



GraphAware®

GraphAware Hume - Service Definition

Service Description

As the world becomes increasingly interconnected, so too does the data representing it. Traditional intelligence systems often make connected data analysis laborious, time consuming, and resource-intensive. Hume was developed with the aim of streamlining and enhancing criminal intelligence processes through robust graph capabilities. Intelligence analysts around the world now rely on Hume to identify, locate, and disrupt criminal activities.

Hume introduces the third generation of link analysis for law enforcement. Link analysis started with the modest cork board, progressed to the analysts' workbench, and now, with Hume, is finally graph-native.

On a single canvas, analysts can effortlessly uncover connections between entities across previously siloed datasets, grasp geographical and temporal contexts, and perform advanced network analysis. By receiving automated alerts about patterns of interest, intelligence analysts are empowered to prevent, disrupt, and resolve crimes within hours, rather than days. Hume's direct graph editing capabilities allow analysts to create customised, high-fidelity representations of complex data, further enhancing their ability to discover crucial insights.

Key Features & Benefits

Single View of Intelligence

Seamless integration of various structured and unstructured siloed data sources into a connected graph enables much deeper and quicker data understanding and interpretation.

Geospatial & Temporal Analysis

Assess the location, timing, and evolution of criminal activities and networks using Hume's advanced geospatial and temporal capabilities.

Graph Editing

Collaborate on visual representations of complex data by easily adding newly discovered information directly to the graph.

Powerful Graph Analysis

Examine entities of interest and their connections to individuals, objects, locations, and events through sophisticated graph data science techniques, enhancing understanding of criminal networks.

Automated Tasks

Perform pattern-of-life, the flow of funds, and other custom intelligence analyses at the click of a button, streamlining common tasks.



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Alerting

Detect and identify patterns of interest in your data and receive timely alerts when they emerge.

Data Science Integration

Equip your data science teams with the necessary tools to harness unstructured data processing, graph data science, and machine learning, enriching the information provided to your analysts.

Collaboration

Foster collaboration and knowledge sharing among internal and external intelligence teams, promoting informed decision-making.

Requirements

Hosting:

- Production systems to be hosted in Client's infrastructure

Licence requirements:

- GraphAware Hume
- Neo4j Enterprise / Aura

Hardware & Software requirements:

- CPU cores, RAM, storage size: defined by GraphAware based on the expected size of the knowledge graph(s)
- PostgreSQL
- Linux (CentOS preferred)

Onboarding

The onboarding process is agreed with the customer in advance. We provide professional services including:

- Assessment of user requirements and use cases to cover
- Deployment
- Configurations and testing
- Tailored user trainings (online/onsite/hybrid)
- Access to user documentation (online)



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Support

Subject to all of the other terms and provisions of this Agreement, GraphAware will provide Support Services during the Initial Term or Renewal Term in accordance with the Service Levels set out in these Support Services Terms and as follows:

- For Standard Support Services during Business Hours;
- For Premium Support Services 24/7.

Full, detailed description of our Support Services can be accessed through our EULA available on our website.

Maintenance management

Minor versions are released once every 2-3 months and are sent via email including download links and release notes. Hume updates require minimal downtime (up to a few minutes each time).

Offboarding

GraphAware will contact the Client in writing before the contract end date to see if they wish to continue using the service. In case of a positive response, we update our system to reflect the extended contract end date after the successful procurement of the licence extension. In case of a negative or no response, the licence keys will be deactivated at the contract end date and the software will cease to function and no longer receive software patches.

Regarding data extraction, all data is stored in Neo4j and PostgreSQL databases and hosted on Client's infrastructure, data can be exported with backups done by the Client's technical team.