



# Jadu Agent-Ex Search

Search and More

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**Jadu Agent-Ex Search brings powerful, accessible AI capabilities into public-sector service delivery.**

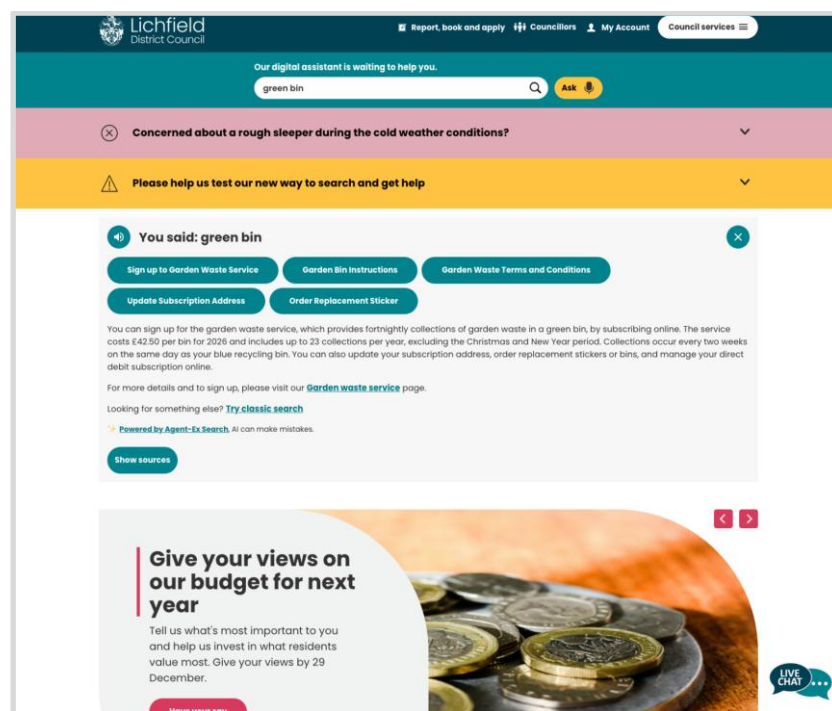
Designed to work across complex organisations, Jadu Agent-Ex: Search provides a secure environment for discovering information in a “no-code” environment and without specialist skills.

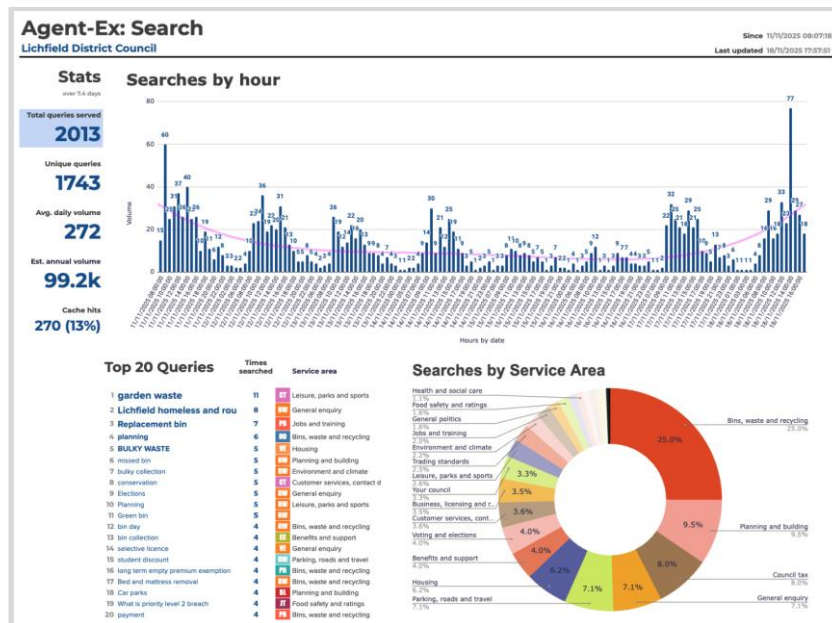
## What the Service Is

Jadu Agent-Ex: Search provides a fast, intelligent way for staff and website visitors to find the information they need, wherever it lives across the organisation. By combining search with natural-language understanding of intent, the service delivers comprehensive, trustworthy results with minimal effort.

The platform periodically crawls your website, indexes your content from multiple data sources where required. Queries can be made in plain English, enabling citizens to search for services and find assistance without needing to know where the information is stored.

A single, comprehensive result is provided, helping people quickly locate authoritative answers. With built-in analytics, organisations can monitor search behaviour, identify knowledge gaps and make continuous improvements to their digital services.





