and publish information based on security and permission settings being configured.

Figure 2 – Micad hosting cloud and interaction of key stakeholders
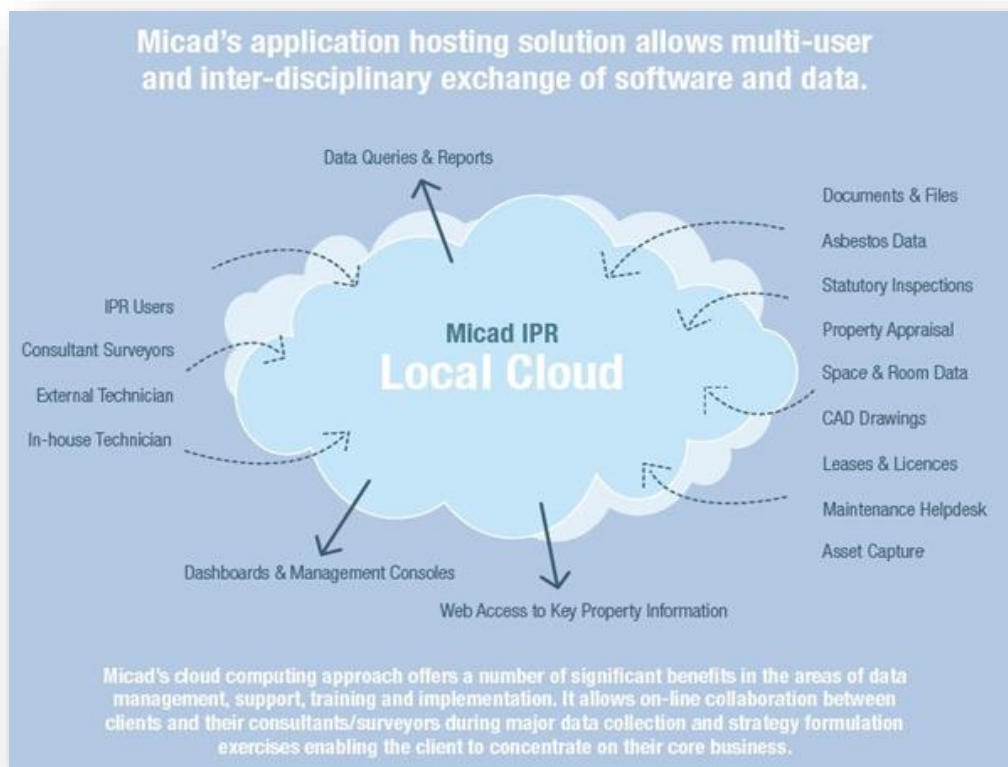
Internet Property Register (IPR)

Core Functionality & Components

Micad believe that accurate up-to-date space records are a prerequisite for any successful property strategy. For this reason, the IPR is a powerful multi-user space management software application that can be driven using "As Built" CAD plans to create a dynamic space database to which a wealth of data sets can be added. The system allows a user defined 5 tier property structure to be created forming of Regions, Sites, Buildings, Floors and Spaces/Rooms.

Figure 3 – IPR CAD Graphical report showing two data sources on the drawing.

However, the IPR is so much more than just a space database. The IPR system also uses accurate CAD drawings to provide facility managers with accurate and reliable spatial information; users can enter details such as function, departmental occupancy and costs. The IPR core application also allows custom fields to be created in the space database which can be reported on via the CAD plans using a graphical report engine. This means that an almost unlimited set of data options can be reported on – from how may desks and occupants are in a space, to where asbestos risks are located. Each report also has a user definable legend and hatching option allowing reports to be shown in a prepared format.

When a graphical report is executed, a hyperlink is automatically embedded into each space on the drawing. This links directly to the data being reported on enabling users to navigate to the data by clicking through the floor plan location. Accurate preparation of the CAD floor plan also means that the IPR will automatically calculate GIA and NUA values.

Document Publishing

An additional function of the IPR includes a fully user definable document repository system for digital documents relevant to geographical location or property portfolio structure, i.e. region, site, block, floor and room. Typically, this can be used to house technical document(s) such as operations and maintenance manuals, site plans, CAD floor plans, photographs, risk assessments, health and safety

procedures, projects etc. Accessing this service is available to any individual or groups who have the appropriate security rights and access granted to the system.

