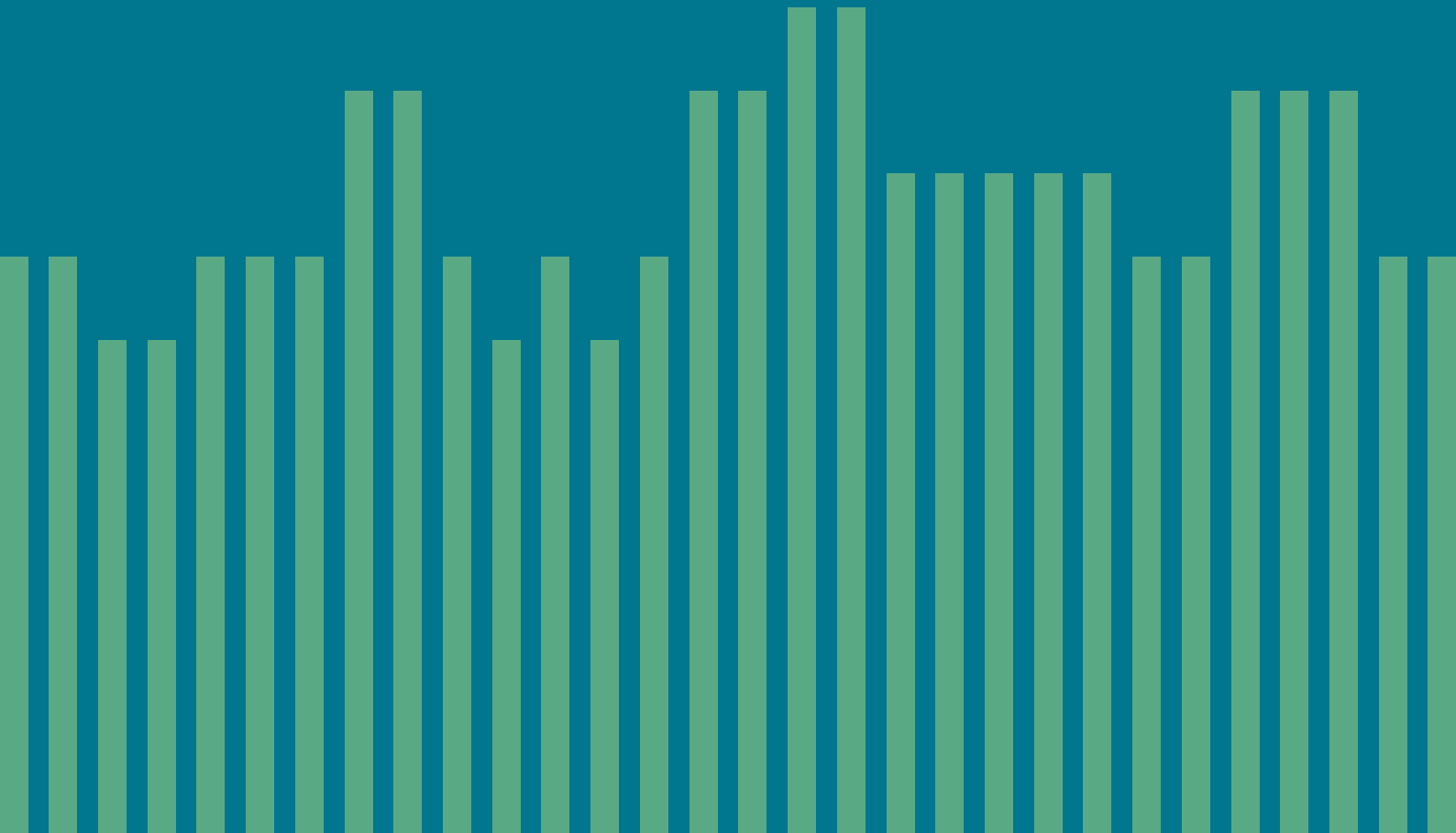


**TRUE  
COMPLIANCE**



**CLOUD BASED  
COMPLIANCE  
MANAGEMENT**



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# Meet the Founders

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**“It was during my time as a property compliance consultant that I became frustrated with the systems that were out there and the limitations of the IT offerings in this area.**

**Graeme and I would talk about what we thought a compliance system should be like. One day we just said, “lets make it.” So we did.”**

- Matt Rawlings



## **Matt Rawlings**

Matt Rawlings is the True Compliance lead compliance resource. He has over ten years experience as a compliance consultant in social housing industry having worked for numerous businesses in London and the South East, managing all aspects of compliance first hand.



## **Graeme Killkenny**

Graeme Killkenny is the True Compliance lead developer. He built the system from scratch utilising the latest technology. Graeme has over ten years experience of programming in the private sector.

## Our Goals

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### 1. Single System One version of the truth!

