Peripoint Overview

Company Profile and Services 2026

Specialist Implementation Consultancy

For Cx Repairs, Cx Contractor and Cx Asset

- Introducing Peripoint Limited
- The services we provide
- Engaging our services
- Consultant profiles and experience
- Recommendations

Peripoint Limited
Systems Consultancy & Design

Welcome to Peripoint

Introducing Peripoint Limited

We are a specialist consultancy providing subject matter expertise (SME) services to organizations implementing or operating the Civica Cx Repairs, Cx Contractor and Cx Asset modules.

We have a unique in-depth knowledge and expertise focused around these Cx modules that enables us to deliver consultancy and services to a level that we believe no other independent consultancy is currently able to offer.

Whether you are implementing Cx for the first time, a live Site looking to get the most out of the solution or undertaking an upgrade to take advantage of new opportunities within the product, we can help. We can provide the knowledge, drive & momentum, and expertise to enable you to make the most of the capability within the system and maximize your investment with the functionality available in the Cx platform.

We work ***with you and your team*** to understand and help to define your vision for achieving an optimal repairs and maintenance solution which delivers a quality service to your customers. From this solution blueprint we can then walk through the required build in Cx, supporting your team and/or getting our hands dirty to configure the system for/with you.

For organizations looking for specific tasks and support, we offer a broad range of services, which we detail in this document.

What makes us unique?

- ✓ Our lead consultant previously worked with Civica for 19 years, and during this time was the principal designer of the Cx Contractor solution right from its initial conception through to its product launch giving him an in-depth knowledge, understanding and experience of the product set that no other independent consultants currently have.

- ✓ In addition we are proud to have led the consultancy support for the first site in the UK to go live with the Cx Contractor solution.

- ✓ Following Civica's launch of Cx Asset we have continued to work closely with a number of organizations adopting both Cx Contractor and Cx Asset to implement cohesive solutions which make full use of the functionality available across the Cx platform. This has provided us with extensive experience of how to get the most out of the Cx repairs, Cx contractor and Cx asset modules working in unison – and the pitfalls to avoid.

- ✓ We have a broad range of activities we can offer, making us an "all-rounder" consultancy able to provide a comprehensive service, and undertake complex end-to-end tasks where multiple skillsets are required.

- ✓ We have our own Audio Visual studio which we can use to provide quality custom built training materials

- ✓ We have glowing recommendations from all of the projects we have worked on

Our background and ongoing consultancy with clients focusing specifically on Repairs, Contractor and Asset Management within the Cx platform, enables us to deliver subject matter expertise based on a thorough detailed knowledge of the product set, experience of implementing with multiple clients, and solutions designed and built to make the most of your investment in Cx.

The Cx modules we cover

For repairs and maintenance, and asset management, we specifically cover the following modules:

- Cx Repairs
- Cx Contractor Workforce
  Including all aspects of work management, subcontractors, materials and purchasing, etrading, timesheets, costing, financial completion, finance interfaces
- Cx Scheduler
- Cx Mobile
- Cx Subcontractor & Contractor Portals
- Cx Customer Portal for Repairs
- Cx Diagnostics Tool
- Cx Asset – Compliance
- Cx Asset – Planned Maintenance

In addition, we have extensive knowledge and capabilities for the following core Cx Modules:

- Cases & tasks, and taskpath creation
- Assets, Contacts and Groups
- Communications (& smart comms)
- Forms
- SharePoint integration
- Users and roles
- General lookups and parameters
- Advanced panes
- Functional units
- System schedules

The services we offer

Our services fall under three headings , summarized below:

Peripoint Consultancy
Implementation Services for Social Housing Systems

- Subject matter expert (SME)
- Solution design and blueprints
- Prototyping
- Build configuration / reconfiguration
- Test scripts and functional testing
- SQL scripts and stored procedures
- Business process optimization
- Troubleshooting and support
- Project plans review/guidance
- Solution reviews/recommendations
- Go live prep and support
- Post go live reviews and support
- Upgrade testing
- Knowledge, advice, guidance

Peripoint Academy
Training Solutions for Social Housing Systems

- Custom training packs
- Custom training videos
- How-to guides (documents/videos)
- Customized Manuals
- Business process documentation
- Mentoring & supporting key users
- SQL script training

We can provide remote or on-site face-to-face training, or a train-the-trainer approach with supporting materials provided.