The user defined folder structure flexibility and logical organization of information into secure folders & sub folders means that information is easily accessed by the right people at any time. The task of finding a specific document becomes simple with the assistance of the powerful 'search engine'. When setting up the folder structures, the system has tools that enable folders and sub folders to set up across the property portfolio with speed. Many Universities using the IPR have the same filing system or "cabinet" for each building to assist with familiarity and access to documentation.

As document folders are user-definable, the IPR can be used to store and distribute any category of information which can be assigned disciplines. Once created, folders access can be controlled with access permissions so that sensitive information can only be accessed with those that have privileges to do so. In addition, digital CAD drawings are available to all system clients in a variety of formats such as Autodesk's own native DWF viewer format and Adobe Acrobat PDF, JPEG etc.

The IPR is often not only used by Estates and Facilities staff but also by members of other departments who need access to centrally held information and data.

Document Compliance

The Document Compliance functions of the IPR are an extension to the traditional document publishing functions of the application.

This is a major enhancement of its capability, enabling the user to flag and add a range of assessment criteria to documents whether newly published or existing, and as part of a user defined compliance system. It is engineered to monitor the performance of all Statutory and non-Statutory documents published against any building reference.

The application can support multi-disciplines supported by a range of professionals:

1. Provide a centralized system for global reporting to provide total clarity
2. Accommodate Information from numerous sources in various file formats
3. Visually expose the risk where there is no data continuity
4. Manage compliance elements in isolation based on user rights
5. Provide a central hub for documents: uploading, interrogation, risk assessment both in terms of the document risk and the business risk in terms of expiry or missing status
6. Present a range of operational reports to assist senior management in the management of all document compliance-based issues
7. Automatically reviews expiry by using escalations which are emailed automatically to those individuals who have been designated with the final responsibility.

The IPR provides a solution for centralising of information where the risk associated with each compliance element can be accessed, compared and reported on via each site or property. Each document can be assigned ownership allowing all notifications to be emailed directly to the responsible person(s) for the documents or compliance elements they are responsible for.

Figure 4 – Document compliance status for a building in the MIP

The categories and elements of both statutory and non-statutory are totally user-definable by the Trust/ University and could be configured to include the clients required categories of information. Example below:

1. As-Builts
2. Building Improvements - linked into original As-Builts
3. Specifications
4. O&M Manuals
5. Equipment List (Including Asset Tags and pictures with ability to integrate into searchable database documents)
6. Warranties (Including start date, expiration date and customizable asset expiry flags)
7. Editable Maintenance Logs
8. Shutoff Valves
9. Project Photos
10. Emergency & Life Safety Plans (Emergency Exits, Evacuation Plans, etc.)
11. Emergency Contacts
12. Fire Protection Systems
13. Closed-Circuit Video Feeds
14. Compliancy Documents
15. Inspection Reports

Simply set up and select the compliance element and fill out the basic risk assessment for the specific document and you will have published the document with key data that will allow you to check via a

management dashboard your levels of compliance by each discipline. The interactive dashboard will then allow you to drill-down direct to building and individual reports that are out-of-date or missing.

Being entirely web-based, documents can be uploaded in-house or by trusted 3rd party consultants that perform the surveys and assessments on behalf of the University.

IPR Key features and benefits

It is worth noting that the core IPR application also has a number of further features that we believe would be of value to Healthcare Trusts and Universities.

1. Categorises CAD drawings and distributes without need to purchase AutoCAD clients. Drawings can be viewed and printed locally without assistance from CAD trained personnel
2. Digital document(s)s can be hyperlinked to 'hot-spots' on both web-distributed CAD drawings and photographs
3. Distribution of scanned large format technical drawings (i.e. originals held as archives in the folder system)
4. Automatic calculation of benchmarking costs (£ per m2) by location and department
5. Dashboard compare function for comparing key datasets between sites and buildings.
6. Hosts project information by individual project(s) giving on-line access to all/selected project contributors
7. Full Terrier database. Catalogue of building and site information – construction – contact database – legal tenure – charges & values – acquisitions & disposals – planning constraints. Keeps record of building structural changes using CDM no. with hyperlink directly to 'Project Database'.
9. On-line database provides users with ability to set-up own data fields and reports
10. Excellent graphical /block reporting (i.e. by department, tenant, function or area type) and presentation document(s) for accommodation studies.
11. Custom Report builder with stack graphs are achieved via a simple reporting process where users can select colour by department, function etc
12. Archive current space drawing and associated data

Other features of the core IPR application

The IPR is also equipped with user definable data entry form pages for the collection of estate stock data. The CAD drawing provides the Gross Internal Area (GIA) and Net Usable Area (NUA) for accurately representing the operational criteria for each room/space. The system ensures that 'live' information is always at hand, no matter how frequently data needs to be analysed. The information is available both for operational and strategic planning and can be transferred into any required presentation. This exportable dataset is the core of a whole range of key information being available to other departments such as Finance and their need to allocate movable assets to buildings and/or owners.