Current Industry IT is stuck in the past so the system can only use the best and newest technology. It needs PDF reading, Artificial Intelligence and intelligent algorithms to read, interpret and audit all the certificates as a minimum.

### 2. Modern stunning looks, slick functionality.

Everyone works differently, every organisation always has its own idiosyncrasies and even within an organisation people work differently. The system needed to be flexible at a user level. The system must be able to include other exciting innovations in the industry as easily as possible, so it has to be future proof.

### 3. State of the art technology. Only the best!

One of the most frustrating challenges with data is ensuring that your figures all come from one reliable place. So the system has to be able to deal seamlessly with all compliance streams and store all certification.

### 4. Designed for customisation and the future.

Most systems aren't intuitive, so the system has to have slick functionality which makes it effortless to work with. It must look good and not like a glorified spreadsheet.

In short ...

**Make the First Truly Awesome  
Compliance System**

# Architecture

We laid our foundation for the system by creating three ways of adding data:

- A state of the art Optical Character Recognition or PDF reader with integrated Artificial Intelligence that pulls the data off a PDF.
- File transfer Interfaces with contractor systems
- Live Application programme Interfaces (API) which allows two way communications with internet connected smart devices.

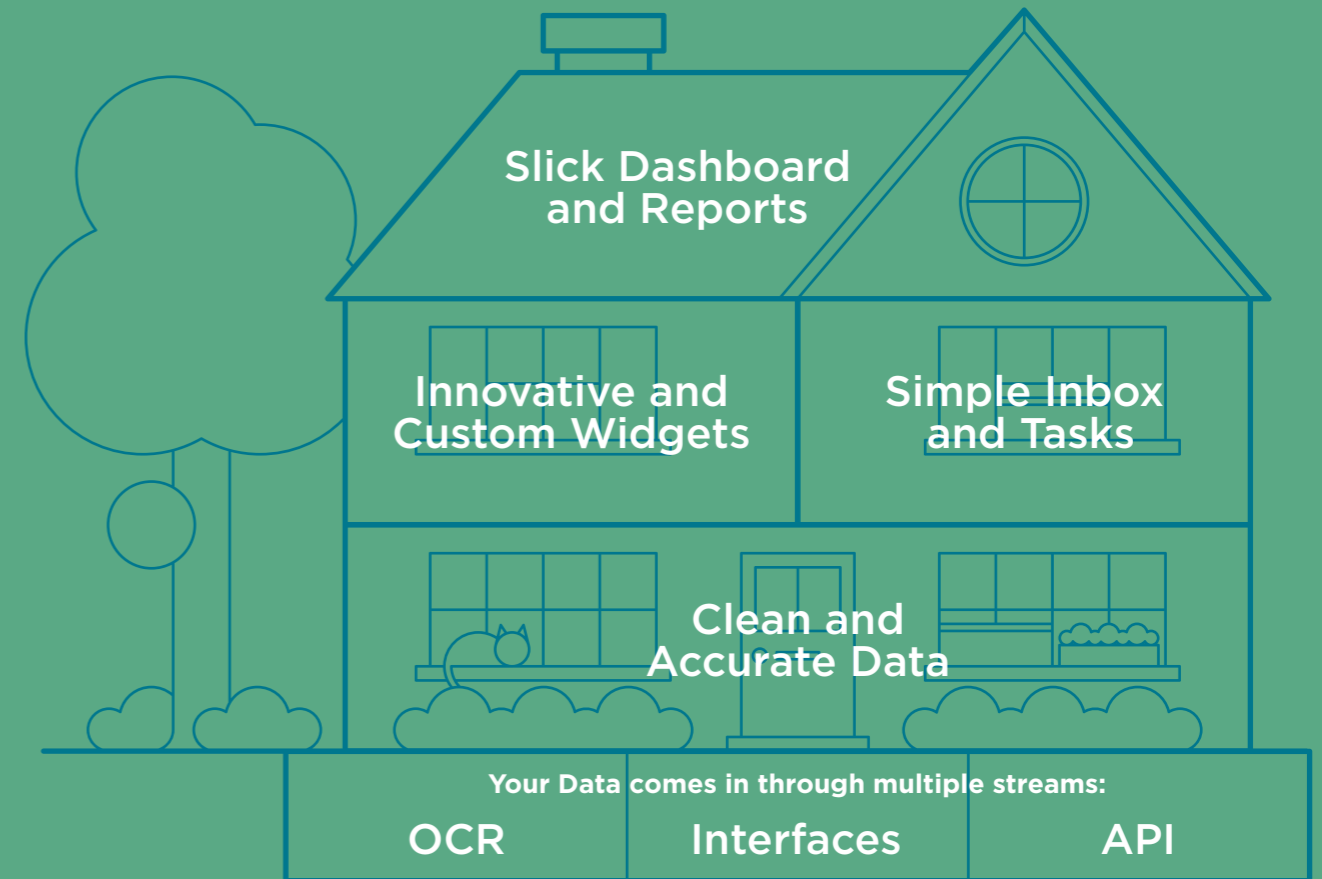
What does that mean? We created reliable ways of getting your data into the system. No more data uploads from unreliable spreadsheets.