Peripoint Design
Systems Design & Specification

Cx Related:

- Integration design with Cx APIs & end-to-end project support
- Specification writing for product change requests
- Options review for third party applications

Non Cx Related:

- Business Analysis
- Functional specifications
- Product reviews/recommendations
- Conceptual Solution Designs
- Test scripts and functional testing

Non Cx Related Projects

Although we have a strong focus on the Cx product set, we have also undertaken non-Cx related projects. For example we have carried out a market and product roadmap review for another major UK software provider.

With our strong experience in social housing repairs and maintenance, and understanding of the relevant concepts and objectives, we are open to supporting organizations implementing other social housing repairs and maintenance solutions who are looking for additional independent consultancy input.

Our approach to delivering our services

Peripoint undertakes a maximum of three active projects at any point in time – this enables us to provide strong focus on each project and also has the benefit of shared experiences from each client feeding into each project providing an extra dimension of collaboration and joint knowledge.

We operate through our own limited company, based in Devon, UK, with dedicated offices, fully equipped to provide optimal remote working.

With our expertise and existing library of our own implementation collateral, we provide consultancy efficiently and effectively. Unlike traditional contracting of consultants for a fixed timescale for 5 days per week, Peripoint provides various options which we believe are flexible and cost effective and which has proven to work well with our existing clients. We respect that budget management is critical for projects, and we believe our approach keeps costs at an affordable level and focused on key activities which enables you to gain momentum and progress at pace.

Typically, clients request 1 to 2 days of consultancy per week, up to 3 days per week during intensive spells of the project. However, we can provide flexible approaches based around the following options:

1	**An agreed number of days per week or month** For added flexibility we can agree a minimum and maximum per month which can be booked
2	**A pot of "Call off" days** These can be used over an agreed period of time
3	**Specific assignments** We can provide a quotation for a specific assignment to be completed over an agreed timescale
4	**Training Packages** We have various options for providing generic or customized training packages around your needs

Whilst most clients engage us as a "subject matter expert", providing services covering many of the categories listed in our overview on the previous page, we can also provide consultancy for specific tasks only, if preferred. We frequently adopt the role of critical friend to help you make the best and appropriate decisions within the capabilities of the Cx platform.

Through leadership and partnership, we will work with and support your project team at each stage of the process. Our approach includes the ability to provide focused workshops based around your requirements, backed up with the provision of comprehensive and relevant "solution blueprint" documentation covering project control, solution design and configuration, testing, data structures and SQL for reporting, and product user guide perspective. The documentation also provides an essential reference beyond the end of the project for ongoing support and future changes as the organization evolves.

We recommend the use of modelling through prototypes in order to validate requirements and also enable the project team to get hands-on experience of the system to gain detailed understanding. By refining models through critical reviews and demonstrations, this enables "to be" process maps to be defined which are relevant, optimal, achievable, and harnessing the most of the Cx solution potential.

Our hands-on approach working with the project team also provides additional capacity with subject matter expertise, identifying risks and issues to be highlighted for prompt action, and allowing the project to progress with confidence and direction.

Engaging our services

At your preference, you can engage our service through:

- Our partner agencies with whom you may already have a working relationship, and this offers you consistency and ease of administration through the services they offer, based on contracts, T&Cs with which you are familiar.

- Alternatively, we can take on work under a direct relationship and can agree contractual T&Cs as part of the onboarding process. As a UK limited company, we simply invoice on a monthly basis on agreed rates. Note we are VAT registered, and VAT is therefore applied at the prevailing rate.

All of our services (unless specifically agreed otherwise) are carried out remotely – this enables us to provide our services most efficiently and effectively complying with our environmental policy to reduce our carbon footprint. By agreement we can accommodate occasional days on site.

For all enquiries we will liaise with you to attain an understanding of you requirements, and provide a written proposal for review and refinement, along with our terms and conditions. There is no charge for our proposal and no obligation to proceed

We only take on projects which fall outside of the scope of IR35, and all projects are undertaken through Peripoint Limited (via an agency or directly).

Consultancy projects are undertaken within a mutually agreed contract and NDA providing assurance for all parties. Work can only be booked into our diaries after receipt of a valid purchase order to cover the agreed extent of activities, and in keeping with the agreed terms and conditions.