A 'space administrator' has the use of a set of remote space auditing tools. These comprise of a non-technical face to the IPR. The administrator configures and processes a 'query' that is directed to any appropriate individual(s)/client within the organisation in a simple web page format and is accessed via an email hyperlink. The client may query their own space occupancy records only that are held by the Estates/Facilities department on the IPR system, furthermore they can also 'return' comment on the validity of the current records. A set of pre-defined options for informing the 'space administrator'

that departmental records need updating are provided, i.e. change in space usage, space area query, % research, %teaching etc, additional space occupied please survey, Existing space refurbished please survey, Space no longer occupied by this department, Space now occupied by Department x, Spaces merged please survey. As well as information required for University returns any 'custom property' field can be added to the query.

The administrator's 'control screen' provides the dates that queries are sent and have been returned, thereby enabling a simple management process to take place. Only data that has been edited or added is exposed and each insertion can be accepted as a new entry or trashed as the administrator sees fit.

Using the desktop comparison tool, data from most fields such as apportioned costs can be viewed holistically by building, site or region/organisation and benchmarks can be setup using the various charting options and saved.

Cost Apportionment (Service Line Reporting)

Since the IPR stores both accurate space records and occupancy details, it is very easy to apportion building related costs to occupants. The system lets users enter costs at any level (site - space), and the software automatically apportions that cost by the space occupied (more space = bigger charge). This is ideal for tracking service line costs. In addition users can enter weighting factors to disproportionate costs or zero weight communal areas.

System tools help users automatically create occupancy records for shared/communal spaces replicating the proportional occupancy for each department on any floor.

Land and Estates Property Terrier

This modular function within the core IPR provides access to a huge range of site and building information from a single point including:

Figure 7 – Terrier information available via the MIP on a mobile tablet

- Statutory Regulations
- Car Parking Details
- Construction Data
- CDM References
- Boundaries
- Covenants
- Rights & Restrictions
- Legal Tenure
- Charges and Valuations
- Acquisitions
- Disposals
- Planning Constraints
- Photographs, Documents
- Projects and Drawings

The contact database can be shared across the range of Micad software modules. The Terrier integrates building data with occupancy and space information for powerful management reporting. Standard reports include Building Age, Schedule of Land & Buildings and Consolidated Construction Progress by site and building. The Space, Terrier and Leases module offer discrete user rights but are fully integrated so that appropriate data is visible between them.

Integration with other 3rd party applications

The IPR can be integrated with a range of other 3rd party applications via a direct SQL connection or from late 2020 an API. Micad work with several other NHS Trusts and Universities where systems have been successfully integrated and linked for various reasons.

Micad Information Portals (MIP)

The Micad MIP product enables read only information to be delivered on the move to those that need it most. It facilitates simple, effective, secure, distribution of all your key estates and property information.

Figure 5 – Document search in MIP
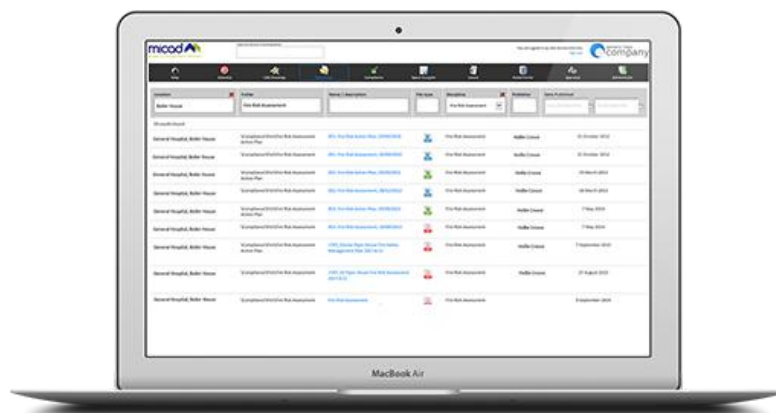
The Micad Information Portals (MIPs) can be configured to allow users access to specific data sets based on their permissions to certain modules or buildings. The MIP is delivered on a secure platform

with 128-bit SSL encryption. This enables those needing access to property information or reports to log on anywhere with a mobile device such as a mobile phone or tablet PC with a 3G/4G connection.