We built on top of that with the core of the system; an algorithm that analyses your data to ensure that what you load is compliant so you can report in confidence.

Attractive and Innovative Widgets that are customisable right on your home page, which can be tailored to suit you and the way you want to work. No more changing process to fit the IT.

A simple inbox and task system. An easy way of dealing with rejected certificates or remedial works and fire actions.

Dashboards with custom tiles right on the home screen. Automated email reports which aren't huge Excel attachments but a link to reports only securely attained with a True Compliance log in.



# Compliance Areas



## Gas

Domestic and communal compliance and management of remedial works



## Electrical

Domestic and communal compliance, lightning protection and management of remedial works



## Water Hygiene

Domestic and communal compliance and management of remedial works



## Insurance Inspection

Lifts, playgrounds and pressure vessels compliance, servicing and management of remedial works



## Fire Safety

FRA and equipment servicing compliance and management of remedial works

## No More Modules.

When you use True Compliance you have access to all the features and compliance areas at no extra cost. This allows all our data to interact e.g. If a fire action is to ensure that a electrical inspection has been completed, and you have one in the system, True Compliance can complete that action for you.

We won't charge you to implement a new compliance area or contractor. Keeping your costs fixed and predictable for as long as you use the system.

## Key Feature

### 1) Certificate loading from PDFs

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**The system makes loading your data as simple as possible. Your contractors can upload direct into True Compliance. Just drag and drop the certificates in and they are securely uploaded to the system.**

What then happens is that the system uses Artificial Intelligence to recognise the certificate type before lifting all the data off the PDF and storing it in the database. The certificate is saved against each property by using the information from the certificate, so even if named incorrectly it will still go to the correct property.

We want to ensure that the certificate is compliant, as we only want good clean accurate data in True Compliance. So the certificate will be checked against the standard compliance rules for its certificate type as well as any bespoke rules you have.



## Key Feature 2) Inbox



Each user will have their own TC inbox which is used to inform them of any action that they need to complete, either as an outcome of a compliance visit (e.g. fire actions, meter bonding) or where the system may need their input (errors with the input records or user intervention)

Any remedial actions or rejections for a contractor to complete can be sent to the contractor directly and you can set True Compliance to alert you if it hasn't received an update within a described time period.

The 'groups' feature allows managers to see an overview of all their team's actions which can be drilled into, with escalations for overdue or upcoming actions easily created "

## Key Feature 3) Widgets

**When we built the system we designed it from the ground up to be fully customisable, not just by organisation but by user and that's because we have utilised the POWER OF WIDGETS.**

We wanted the system to be customisable because too often a new process or procedure is shelved or altered because the software providers charges excessive amounts for any slight changes to their system. We believe that this stifles innovation and we want you to be innovative and work the best way possible for you. So we will not charge you for any new widgets and all widgets are free to download.

We can do this because each widget sits outside the system and interacts separately doing its own task. So you can have any new features you want without the usual obstruction that you get from software providers.

We can add any widget to our home page with a simple click and they can be arranged as you like. You can request a new widget by emailing [support@truecompliance.co.uk](mailto:support@truecompliance.co.uk) and explaining what you need and we'll come back with a design and a time scale.

This is also a great way of sharing best practice with other organisations as all widgets that are created are available to all customers.





#### Jeopardy list (2)

UPRN	Address
RELO62000	Flat 30 Manfred Court SW15 2RT
OPS000054	Flat 32 Manfred Court SW15 2RT

### Jeopardy List/ Non-Compliant List

Our jeopardy list widget warns you of the properties getting close to their expiry dates and the non-compliant list widget shows what is overdue. This is all neatly displayed on the homepage, allowing us to click in and out of properties as you need to.