Our contact details

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	07484 241908
	www.linkedin.com/in/jeremyriches

Consultant Profile

Jeremy Riches, Managing Director & Lead Consultant – Peripoint Limited

Jeremy has 35 years of experience working on software solutions for both public and private sectors. After leaving Civica in 2020 with 19 years of Service, he founded Peripoint Limited to provide consultancy services to Housing Repairs Providers who are looking to maximize their investment of new or existing systems.

With Peripoint, Jeremy has provided SME consultancy to a number of clients implementing Cx providing knowledge and expertise enabling implementations to progress at pace.

Whilst working at Civica, Jeremy's roles covered an extensive range of responsibilities including Consultancy, Project Management, Product Design and Specification, Product manager for a team of 20 people, Integration Solution Design, Implementation Activities and Support, primarily relating to Housing Repairs solutions.

Peripoint – Completed Projects

West Kent

- West Kent are a live customer but required guidance and reconfiguration to resolve issues stemming from the original build, and to realign the foundations of the solution to deliver a more robust and effective platform to meet the vision of the repairs and maintenance service
- Subject matter expertise and consultancy to define a solution blueprint which resolves underlying issues and defines a path for implementing changes in a low risk, step by step approach
- Rewrite of test scripts, and undertake full functional testing on latest Cx releases
- Prototyping, Q&A workshops, knowledge transfer, SQL scripts, configuration and trouble-shooting

Stockport Homes Group / Three Sixty Limited

- A complex implementation where the repairs organization is a separate legal entity within the Stockport Homes Group, also undertaking works for external clients.
- Implementation of Cx Repairs, Cx Contractor, Cx Asset, Cx Mobile, Scheduler, CAP, SCAP
- Critical friend and SME providing support to the PM and project team, including solution blueprints, prototyping, leading workshops, knowledge transfer, configuration, testing, SQL scripts for reports and finance output, trouble shooting, general consultancy
- Business analysis and specification of numerous product change requests for system enhancements, passed to Civica for development into Cx 24.2

Paradigm Housing Group

- Implementation of Cx Repairs, Cx Contractor, Cx Asset, Cx Mobile, Scheduler, Subcontractor Portal
- Lead consultant / SME providing support to the PM and project team, including solution blueprints, prototyping, Q&A workshops, knowledge transfer, configuration, testing, SQL scripts for reports and finance output, trouble shooting, general consultancy
- Build of custom training courses and videos covering the full scope of Cx Repairs, Cx Contractor, Cx Scheduler, Cx Mobile, Cx Compliance and Cx Planned Investment

Look Ahead

- Re-configuration of Cx Repairs for remobilization of external Contractors including the creation of geographical areas for contractor responsibility & work issues, and migration on to the latest Natfed SORs.
- Solution design for near real-time integration between Cx and external contractor systems (utilizing the Cx APIs). Subsequently overseeing the development and implementation of the Integration with selected Contractors' IT teams, with full end to end testing.
- Working as Subject Matter Expert providing consultancy, configuration, and knowledge transfer covering the above and other adhoc requests.

Community Housing

- **Consultancy lead for the first site to go live with the Cx Contractor product set**
- Implementation of Cx Repairs, Cx Contractor, Cx Mobile, Scheduler and Integration with Keystone
- Full suite of Cx Contractor modules within the scope
- Subject Matter Expert providing all aspects of implementation consultancy, configuration, testing and project management
- Following initial go-live, providing further ad hoc consultancy to support Community Housing through upgrades, business changes and rollouts of new functionality.

Northgate Public Services

- Strategic product and implementation reviews
- Product roadmap reviews

Other Clients

- Ad hoc consultancy to other organizations implementing Cx

Civica Highlights

- Principal Designer of Civica's Cx Contractor, Cx Mobile and Cx Scheduler product set including conceptual design, detailed specifications, development team liaison, testing and implementation team consultancy. The project included delivering customer workshops, briefings, and reviews during the evolution of the Product. With an expert level of knowledge across the full breadth of the Cx Contractor Product Stack, and having been responsible for the original solution design, as a now Independent Consultant Jeremy can bring this experience and knowledge to enable customers implementing, using, or integrating with these solutions.