Figure 6 – Document compliance status in the MIP via a smartphone

The portals' simple interface means that property information can be accessed easily and quickly. The document facility in the MIP has a series of filters at the top of the page that allows users to quickly locate the precise documentation they require. The system has been designed with simplicity in mind to a point where virtually no requirement for training is needed. Delivery of search results is fast and includes much of the detail held in the IPR but in an easy to reach simple non-editable format.

Every page accessed in the portal is logged so that administrators have an audit trail and can see who has accessed what information.

Additional Optional IPR Modules

Being a modular based suite of applications, Micad can offer our clients a wealth of further integrated applications that can provide practical solutions to other estate and facilities management disciplines.

Micad Analytics Centre

In addition to standard dashboards and reports Micad have also added the MAC. The Micad Analytics Center (MAC) sits is a powerful reporting visualisation tool that lets users cusotmsied dashboards from pre-loaded widgets and charts. These can be personalised with pre-defined filters, shared with groups of individuals or made public for all users to see.

Many Charts feature clickthrough's to system data direct from the dashboard for instant deep dive reporting.

Charts form different modules and core packages can be grouped into a single dashboard for combined reporting by location or theme.

Figure 7 – Sample MAC Compliance dashboard

Licenses and Leases Module

The objective of this application is to provide management with a cornerstone for all Leases and Licences information. It is diary driven so that all 'due dates' are published as an action list in advance of the required intervention. The system provides the ability to email notifications to appropriate individuals and ability to set 'buffer' periods will substantially reduce risks surrounding the maintenance of due dates.

Original documents (normally in Adobe PDF format) can be scanned and linked to all relevant information categories. The database includes comprehensive details for the Lease Agreement and Rental Payments. The 'Let' status of each space (e.g. Room) is simply indicated by a 'traffic light'. Details include occupiers and organisations, Rent Reviews, Break Options and Service Charge Details. Reminders can also be configured as emails to your desktop.

Asbestos Management Module

The Asbestos Management Software Module utilises the IPR space database to ensure that all Asbestos records have the correct location information. It scores all Asbestos Containing Materials (ACMs) for both material and priority assessments. This sophisticated application provides a traffic light schedule to illustrate which spaces have been surveyed whilst displaying the risk level by colour. It utilises the IPR drawing and database capabilities to display risks on floor plans by colour and enabling managers to 'drill down' from the drawing to the current inspection.

Figure 8 – Asbestos Bird's Eye View (BEV) report for compliance

The main asbestos management module is also supported by the aforementioned MIP enabling those needing asbestos register information to log on anywhere with a mobile device such as a mobile phone or tablet PC with a 3-5G connection. The portals' simple interface means that asbestos register information can be accessed easily and quickly with no requirement for training. Delivery of search results is fast and includes a description of the asbestos material, its summary risk assessment score and photograph. Drawings indicating the searched space location and asbestos risk are also available where core IPR systems have CAD plans published.

Importantly, every person that logs on to the system is automatically recorded in a user activity log that can be checked by the client administrators. This clearly has significant benefits for clients wanting evidence that staff and contractors are checking the asbestos register prior to undertaking works on the building fabric. This module is also supported by an Apple IOS App.

Property Appraisal Module

This user definable survey application enables surveyors to construct survey templates and carry out surveys in a simple MS Excel format. It reduces deviations by automatically distributing the 'master' survey templates to the locations that are to be surveyed from the IPR core application.

User-defined templates enable just about any type of building or site survey to be facilitated (e.g. Condition, Statutory Compliance, Space Utilisation, Functional Suitability, Environmental Management, Fire Risk Assessments).

The resultant element information is interrogated using a user-definable query engine that will automatically export the results into MS Excel. The data is easily available for publishing in a Master Plan Estate Strategy for setting-up backlog maintenance schedules.

Room Booking and Utilisation Module (RUM)

Space is now recognised as a high value currency and as such can no longer be treated as a 'free good'. Financial pressures mean space and room utilisation is now an area under the spotlight in many Universities as property costs are second only to wages in most organisations. Strategies must be formulated using robust information that has been formulated using the right tools.