Jadu Agent-Ex: Search understands both written and spoken queries in a wide range of languages, even when your site's content is primarily provided in English. The product automatically detects the user's language, interprets their query and delivers a clear response back in that same language, translating the underlying content on the fly. This ensures residents can access, understand and act on information quickly, without needing specialist assistance or relying on English proficiency.

## What Problem It Solves

Public-sector services often require people to search through long documents and multiple systems just to find an answer to their query. Both staff and citizens frequently struggle with inconsistent information, specialist terminology and organisational structures that they don't understand. This leads to repeat contact, avoidable delays and an overall poor service experience.

Agent-Ex: Search solves these challenges by delivering one clear, actionable response to each query, rather than a list of search results for the user to interpret. Users can ask a question in their language, and the platform interprets their intent, finds the right information and returns clear, actionable information. A concierge for your digital estate.

## Digital Inclusion

Jadu Agent-Ex: Search supports digital inclusion by enabling residents to find answers through natural language, voice input, and spoken responses. This reduces the need for typing and navigation skills, helping people with dexterity challenges, low digital confidence or limited literacy to complete tasks independently.

By allowing the service to "speak back" answers, Jadu Agent-Ex: Search effectively mirrors the simplicity of a phone interaction while remaining self-serve and available 24/7, lowering contact centre demand and improving first-contact resolution.

Jadu Agent-Ex: Search also broadens access for residents whose first language is not English through multi-language support, enabling faster understanding and action without specialist assistance. Councils can promote voice-led use in community settings such as drop-in centres, and through targeted guidance and videos, extend reach to older users and newly arrived communities.

Combined with inclusive design and minimal device requirements, simply a web browser and connectivity, Jadu Agent-Ex: Search helps authorities deliver equitable access to services while improving operational efficiency.

# Who It Is For

Jadu Agent-Ex: Search is designed for UK public-sector organisations, including local authorities, central government, higher education and NHS bodies. It is particularly valuable for:

1. Digital and transformation teams modernising services
2. Service owners and product managers improving user journeys
3. Customer-service and contact-centre teams who need quick, accurate answers
4. Business analysts and knowledge managers working to streamline processes

## Why Choose Jadu Agent-Ex: Search

### A Customer First Approach

Jadu Agent-Ex: Search is centred on addressing user-needs. This means human-centred design, ensuring AI enhances services rather than replacing professional judgement. Successful customer service is founded on empathy and respect with a focus on the user's needs.

Deliver rich and engaging, accessible, task focused search for your users, on any device.

### A 'No-Code' Solution

Jadu Agent-Ex: Search is a 'no code' service which enables client users to build and adapt AI agents quickly without the need for complex programming. Enable business users to own and manage agents without the need for any programming. Purpose-built for the public sector, Jadu Agent-Ex: Search embeds governance, transparency and accessibility. As a no-code agent, Agent-Ex Search is CMS agnostic meaning it can work across any web CMS platform

"Jadu is so easy to use - it's not just low code, it's no code." - Sue Davis, Web Content Manager, Medway Council

### Accessibility

Jadu is designed to deliver content that meets the WCAG 2.2 AA standard for web accessibility. This aims to ensure that the service you provide is accessible for all users, including customers with visual impairment and users of assistive technology such as screen reader software, and ensures that your organisation complies with the Equality Act.

## Support and Service Management

Rely on us to provide the tailored support that you need for performance, scalability and disaster recovery.

Jadu Agent-Ex: Search is supported through Jadu's online service desk, Jadu Supportal, which provides a direct route to raise problems, issues and technical questions with Jadu's support team. Users can submit, prioritise and track support queries online, with full real-time reporting and audit trail. Tickets can be commented on and closed by users when suitable. All Jadu Agent-Ex: Search software updates / releases are automatically provided as part of the service.

Jadu Supportal is available 24/7, with response times varying according to issue severity. Full details of support service levels are given in the support SLA covered in Jadu's Terms of Service. The Jadu service desk can be used by any organisation holding a subscription, which includes third parties acting on behalf of another organisation.

Additional resources are also available in the form of user manuals, video tutorials, recorded webinars, API documentation, technology announcements and Jadu Agent-Ex: Search service updates.