- Leading a major multi-site implementation of Servitor, Mobile and DRS for a Project with Kier to an optimal solution model, culminating in an 11-month secondment from Civica to Kier as a Subject Matter Expert and Consultant to oversee the rollout of the solution across 10 Sites. For the Kier project Jeremy also undertook workshops to review, consolidate and design business processes to be implemented across all Sites, and included these within the training courses which he compiled covering the entire solution.

- Product Manager for the Servitor Repairs and Mobile Applications responsible for all product design, development, implementation & support. He led the Servitor implementation team delivering projects for many customers including: Kier, City Building Glasgow, Clarion, Magenta Living, Dudley MBC, Stockport Homes, Housing Solutions, Bernicia, Hackney Homes, Ipswich, City of Lincoln, Interserve – East Thames, Oxford Direct Services, and others.

- Senior Business Analyst responsible for detailed specifications across the Cx Contractor, Mobile and Servitor product sets, including APIs and Integrations across the breadth of the solutions.

- Pre-sales support, demonstrations and presentations, and hosting customer forums such as user groups

- Development manager across the Housing division of Civica including Universal Housing, CTX and Saffron.

Earlier roles at Civica also included:

- Development manager for Tranman fleet management
- Development lead for the RAC Europe breakdown solution
- Product lead for RAC vehicle Inspection's system

Before joining Civica:

Jeremy was head developer working on an ERP & Manufacturing system; and worked for a large engineering company selecting and implementing a 250-user manufacturing, stock control and finance system. He has also been a guest speaker at international conferences covering topics such as Maximizing Investment in Mobile Working for Repairs Management (Sybase, Las Vegas).

Recommendations

From: Craig Reynolds
West Kent
Head of Business Design
Project Undertaken by Peripoint Feb 2025 – Mar 2026 – Solution review and improvements for existing implementation of Cx

"Jeremy Riches has been an invaluable partner, working across several key areas of repairs and scheduling. His approach was thorough and highly engaging, and his meticulous documentation helped us capture and clarify the fundamental principles of Cx. Beyond this, Jeremy brought fresh insights into how we could leverage Cx to drive meaningful improvements, particularly in enhancing the customer experience. His contribution has been critical to advancing our repairs solution and empowering colleagues to deepen their knowledge of Cx. We truly appreciate the expertise and perspective he brought to our journey."

From: Jane Blackman
Paradigm Housing Group
Assistant Director – Change & Innovation
Project Undertaken by Peripoint May 2022 – May 2025 – Cx Contractor, Cx Repairs & Cx Asset Implementation

"We have had the pleasure of working with Peripoint on implementing Cx Contractor and I am delighted to provide a strong recommendation for their services.

Peripoint are true experts in their field, offering a breadth of knowledge and technical expertise that has been invaluable throughout our collaboration. Their guidance on system design and configuration has been instrumental, underpinned by extremely thorough and detailed documentation that have set us up for success. They have extensive experience working with other Housing Associations which they use to provide valuable insights alongside facilitating connections among us for mutual support and collaboration when implementing the same software.

Their contributions have gone beyond advice; they have been hands-on in all aspects of the implementation, from completing design blueprints, configuration and testing to developing stored procedures and providing robust reporting. Their comprehensive approach has also encompassed general guidance on key elements such as risk management, implementation strategies, and impact assessments. Additional to the technical expertise, Peripoint have supported the development of high-quality training materials,
leveraging their professional studio and extensive resources to ensure our team is well-prepared for the transition.
Throughout the time we have worked with them, they have consistently demonstrated professionalism, detail-oriented work, and a commitment to overcoming challenges. Their practical solutions have allowed us to maintain momentum during critical phases of the project.

Their ability to guide and support new aspects of the product has been especially helpful, making our team feel comfortable and confident every step of the way. What sets them apart is their approachable, hands-on approach. They do not just provide consultancy services which talk about potential solutions and options; they actively engage in design and delivering them. Their knowledge of the market and desire to understand our specific requirements has made a significant difference, ensuring the solutions we developed were tailored to our needs. Their ability to act as sounding boards and work collaboratively with our team has made the entire process far smoother and more effective.

In summary, Peripoint have been fantastic to work alongside, and I wholeheartedly recommend them for their technical expertise, professionalism, and commitment to delivering results."