Figure 9 – Room Utilisation Module

The Step-by-Step Micad Space/Room Utilisation solution:

1. Ensure that the space fits the need i.e space planning
2. Collate and populate Micad IPR space management records
3. Use new RUM module to map out useable space timetable of regular and non-recurring events
4. In the likely event of the space requirement being reduced, the property footprint will need to be re-planned

Highlights of the system include:

- The RUM adds the dimension of 'TIME' into the use of space records in the IPR
- It also makes use of and is totally reliant on existing IPR space records
- It can provide a tool to manage, timetable and audit 'bookable rooms' for charging purposes
- It will require one or more 'space administrators' to be responsible for bookings
- Room bookings/timetabling can be used in two different ways:-

1. Space planning/administration to plan out 'recurring bookings' whether they repeat at uniform or non-regular intervals (e.g. clinics, office accommodation)

2. Ad Hoc bookings placed by intranet or telephone directly to a 'space administrator' (e.g. meeting room)

It is imperative that detailed up-to-date space records and occupancy information is available. Micad have engineered the RUM to make full use of the IPR core space management application which

enables the organisation to take control of its most valuable fixed assets. Additional information such as operational times and whether or not a space can be 'booked' by a department is configured by system administrators. Rules may be defined to suit each organisation depending on how they wish to allocate and charge for space.

Space can be allocated centrally or booked remotely with user rights controlling the number and type of spaces available to individual bookers. The application automatically confirms by email directly to the client and supporting staff with full time, cost and location detail. Utilisation schedules provide both space charge statements and full usage analysis.

Micad360 Photographs

Figure 10 – micad360 of a plant room
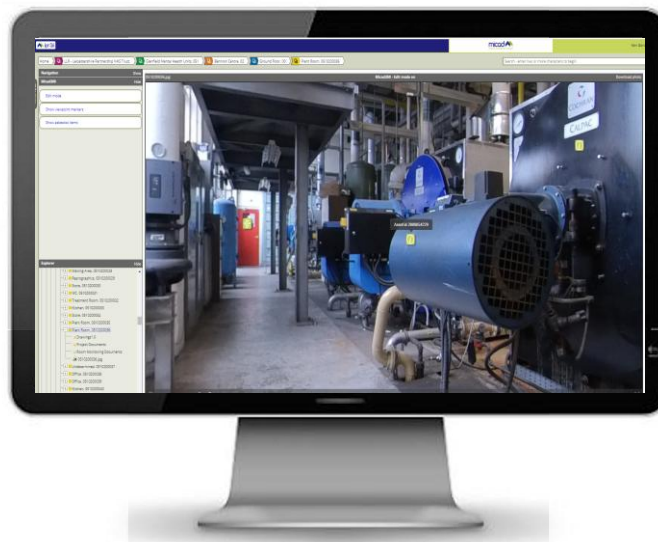
micad360 is a fantastic new feature and is the start of a great new evolution for IPR 3.6. 360-degree photos simulate being a pivoted photographer and looking around to the left, right, up and down as desired as well as zooming in. The viewer clicks any point on the image to drag it in the desired direction.

Today a consumer priced camera with HD quality 360 costs as little as £400 and has built-in technology that prepares the spherical images automatically. The resulting stitched JPEG images are saved to your camera roll. The pictures can be uploaded direct by FileStore and viewed as 360-degree photos in IPR. The journey can be achieved without involving USB drives, cables or PC software file converters.

micad360 provides the ability to remotely turn around, observe and locate building infrastructure and the environment. Motion is achieved by linking a sequence of markers and series of panoramic photos. Libraries of 360 photos provide the situational awareness for required for route planning, wayfinding or personalised walkthrough scenarios that reinforce visible information value.

micad360 links the 360-degree panoramas using viewpoint links and markers (e.g. Documents Information hot spots and Asbestos). micad360 is an immersive HQ panorama viewing experience of your estate, ideal to support business continuity for anyone in charge of infrastructure management. Equipment position, assets, fixtures, fittings and décor, or any given touchpoint where remote insight promotes better informed decision making.

Micad CAFM - Maintenance Modules

The Micad CAFM/CMMS HelpDesk (HD) is modular application that can work in isolation or be fully integrated with the core Internet Property Register (IPR) System.

When linked with the IPR, it provides elevated levels of interoperability with other key datasets such as space information and asbestos. For example, maintenance supervisors can see a complete CAD drawing of the internal work area with the exact job location highlighted. This feature is available at the time of allocating a job together with any room data that has been entered into the parent IPR, as well as Asbestos information of all the surrounding work areas to the job in hand.

