

Morae Records

Service Definition Document

Prepared by:	OfficeLabs Ltd Queensgate House 48 Queen Street Exeter, EX4 3SR +44 (0)1392 240365
Version:	Issued 1
Last revised:	10/01/2026
Version History:	1



Cert No. 26140
ISO 27001:2022



Crown
Commercial
Service
Supplier



OfficeLabs Ltd

Registered address: Queensgate House
48 Queen Street, Exeter, EX4 3SR
Company No. 08248364
VAT No. 163604617
www.officelabs.co.uk

1. SERVICE OVERVIEW

Morae Records (previously Gimmel Records) is a cloud-based records management service designed to help organisations govern information in line with defined retention, disposition, and compliance requirements.

The service enables organisations to formally declare records, apply retention schedules, manage lifecycle events, and demonstrate defensible compliance with regulatory and internal governance obligations. It supports consistent records control across digital repositories, reducing reliance on manual processes and fragmented policy enforcement.

Morae Records is typically used by organisations with defined information governance requirements that need a structured, auditable approach to records management. The service can be used independently or alongside complementary discovery, migration, and information governance services delivered under separate engagements.

2. PRODUCT CAPABILITIES

The service provides the following core capabilities:

- Declaration and management of records within supported repositories
- Application of retention schedules and disposition rules
- Automated lifecycle management aligned to governance policies
- Centralised records classification and control
- Support for legal holds and suspension of disposition where required
- Audit and reporting features to evidence compliance
- Integration with supported Microsoft 365 services and repositories

The service focuses on policy-driven control and compliance, rather than ad hoc or manual records handling.

3. DEPLOYMENT AND OPERATION

Morae Records is delivered as a multi-tenant SaaS platform hosted in the public cloud, with logical separation between customer environments.

Customers access the service via a secure web interface. No client-side software installation is required. The service integrates with supported repositories using permissions and configuration provided by the customer.

The platform leverages the resilience, monitoring, and recovery capabilities of the underlying cloud infrastructure. Operational management of the platform is handled by the software provider.

4. CONFIGURATION AND CUSTOMISATION

The service is configured through administrative settings rather than bespoke development.

Customers can configure retention schedules, classification structures, lifecycle rules, roles, permissions, and reporting views within defined parameters. The core platform and records management engine are not custom-built per customer, and no custom code is required for standard operation.

This configuration model supports consistent governance and predictable enforcement across the organisation.

5. ONBOARDING AND USE

Customers typically begin by defining or validating retention schedules and governance policies, followed by configuration of repositories and classification structures.

Initial onboarding focuses on aligning records structures with organisational policy and confirming correct application of lifecycle rules. Time to initial operational use varies depending on policy maturity, repository complexity, and organisational readiness.

Optional onboarding assistance, policy alignment support, and advisory services are available under separate Cloud Support service listings.

6. SUPPORT AND ASSURANCE MODEL

Standard SaaS support is included with the product subscription and covers incident logging, investigation, and resolution of software-related issues.

Enhanced support options, onboarding assistance, advisory services, and ongoing managed support are available separately under OfficeLabs Cloud Support service listings. These services are not included as part of the standard SaaS product.

7. SECURITY, AVAILABILITY, AND COMPLIANCE

The service operates within an ISO/IEC 27001-aligned information security management framework. Data is protected using industry-standard security controls, including encryption in transit and appropriate access controls.

Availability and resilience are provided through the underlying cloud hosting platform. No formal uptime service level agreement is included as part of the standard service.

Detailed security, compliance, and assurance controls are described in the Digital Marketplace listing and supporting assurance documentation.

8. DATA, EXIT AND COMMERCIAL NOTES

Customers retain ownership of their data at all times. Records metadata and reports can be exported using supported formats prior to contract termination.

At the end of the contract, access to the service is withdrawn in line with agreed notice periods. No automatic data migration or remediation is included as part of the service.

Pricing, contract terms, and any trial or assessment arrangements are defined in the Digital Marketplace listing and associated commercial documentation.

9. RELATIONSHIP TO OTHER SERVICES

Morae Records is commonly used alongside discovery, information governance, migration, and data lifecycle management services. These services are optional and are delivered under separate contracts or service listings where required.