



Codemantra Calibrai Platform Service Definition Document

What the service is:

Calibrai is a software-as-a-service (SaaS) platform for producing accessible content at scale, including image alternative text, video closed captions, and audio descriptions. The service uses AI-assisted processing combined with mandatory human review to generate outputs that align with accessibility standards such as WCAG. Calibrai supports browser-based and API-driven workflows for batch and individual asset processing.

• Data Backup, Restore and Disaster Recovery

Our SaaS application implements a robust data backup and restore strategy to ensure availability, integrity, and rapid recovery of customer data in accordance with service level agreements (SLAs) and operational best practices. Backups are designed to protect both application and database data, as well as supporting logs, providing resilience against accidental loss, system failures, or other operational disruptions.

Backup Levels and Processes

1. Application Snapshots

- Regular snapshots of the application environment are performed to capture the current system state.
- Snapshots are retained for 24 hours, providing a short-term restore point for operational continuity.

2. Database Backups

- Full database backups are performed daily.
- Backups are securely stored in an encrypted and access-controlled environment to support restoration in the event of data loss.

3. Application Logs

- Logs are backed up according to predefined policies and procedures, or as required by the SLA.
- This ensures operational transparency, supports audit requirements, and enables forensic analysis if needed.

Restoration

- Backup data can be restored promptly to minimise service disruption.
- Restoration procedures are tested periodically to ensure reliability and integrity of backups.

Business Continuity and Disaster Recovery Plan (BCP & DRP)

We deliver mission-critical technology platforms and content services to leading global publishing organisations. To ensure uninterrupted service delivery and protection of client commitments, we have established a comprehensive Business Continuity and Disaster Recovery Plan (BCP & DRP) designed to achieve minimal to zero disruption during external events such as political unrest or natural disasters.

Our continuity strategy is built on a resilient cloud-first model. We maintain cloud-based standby instances and secure, backup repositories for all services supported by AWS snapshot-based backups with appropriate access controls and approvals. In the event of a

major disruption, these cloud redundancies enable rapid restoration of systems and access to operational data. In parallel, we have ready-to-occupy backup facilities equipped with workstations and infrastructure across our operation locations, enabling swift workforce relocation based on project requirements.

A disaster is formally declared when an external event causes significant employee absenteeism for a period exceeding three days, potentially impacting delivery timelines or customer communication. Upon declaration, the Disaster Recovery Plan is activated under the authority of the Disaster Recovery Lead, who serves as the single point of decision-making and coordination. The DR Lead is supported by a cross-functional Disaster Management Team comprising senior leaders from Content Operations, Technology, PMO, and Support functions.

Clear governance and accountability are embedded within the plan. Content Operations teams ensure continuity of workflows, priority management, and onboarding of temporary resources. Support teams from HR, Finance, IT, and Administration provide workforce readiness, financial provisioning, infrastructure availability, and employee welfare support. Executive Management oversees customer communication, financial approvals, and compassionate support for impacted employees.

Our infrastructure is supported by redundant power systems, including backup generators and UPS units, while leadership staff are equipped with laptops and dual-network mobile connectivity to support remote operations. Established partnerships with shared office providers and geographically distributed subcontractors across India enable rapid scaling and continuity of operations.

The organisation targets restoration of primary facility operations within two business days. If recovery is delayed, additional capital is allocated to sustain alternate operations. The DRP is tested regularly through walkthroughs, simulations, parallel testing, and periodic full-interruption tests to ensure ongoing effectiveness and continuous improvement.

• Onboarding Support and Offboarding Support

Calibrai provides onboarding support through remote setup assistance, and guided walkthroughs. Customers receive support configuring workflows, access controls, and data ingestion methods. API users are provided with integration guidance and test access where required.

Upon contract termination, Calibrai supports customers in exporting their data and outputs in agreed open formats. After confirmation, customer data is securely deleted in line with data retention and sanitisation policies.

• Service Constraints

The service operates within defined usage and security constraints to ensure stability and compliance.

Maintenance windows

Planned maintenance is scheduled outside core business hours where possible and communicated in advance.

Level of customisation allowed

Customers can configure workflows, output formats, languages, and delivery methods. Customisation does not extend to modifying underlying AI models or platform architecture.

- **Service Levels**

Calibrai provides defined service levels covering performance, availability, and support.

Performance

The service supports high-volume batch processing with monitored turnaround times.

Availability

The platform is designed for high availability using cloud-native infrastructure. Availability targets and SLAs can be agreed contractually.

Support hours

Support is provided during UK business hours, Monday to Friday, with escalation for critical incidents.

- **After Sales Support**

After sales support includes ongoing technical assistance, issue resolution, service guidance, and updates related to platform operation and compliance. Support is delivered through email and ticketing channels.

- **Technical Requirements**

Calibrai requires a modern web browser and secure internet connectivity. API usage requires valid credentials. No local software installation is required.

- **Outage and Maintenance Management**

Service outages and maintenance events are managed through defined operational procedures. Customers are notified of planned maintenance in advance. Unplanned outages are investigated, resolved, and communicated through support channels.

- **Hosting Options and Locations**

Calibrai is delivered as a cloud-hosted SaaS solution.

Data hosting locations are defined contractually and may include the UK, EEA, or other approved regions depending on customer requirements.

- **Access to data (upon exit)**

Customers can extract their data and output using the service interface or API prior to contract end. Data is provided in open, standard formats. After confirmation, remaining customer data is securely deleted.

- **Security**

Application security

Calibrai applies application-level security controls including authentication, role-based access control, audit logging, and secure API access. AI-assisted processing does not bypass security controls.

Infrastructure security

Infrastructure security controls are provided by the underlying cloud service provider and include physical security, network protection, encryption, and resilience measures.