Figure 11 – CAFM/CMMS Maintenance HelpDesk with App

The HelpDesk is supported by both Android and IOS mobile Apps and emails to direct and contracted labour resources. The application negates the need for the University to have manned telephone support to receive job requests, as the HD offers a 'client web portal' with which job requests can be created and routed directly from those needing to report a fault to the work planners. Contractors also have a 'web portal' where details of pending, current, planned and historical instructions are published.

Typically, maintenance and HelpDesk software applications can take many months and sometimes years to configure and roll out. Because of the built-in configuration settings of the Micad HelpDesk, existing clients have been able to implement the application in weeks. Micad's Hosting solution applies to this application allowing fast and efficient deployment, support and upgrades.

The core CAFM HelpDesk application includes Reactive work, Administration controls and Reporting as core components

Other CAFM HelpDesk Modular Applications include:

- Planned Preventative Maintenance
- Assets
- Purchase Order
- Stock Control
- Web Portals - Clients and Contractors
- Mobile App connectivity between HD system and direct labour resource

Micad Help Desk Software Features & Benefits

- The integration with parent IPR space database ensures a fast start-up time
- Software functionality ensures minimal training requirements
- Integration with IPR Asbestos database
- Live display of IPR Drawings and Room data
- Web based solution; therefore easy to deploy with no special software required on client PC's
- Software is hosted and serviced with all other IPR Modules
- Mobile App connectivity
- No software installation costs

Planned Preventative Maintenance Module (PPM)

The PPM module allows asbestos data, plans and documents to be linked to each PPM meaning operatives are given the information they need most to work safely and efficiently. This module enable the seamless scheduling and resources allocation of all routine maintenance task where supporting documentation can be attached to each talk along with specific metrics and risk assessments.

Asset Module

The asset management module provides a flexible approach to managing your assets. With user defined fields and the ability to link assets into systems, the asset module provides total flexibility whether you're wanting to start from scratch or you're looking to import an existing register data set. The entire history of all works whether reactive or PPM are stored against each asset for easy viewing.

Purchasing

The purchasing module enables clients to keep a register of suppliers and raise instructions for addition stock. It also track good received and keep entire records of the PO and invoicing history associated with supplied being processed.

Stock Control

Micad HelpDesk optional Stock Control module will help you improve operational efficiency and reduce downtime by helping you understand stock movements from both centralised and remote (van) stores. This allows you to optimise your stock holding for key assets.

Figure 12 – Stock control module

Client/Customer Portal

The Client/Customer Portal is simple to use self-service application enabling anyone with access to log a job request and check on its progress with ease. Operatives can log maintenance jobs at anytime and from anywhere. They simply need to know their location which is already populated from the Space Management database when linked to the IPR. Micad Operatives can log jobs in under 30 seconds and you can view on screen alerts and records of past and planned jobs. The software is fully scalable meaning you can utilise it for multiple buildings.

Contractor/Resources Portal

The Contractor/Resources Portal enables your contractors can receive and process all jobs you send them whether reactive or PPM based. Notes and documents can also be uploaded so you have the entire history of each job posted back to the main HelpDesk application. If required, contractors can even log further jobs back via a link to the customer portal. With access via a tablet or desktop, the software is flexible and easy to use and it provides you with the perfect solution for keeping your reactive and PPM maintenance organised.

CAFM HelpDesk Mobile App (Android and IOS)

Simple and user friendly with hardly any training required, your maintenance team will be up and running in no time with the help of Micad. Data is synchronised every 15 seconds so you always know what is going on where and at what time and the module can even tell you if asbestos is present. If asbestos does happen to be present in your estate, you can link the reactive maintenance module up to the register and drawing if you are using the asbestos module. Simple, cost effective and time saving, our reactive maintenance module helps you to manage your estate and maintenance easily, all from the palm of your hand.

Micad Audit

Micad audit is a powerful auditing tool designed to primarily meet the requirements of Cleaning audits in healthcare sites. It meets the requirements of the new Standards of cleanliness 2020 and the existing 2007 regulations. However it is much more than that. Our flexible Audit solution reduces the time and effort needed to create, conduct and manage multiple audits. Achieve, demonstrate and maintain high standards on a wide range of disciplines quickly and easily.