From: Kelly Bates
Project Manager
Paradigm Housing Group
Project Undertaken by Peripoint May 2022 – May 2025 – Cx Contractor, Cx Repairs & Cx Asset Implementation

"I had the pleasure of working with Jeremy approximately 18 months ago on the implementation of Cx Contractor and Asset. Jeremy was involved from the very early stages of the project and supported us through every phase—from writing and agreeing detailed specifications with the business, providing excellent recommendations, through to build, configuration, and integration with finance systems. He also played a key role in testing and preparing comprehensive training materials.

Jeremy's knowledge of the Cx platform is outstanding. He consistently went above and beyond to meet priorities, often responding to questions and offering support even on days he wasn't scheduled to work with us. His approach was always helpful and proactive, and his friendly manner made collaboration easy and enjoyable.

The training materials Jeremy produced were extremely thorough and well-structured, as was all of his work throughout the project. I would highly recommend Jeremy and Peripoint for their expertise and experience with Cx systems. Jeremy's professionalism, technical skill, and commitment to delivering quality outcomes were exceptional."

From: Rachel Graham December 2024
Stockport Homes Group (Three Sixty Limited)
Head of Operations
Project Undertaken by Peripoint September 2022 – November 2024 – Cx Contractor, Cx Repairs & Cx Asset Implementation

"As the business lead for the Contractor module, your knowledge and expertise to have been invaluable to me and our team as we have worked through the components needed to reflect our business requirements. Building a new system can be difficult enough without the complexities and breadth of our business needs, and it would have been very easy to go down many 'rabbit holes' and waste time and effort focusing on the wrong areas. With your expert guidance, you have helped keep us focused and progressing on track with the project timelines. Your flexible and amenable approach has meant that you integrated into the team very quickly, being part of open and honest discussions where ideas are shared and debated. Where queries arose, you listened and due to your extensive knowledge of working with Contractors, were able to ask appropriate questions, understand the issues which you then considered and provided options for practical solutions, backing everything up with professional documentation. It is not lost on me that without your expertise, the documentation produced for the additional changes we've requested would have been wide open to interpretation and potentially incurring more costs and it is because of that level of detail, you have been able to quickly determine where there are gaps in what we were expecting and hold Civica to account."

Thank you for all your help and guidance and I would be happy to recommend you and Peripoint to any organization"

From: Ifti Awan July 2024
Civica Cx Implementation Project Manager for Stockport Homes August 2022 to March 2024
Project Undertaken by Peripoint September 2022 – November 2024

"Stockport Homes implemented Civica Cx. The first phase was Housing Management, and Phase 2 was Asset Manager and Contractor Workforce. We retained Jeremy Riches to support the internal project team on Phase 2. This proved to be an excellent decision, as Jeremy's knowledge, experience, skills and structured approach proved invaluable to progressing the design and build. Jeremy has a very collaborative approach, and this helped with knowledge and skills transfer to the team. His attention to detail and commitment ensured nothing was overlooked. As Jeremy works across a number of clients, he is able to bring in learnings from other projects thus helping to avoid potential pitfalls. Jeremy is such a pleasure to work with, I would not hesitate to work with him again"

From: Lee Rogers July 2024
Programme Manager Stockport Homes Group (March 2024 onwards)
Project Undertaken by Peripoint September 2022 – November 2024

"Jeremy has supported Stockport Homes Group with the development and implementation of Civica Cx repairs and contractor modules. His advice and support has been invaluable throughout the project, and the team have relied heavily on his vast wealth of experience and knowledge of both processes and the technical solution. Jeremy works at speed and is able to quickly understand the issues and requirements and produce documented solutions.

I have found Jeremy to be flexible in his approach, and he has worked with us to flex our contractual arrangements when needed and gone above and beyond to meet deadlines. I have absolutely no hesitation in recommending Jeremy as a consultant."

From: Andy Willetts February 2022
Head of Digital @ Community Housing
Project Undertaken by Peripoint March 2021 – February 2022(go live Phase One)
March 2022 – current date: ongoing Support & additional roll-out.

"Jeremy provided guidance and advice which proved invaluable for myself & our organization in the establishment of systems blueprint. This was further enhanced with training, support and expert advice outlining options available to us.