# Support Levels

Each subscription to Jadu Agent-Ex: Search includes our standard support service, with the option to upgrade to the enhanced service to allocate additional named support users.

| Standard                                             | Enhanced                     |
|------------------------------------------------------|------------------------------|
| 5 support users                                      | 12 support users             |
| Included in Jadu Agent-Ex: Search subscription costs | Add-on to subscription costs |

**Note:** Payment for Enhanced support is payable in advance / in line with Subscription payment profile.

## Data

### GDPR and Data Retention

Jadu Agent-Ex: Search is designed to meet the highest standards of data protection and GDPR compliance. The service does not access or process personal, sensitive or unpublished information at any stage. It operates independently of any systems that hold user data, case information or authenticated content, ensuring that private data cannot be surfaced through the Jadu Agent-Ex: Search experience.

The platform only indexes information that is already publicly available on your public websites chosen to be indexed by the platform, in the same way that a standard search engine would. Internal or restricted content is never crawled, and the system includes strict safeguards to ensure that questions outside the scope of publicly published materials are declined.

Jadu Agent-Ex: Search retains only minimal operational data required for service performance and optimisation. Any retained metadata is anonymised, and no identifiable personal information is stored. Limited security logging is held in accordance with standard industry practice and aligned to GDPR requirements.

The AI components within Agent-Ex operate under GDPR-compliant arrangements, with further details available in [OpenAI's EU privacy policy](#).

## Data Processing

Data processing may be carried out by employed and contracted staff working for Jadu Ltd and our subsidiaries including Jadu Creative Ltd. In addition to this, the following entities are subcontractors who act as subprocessors and may process personal data outside the EEA.

- Amazon Web Services UK Ltd.
- Crowdstrike UK Ltd
- OpenAI UK Ltd
- Alert Logic UK Ltd.

Our customers' consent will be sought for the use of any additional named subcontractors who are to act as subprocessors, as and when required.

## Hosting

- Jadu Agent-Ex: Search: multi-tenancy, virtualised servers which support multiple customers. Servers are managed by Jadu and hosted at AWS.

Hosting is provided on Jadu's leased UK based cloud infrastructure at AWS with a target of 99.9% service uptime (as measured over the subscription period).

- 24/7/365 staffed technical support
- Resilient architecture resides across multiple availability zones
- Web Application Firewall
- Antivirus protection
- DOS/DDoS protection
- Performance monitoring, alerting and scaling
- All Platform managed by Jadu's Ops team, including monthly security patching

## Service information

Jadu Agent-Ex: Search's subscription model removes impractical barriers and offers flexibility in terms of service initiation and termination.

- **On-boarding:** to sign up to Jadu Agent-Ex: Search, please contact Jadu.
- **Ordering and invoicing process:** your monthly subscription is billed in advance, on a 6- or 12-month cycle. You will need to supply a Purchase Order number; you will be invoiced for your monthly subscription, with payment due within 30 days by bank transfer
- **Off-boarding:** once a contract is terminated, your Jadu service becomes offline immediately and no further subscription charges will apply. You will have access to your data for a further 30 days.
- **Termination costs:** there are no termination costs for Jadu Agent-Ex: Search
- **Data extraction costs:** there are no costs for data extraction. If you require Jadu assistance for data extraction then Jadu professional services will be charged
- **Aggregated billing:** aggregated billing can be provided for multiple Jadu Connect accounts, and for multiple Jadu cloud services
- **Terms of service:** your use of Jadu Agent-Ex: Search is subject to the Jadu Cloud Terms of Service. By signing up to the service you agree to acceptance of these Terms of Service
- **Termination:** termination must be in-line with the terms as detailed in the Jadu Terms of Service
- **Support levels:** support response and resolution levels are given in the support SLA
- **Usage and availability:** service availability target is 99.9% (as measured over the subscription period)
- **Planned service changes and deprecated features:** deprecation of functionality and features will be outlined in service updates and communicated directly to subscribers. Planned maintenance, including rolling out of new features, will be carried out in a maintenance window that is detailed in the Terms of Service. Unplanned maintenance may be carried out at other times, with at least 6 hours' notice provided except in cases of urgent issues, which require immediate attention. New functionality will be communicated in the same way, and users can also view the Jadu Agent-Ex: Search roadmap for an outline of functional changes under consideration.

## Delivery Services

Jadu provides Professional Services to support implementation projects. The mix of roles depends on scope, technology, and configuration. The following are the services that are available to facilitate the implementation of the

Jadu solutions. Additional professional services can be purchased from GCloud (RM1557.15) Lot 3. Services are charged per the SFIA Rate Card.

### **Jadu Content Design Services**

We believe that content is the foundation of successful digital experiences. Jadu content design services encompass expert consultancy, training courses, workshops, and audits. We help customers understand the impact of clear language and accessibility, address challenges in implementing content strategies and share best-practice for developing, maintaining, and optimising content.