*Figure 13 – Micad Audit on different devices*

Fully conforming to the Department of Health's National Standards of Cleanliness in the UK and Ireland, Micad's Cleaning Audit Software allows managers to measure performance in a fully customisable and easy-to-use format. Our solution is so flexible it can be easily configured to work in other countries and territories where local requirements may differ.

This new software uses the latest web technology and has a completely new free App, that works on Apple, Android and Windows devices, with or without an internet connection. It seamlessly guides users through the audit process using pre-defined actions, dropdowns and restrictions to make for a simplistic and fast auditing experience. The ability to capture photographic evidence makes Micad's Cleaning Audit software even more powerful.

Micad Cleaning Audit Software allows you to create, manage and report on cleaning audits with ease, comply with the standards for cleanliness and manage your facilities with our dynamic software.

Figure 14 – The Micad Audit App in use
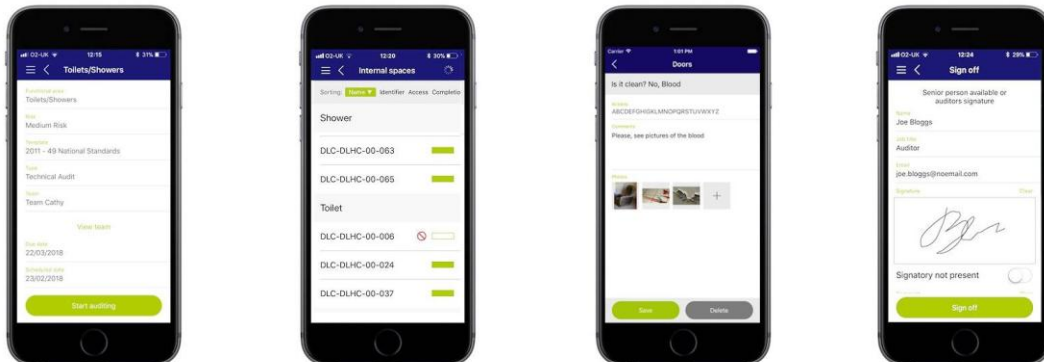
Audit templates

Micad Audit can be supplied with preloaded auditing templates such as catering, waste, health and safety, cleaning, decontamination and fire audits. You can also create your own templates with your own: questionnaires, risk levels, frequency, responsible persons, reporting frequency, pass and fail levels, response times and configurable dashboards.

Workflow

Micad Audit links failed questions to predefined actions and responsible persons. This keeps things simple for auditors on the front line and ensures the correct people are informed. Resulting in a streamlined and simplified audit process.

No signal – no problem

Micad's Audit App works without an internet connection helping to drive efficiency. On completion, all interested parties are automatically informed by email of the audit results and actions – giving secure instant access to the data collected. Micad Audit includes a comprehensive range of user configurable reports to help you and dedicated charts in the **Micad Analytics centre**:

When coupled with the Micad Analytics Centre, you can access configurable dashboards to inform and share key audit information with staff. Dashboards feature click throughs to the original data and reports from a user configured live dashboard.

Connected and Effortless

Micad Audit lets you manage and issue audits from anywhere quickly and easily whether using a desktop, PC or tablet. The easy to use multi-platform App (IOS, Android and Windows) guides users through each audit process: answering pre-defined questions, adding actions and comments as required. The ability to capture photographic evidence makes Micad's audit software even more powerful.

System Benefits

- **Create template** – define what needs to be audited how it will be done and the risks.
- **Set schedule** – how often do you need to do this and in what areas.
- **Pick your team** – who is going to conduct the audit and what sort of audit will they do.
- **Conduct audits** – collect results on multiple audit topics at the same time using our native Apple, Android or Windows app. Identify failures add photographs and corrective actions.
- **Get sign off** – capture signatures of key personnel to complete the audit fixing the results in time.
- **Notify responsible persons** – automated report generation of audit scores and actions for stakeholders and responsible individuals.
- **Analyse results** – use the powerful reporting engine to identify trends, improvements & Isolate failings. Use these tools to create permanent fixes and to modify your future audits.
- **Rectify Issues and re-audit** – fix issues raised by the audit, easily generate re audits to capture rectifications and increase confidence in the audit process.

Figure 15 – The steps to a successful auditing process

Trial Systems

By agreement we are happy to grant access to demonstration or set up trial systems. In additional existing customers can trial modules not covered by their licence agreement.