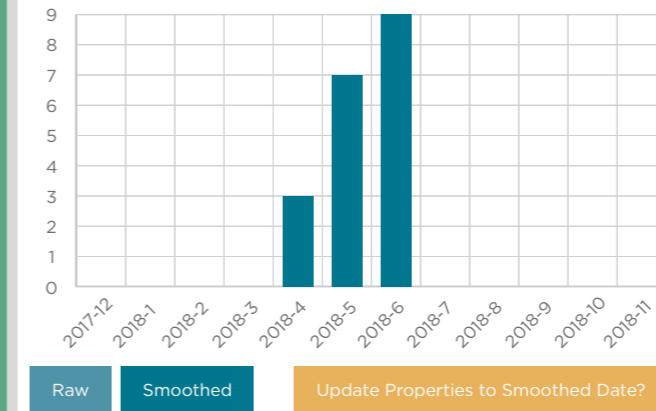
#### Repeat Offenders (1)

UPRN	Address
MBM189000B	Flat 48 Manfred Court SW15 2RT

### Repeat Offenders

The majority of access issues are generally for the same properties, year on year, causing staff headaches, wasted time and impacting the compliance figures. The repeat offenders widget lets you flag and manage these properties. To add a property to the repeat offenders, click the add button on the property screen. The address will now appear in my repeat offenders widget and the first appointment date has moved to four weeks, earlier giving you that valuable extra time to try and gain access.

#### Auto Smoothing – Gas



### Auto Smoothing

The auto-smoothing widget shows the current contractor servicing profile. Most contractor's profile is full or peaks and troughs. To smooth out the profile, simply click the smoothed button and True Compliance selects and pulls back the necessary services to give us a new perfectly smooth servicing profile. When happy with the result, click the update button and True Compliance updates the recommended appointment dates for all those properties, ready to send on to contractors.

#### Auto Mergeable Properties (2)

These properties have multiple visits due in the coming year. Maybe schedule them for the same day?

UPRN	Address	Visits Due
762045	Flat 40 Manfred Court SW15 2RT	2
901524	Flat 42 Manfred Court SW15 2RT	2

Merge Dates

### Auto-Merge

Too often we look at compliance as separate entities; there's separate teams dealing with each disciplines, all attending at different times and most likely facing the same access problems. The auto-merge widget flags up to you any properties that have multiple visits due in the year and allows you to merge these appointment dates. It'll set the new date as the earliest appointment due.

## Key Features

# 4) Dashboard & Reports

**Now that there is good clean data in the system you want to be able to see key performance indicators quickly and easily. True Compliance ensures that not only is your data live, it's is easily accessible.**

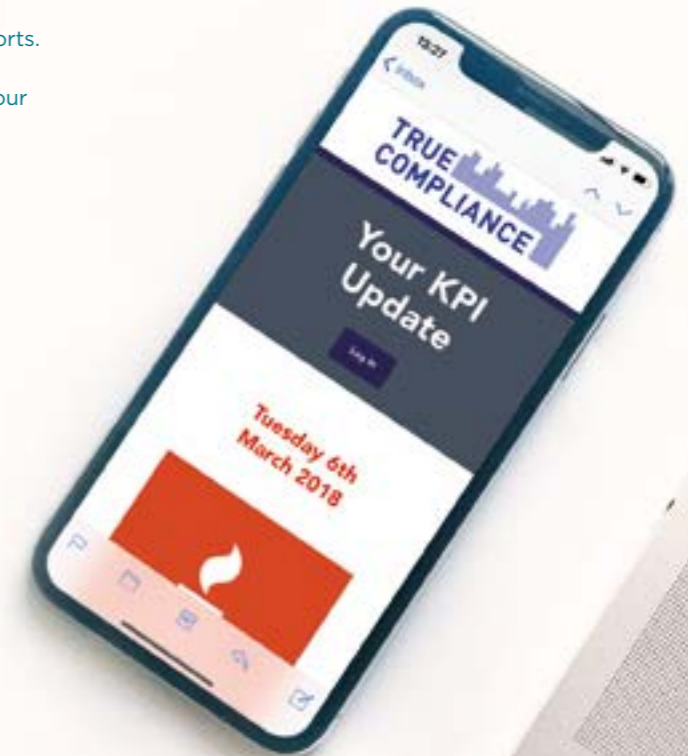
The tile widgets on the homepage give you real time, live data on where your compliance is. These tiles can show a whole host of KPIs in a number of different formats like percentages, graphs and charts. These are available in the widget store and can display any of your KPIs. New Tiles can be requested at any times free of charge.



True Compliance is able to deliver your custom standard reports overnight, so you can review your KPIs with your morning coffee.

All reports are built to be specific to what you want to see. Extracts of property data, yesterday's loaded certificates, non compliant or jeopardy. Whatever is useful for you. All reports are stored in the reporting centre, so you wont constantly be going over your email data limit.

You will receive the Management KPI update email daily. It gives you a slick looking email with an overview of where you are on each of your selected area and any other of your chosen reports. Just click on the 'show report' button and it will take you directly to your reports. You can see your KPIs at a glance, this gives you the confidence that everything is working as expected, without the added strain on the admin team.



**We believe that with accurate data and simple, innovative and customisable tools, easily accessed on ONE cloud based system, will help you obtain...**

**TRUE COMPLIANCE**

Email [hello@truecompliance.co.uk](mailto:hello@truecompliance.co.uk)  
to arrange your demo.

**truecompliance.co.uk**

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