### **Jadu Digital Platform – Integration Services**

Jadu offers custom integration services for solutions beyond our standard Integrations Hub. A dedicated development team can create both simple and complex integrations to connect with diverse back-office systems, ensuring seamless functionality and enhanced digital experiences to meet specific organisational needs.

### **Jadu Digital Platform - Rapid Scoping Workshop**

Jadu's rapid scoping workshop helps organisations quickly assess how the Jadu Digital Platform can be used to deliver efficient, innovative digital services that improve digital experiences for customers. Our workshop assesses your high-level requirements, identifying how the platform can be configured to meet your needs and those of your customers.

### **Jadu Digital Platform Creative Design Services**

At Jadu, we craft bespoke websites with a user-centric approach. Beginning with discovery sessions and workshops, we delve into user research to shape the design strategy. Employing user-centred design, we address user interactions and challenges, ensuring a seamless process from start to finish for an optimal user experience.

### **Jadu Digital Platform Custom Software Development Services**

Jadu's team of expert developers can build customised widgets, modules and features to suit your needs. Customisations can help you to further leverage the power of the Jadu platform, accommodating simple to complex requests. Additional scoping services may be required to determine your requirements.

### **Jadu Digital Platform Custom Software Development Services – Rapid Scoping Workshop**

Custom software development can extend the Jadu Digital Platform by building bespoke widgets, modules and features to meet your requirements. Our development services can streamline services, enhance functionality and improve digital experiences for customers. Our rapid scoping workshop assesses requirements, defines approaches, evaluates costs and feasibility to produce High-Level Designs.

### **Jadu Digital Platform Integration Services - Rapid Scoping Workshop**

Jadu offers custom integration services for solutions beyond our standard Integrations Hub. Our dedicated integration development team can create both simple and complex integrations to connect with diverse back-office systems, ensuring seamless functionality and enhanced digital experiences to meet specific organisational needs.

### **Jadu Digital Professional Services**

Jadu offers comprehensive professional and technical services for digital transformation, leveraging the Jadu Digital Platform. From strategic consulting to service redesign, our services encompass planning, creative design, development, and accessibility training. Collaborating across disciplines, we ensure user-centric, accessible digital professional services and solutions that enhance service delivery and user experiences.

# About Jadu

Jadu helps organisations around the world build the best possible connections to their customers via our low-code, easy-to-use platform, and multi-award-winning design team

## Our Team

Jadu was founded in 2001 by Suraj Kika, who today serves as Group Chief Executive Officer. He was soon joined by our Vice President of Engineering, Andy Perkins and Head of Brand and Film-maker, Lee Pilmore. Today, we're a distributed team with people and customers all over the world.

It's our mission to 'Provide the tools to organise information across the enterprise and make it accessible to humans and machines' and accessibility is sewn into the fabric of everything we do.

Jadu is now on a mission to become the World's most accessible digital platform.

## The Way of Jadu

We believe that the tools we make should be beautiful, accessible to the highest quality and loved by the people that use them.

We are committed to our people, our culture and our values. "Conduct honest business" is our first directive. It's policy at Jadu to be honest about our business relationships - our customers are our partners, which means transparency and trust.

Our Jadu family is passionate about everything we do, we love to delight and amaze each other and our customers.

## Some of our customers

Jadu is proud to help Local Government and Higher Education organisations all over the world to deliver outstanding digital experiences.



## Working in partnership

At Jadu we work in partnership with our customers with a focus on collaboration, co-production and knowledge transfer. Our work is guided by our Prime Directives, representing our core values. We employ highly skilled teams and diverse delivery models, emphasising continuous learning and innovation in digital transformation. Our approach ensures effective partnerships, delivering tangible benefits to our clients.

## Accreditations

Jadu is accredited with ISO 27001 for information security and has a robust organisation-wide Information Security Management System. The ISO 27001 accreditation is subject to continuous review and a programme of both internal and external audits to ensure on-going compliance.

Jadu also has Cyber Essentials accreditation which is audited annually which includes our hosting service delivery within the defined scope of this certification.

Jadu is also accredited to ISO 9001 in terms of quality management.

Jadu is always looking to improve adherence to other security standards / certifications and as such standards evolve, so please contact us if any of the standards you are looking for are not mentioned in this listing and we will be able to confirm details with you.

## How to Obtain Further Information

For further information, please refer to our website [www.jadu.net](http://www.jadu.net), email us at [info@jadu.net](mailto:info@jadu.net) or contact us on 0116 222 7242.

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