On-boarding - Implementation and Training

Micad understand that good functionally rich software can be ruined by bad implementation and support services. We also understand that customers need different types of systems and levels of support. Our services our therefore tailored accordingly to each installation. Regular reviews allows us to improve our methodology from lessons learned.

Typically systems are provisioned in as few as 5 days and implemented in 3 -6 months depending on scope and scale of the deployment.

Cost Effective Customer Focused deployment

In delivering best value for money to our clients the Micad hosted option offers a smoother deployment and implementation. The ability of support staff to see the same screens as users reduces overall training costs and makes support more immediate.

It also means the organisation can deploy IT resources to other parts of the project such as system integration.

Where organisations use external contractors, our software and hosted solution means the organisations need not grant access to their network offering reduced risk to our customers.

The simplicity of the Micad suite of products should not be underestimated in delivering and demonstrating value for money. The fact that training can be measured in hours not days and that trade staff can pick up and use the software out of the box means the savings start earlier. Training can be organised for end users or train the trainers both face to face and online.

This ease of use and no frills approach means managers can quickly start to focus on getting the most out of their staff in line with business objectives. Micad fully understand that the software is not an end in itself.

Agreed Plan

Micad believe the key to a successful implementation is an agreed plan. We have supplied an outline plan that identifies the key modules involved and resources required along with an idea of timescales. However our project manager working closely with the customer will be able to hone the plan to ensure timely delivery through the correct individuals.

Micad believe their experience in dealing with Universities and NHS Trusts where system rationalisation has been key (e.g. Cambridge University) will benefit all customers in quickly identifying key gaps in the data streamlining the deployment and training process and managing the milestones and deadlines.

Micad can offer a range of data support services from bespoke data load services to the use of our standard preconfigured spreadsheets that deliver a balance of user configurability and low cost through fixed price upload.

We have found that the use of weekly or fortnightly calls during the implementation process creates an inclusive environment and ensures universal awareness of deliverables and deadlines. They also establish communication routes and relationships that last beyond the implementation phase as the client becomes an experienced user.

Roles and Responsibilities

It is well recognised that the right people can have a disproportionate impact on the success of any project. The Micad training and support team are well equipped to deliver a successful implementation. They have a unique mix of professional experience as well as being experienced users of the software in the field. This means they have the experience to assess a project and communicate the plan and advice at the key points as the implementation proceeds. Micad believe that by establishing the foundations and values of a true partnership early on, the implementation and ongoing use of our software will be a success.

Micad further recognise that the ongoing support needs to be equally responsive since support does not stop with the go live date. The relationship we build with clients is crucial and we always seek to improve our services by getting closer to the client and their data.

Off-boarding – Data Restoration and Service Migration

Data held in Micad's software always belongs to the client. Specific off-boarding arrangements will be agreed with each client on commencement of the contract.

Ordering and invoicing process

Micad software and services are ordered via purchase order and invoiced where applicable 12 months in advance.

Pricing

Please see the separate Micad G-Cloud7 pricing document.

Termination terms

Please refer to our standard terms and conditions attached.

Data Customer responsibilities

Please refer to our standard terms and conditions attached.

Micad Hosting Services

As a default Micad host their server in a third party data centre MS Azure in either the UK West or South inside the EEA. Details available on request. Other non-standard arrangements can be made by request. Charges may apply.

Support Services

Micad offer a single tier support contract for customers. Support is delivered via online support portals, telephone and webinars. A dedicated support portal for requests, issues and help is available for all users of our software. In additional users support each other through the Micad online community Portal.

Support is available during normal office hours 9.00hrs – 17.30hrs. Calls that cannot be immediately resolved are logged and allocated for resolution. Processes, fix times and call resolution are regularly reviewed as part of our internal quality procedures.

Data Protection inc. GDPR

Micad is Committed to the UK's Data Protection Act 2018 (DPA'18) including the EU General Data Protection Regulation (GDPR).In May 2018, the UK's and EU data protection legislation was update for the first time in 20 years. GDPR replaces the 1995 EU Data Protection Directive. GDPR strengthens the rights that individuals have regarding personal data relating to them and seeks to harmonize data protection laws across the EU, regardless of where that data is processed. Micad helps our customers to comply with the GDPR by Micad's stringent privacy and security protections.

Data Protection Registration

Micad Systems (UK) Ltd. is registered with the UK's Information Commissioner's Office (ICO). This means we are contractually committed to delivering our services in compliance with UK's DPA'18. ICO Registration Number: Z3370691