Jewel

SECURITY & COMPLIANCE · 2026

Security and compliance overview

The Jewel platform: architecture, hosting, identity, security, connectivity, integration and support.

AT A GLANCE

One secure platform, hosted in the EU

This overview describes how the Jewel platform is built, hosted and secured, and how it integrates with your existing identity provider, devices and systems.

Azure EU	ISO 27001	Cyber Essentials	99.9%
Multi-tenant SaaS hosted in Microsoft Azure (EU data centers)	Certified	UK certified	Monthly uptime target, excluding planned maintenance

01

Architecture

- Single multi-tenant SaaS solution, the same for all customers and updated by Jewel; no customer-specific code.
- Web application for planners and managers; native Android and iOS apps for operatives.
- Microsoft .NET stack, horizontally scalable with autoscaling for peak operational windows.
- Route optimisation runs server-side.

02

Hosting

- Multi-tenant SaaS hosted in Microsoft Azure (EU data centers).
- Backups, monitoring and support environments also within the EU.
- Development, acceptance and production strictly separated; no production data outside production.
- 99.9% monthly uptime target, excluding planned maintenance.

03

Identity

- Single sign-on with Microsoft Entra ID (Azure AD), SAML 2.0 or OIDC, MFA supported.
- Role-based access; key users manage roles, permissions and device assignments themselves.
- Mobile apps are licensed per device, suiting shared in-cab devices.

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04

Security

- Encryption: AES-256 at rest, TLS 1.2+ in transit, secrets in Azure Key Vault.
- Customer data logically isolated per tenant.
- ISO 27001 certified.
- UK Cyber Essentials certified.
- Data protection: the customer is controller, Jewel is processor.

Personal data: the platform does process some personal data under UK GDPR (user accounts, and vehicle GPS tracks that can be linked to an operative).

- Operatives can be shown anonymised in the platform, and the live view can be switched off.
- The dispatcher dashboard can show progress live or delayed to the next day.
- Customers typically agree that the data is used only for route planning and proof of service, not to assess individual performance; Jewel can support that agreement.

05

Connectivity

- Web app runs in the browser with no installation: Chrome, Edge, Firefox.
- Mobile apps install from the App Store or Google Play and update automatically.
- Offline caching: apps keep working without a data connection and sync when back online.

06

Integration

- Secure API endpoints.
- Integrations are specified with the customer during implementation.
- Import of assets and routes by shapefile or CSV; export by CSV, shapefile or API, keeping external system IDs.

07

Support

- Support by email, online ticketing and phone.
- Support available Monday to Friday, 07:30–17:00 UK time.
- Customer success manager available Monday to Friday, 08:00–17:00 UK time.
- Critical support outside office hours, 24/7.
- Response times: critical issues within 1–4 hours; high priority within 24–48 hours; routine requests within 3–5 business days.
- Users can manage the status and priority of their own support tickets.