Colleagues have developed massively as a consequence of Jeremy's support on our recent implementation, and his legacy will be our ability to maintain & develop a fully integrated contractor system. Should finally add that it was a pleasure to work with Jeremy and fun!"

From: John Tilsley, February 2022
Director of IT – Look Ahead Care, Support & Housing
Integration Project undertaken by Peripoint for Look Ahead July 2021 to April 2022

"Look Ahead engaged Peripoint to complete an integration project between our Civica Cx HMS and newly procured repairs contractors, from the very beginning of the engagement Jeremy has proved to be an impressive partner. From leading integration design sessions, delivering comprehensive blueprint documents and facilitating testing sessions, I have always felt confident that we would achieve the project goals.

His product knowledge is second to none and he has demonstrated incredible flexibility in arranging the workload whilst ensuring that all parties have remained engaged and abreast of issues on the development journey. I would recommend Peripoint for any project similar to ours and I will be certain to be ask whether they are available to assist on future projects we have in the pipeline."

From: Neill Bell, January 2021
Business Development Director – Northgate Public Services
Project Undertaken by Peripoint Autumn 2020 for Northgate Public Services

"Having previously worked with Jeremy a number of years ago, I knew immediately that if I needed a keen and enthusiastic professional with a depth & breadth of knowledge then Peripoint and Jeremy could deliver.

His ability to assess and deliver on his brief is in my opinion second to none. An absolute pleasure to do business with Peripoint, especially Jeremy who has the ability to articulate and help visualise what is needed.

His domain knowledge would be hard to match and I feel that given the opportunity any organisation could benefit from guidance & assistance from these guys."

From: Luke Toulmin-Rothe, August 2020
Cx Contractor Workforce - Business Consultant at Civica

"Working with Jeremy, on the design and Implementation of Cx Contractor was an absolute pleasure. His eye for detail is exceptional and is always thinking about the bigger picture and to future proof the product where possible. It is enjoyable to read the specifications created by Jeremy; they are very clear, easy to understand, and contains more than enough information to understand the concept and the business scenarios.

His knowledge in the Contractor/ DLO sector is reflected in his advice and feedback from our customers. I have learned a lot from Jeremy as an expert in this field and will certainly miss working with him.

I would recommend Jeremy to any organisation that needs help with a Contractor / DLO implementation."

From: Vik Chopra, August 2020
Programme Manager for Kier Project Transform
(now Programme Manager for Persimmon Homes)

"Jeremy provided robust System Analysis, and Design for Transform, the Housing Maintenance's Transformation Programme which delivered a market leading approach in the way in which Kier worked with their client base. The Programme introduced new processes, supported by leading systems, technology, and business information capabilities, to all contracts in Housing Maintenance.

Jeremy's work provided the foundation for the development of a comprehensive new Target Operating Model, which designed new and efficient processes across the following work streams: -
- Business Transformation
- Architecture & Infrastructure
- Systems & Applications
- Reporting

I have no hesitation in recommending Jeremy, he is a diligent professional who takes a pragmatic approach in order to effectively align Information Systems capabilities with the actual needs of the business."

From: Pramod Kataria, July 2020
Senior Software Engineer for Civica – Development of Cx Contractor

"Jeremy and I worked together for past two years on a housing project where he played a very crucial role of both a business analyst and technical writer. His attention to detail is impressive. His functional documentation & system design documentation were of impeccable quality and totally 'reader-friendly'. He knows how to balance smart business analysis with a broader strategic view of client's needs. His visibility to overall products is a skill you want to have in your team. Jeremy is not only an exceptional business analyst, but he is also a leader and a mentor. It was a pleasure to work with him."

From: Glenn Oaten, October 2020
Business Consultant
Formerly Pre-Sales Manager at Civica

Having spent many years working with Jeremy I would have no hesitation in recommending his business to any existing or potential customer. His knowledge, drive and enthusiasm are second to none, which has proven invaluable in his management of successful large teams. He has a wealth of knowledge and experience in IT system design, implementation, training, documentation, and business processes. I am confident that Peripoint will be a great asset to all businesses that they work with.

From: William Corn, August 2020
Sales Manager, Advanced (Kirona)

I would have no hesitation in recommending Jeremy as a great person to work with, able to manage the delivery of complex and demanding projects and exhibiting the highest professional integrity.

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