

Klyra Sovereign

Service Definition Document

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1. SERVICE OVERVIEW

Klyra Sovereign is a sovereign artificial intelligence platform designed to provide organisations with advanced AI capabilities while ensuring that all data processing remains within customer-controlled infrastructure.

The service delivers AI-assisted chat, document intelligence, transcription, and workflow automation without transmitting customer data to third-party cloud AI providers. It is designed for organisations with strict requirements around data sovereignty, confidentiality, or regulatory control.

Klyra Sovereign is typically used by organisations that require AI functionality but cannot accept data leaving their environment. The service can be deployed on customer-owned on-premises infrastructure or within a customer-controlled private cloud environment.

2. PRODUCT CAPABILITIES

The service provides the following core capabilities:

- AI chat functionality using organisation-controlled models and data
- Document intelligence, including search, summarisation, and insight extraction
- Retrieval-augmented generation (RAG) over organisational content
- Meeting transcription and analysis across supported platforms
- AI-driven workflow automation and task execution
- Centralised administrative dashboard for usage, users, and content
- Knowledge base management for organisational information

The service focuses on AI capability with full data sovereignty, rather than cloud-hosted AI consumption.

3. DEPLOYMENT AND OPERATION

Klyra Sovereign is delivered as a SaaS-licensed platform deployed to customer-controlled infrastructure.

The service operates on customer-provided hardware located on-premise or within the customer's own cloud account. All AI processing and data storage occur within that environment. No customer data is transmitted to Klyra Labs as part of normal operation.

Operational access to the platform is provided through a secure web interface. Software updates and model updates are applied in a controlled manner, subject to customer approval and deployment arrangements.

4. CONFIGURATION AND CUSTOMISATION

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

Customers can configure AI models, knowledge sources, workflows, user roles, access controls, and reporting within defined parameters. The core platform is not custom-built per customer, and no custom code is required for standard operation.

This configuration model supports predictable behaviour while allowing alignment to organisational terminology and processes.

5. ONBOARDING AND USE

Customers typically begin with a discovery and configuration phase to confirm infrastructure readiness and deployment approach.

Onboarding focuses on installation, configuration, ingestion of organisational content, and validation of AI behaviour. Time to initial operational use varies depending on infrastructure readiness and content volumes, but deployments are typically completed once infrastructure is available.

Optional onboarding assistance, installation services, and advisory support are available under separate service arrangements.

6. SUPPORT AND ASSURANCE MODEL

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

Where required, secure access mechanisms can be enabled by the customer to support troubleshooting. Enhanced support options, advisory services, and ongoing managed support are available separately and are not included as part of the standard SaaS product.

7. SECURITY, AVAILABILITY, AND COMPLIANCE

The service is designed to support strong security and data sovereignty requirements by ensuring that all data processing occurs within customer-controlled environments.

Availability and resilience are dependent on the customer's infrastructure design and operational controls. The software itself operates within an ISO/IEC 27001-aligned security management framework.

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

8. DATA, EXIT AND COMMERCIAL NOTES

Customers retain ownership of all data at all times. All data remains within customer-controlled infrastructure throughout the contract.

At the end of the contract, the software licence expires but all data remains with the customer. Data export is available using supported formats. No customer data is retained by Klyra Labs following contract termination.

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

Klyra Sovereign is commonly used alongside AI governance, security assurance, information governance, and AI adoption support services. These services are optional and are delivered under separate contracts or service listings where required.