

Morae Discover

Service Definition Document

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Version:	Issued 1
Last revised:	10/01/2026
Version History:	1



Cert No. 28040
ISO 27001:2022



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1. SERVICE OVERVIEW

Morae Discover (previously Gimmel Discover) is a cloud-based data discovery and analysis service that enables organisations to understand, assess, and govern unstructured information across supported repositories.

The service provides visibility into data volumes, age, ownership, access, duplication, and risk indicators. It is typically used to support information governance, compliance assurance, data minimisation, and migration planning initiatives by providing objective, evidence-based insight into the current information estate.

Morae Discover is designed for organisations that need to make informed decisions about their data but lack accurate visibility across complex or fragmented environments. The service can be used independently or as a precursor to remediation, migration, or lifecycle management activity delivered under separate engagements.

2. PRODUCT CAPABILITIES

Morae Discover 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. Discovery processes connect to supported repositories using appropriate permissions granted 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.

3. CONFIGURATION AND CUSTOMISATION

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

Customers can configure discovery scope, schedules, classification rules, metadata fields, reporting views, and access controls within defined parameters. The core platform and discovery engine are not custom-built per customer, and no custom code is required for standard operation.

This approach supports consistency, scalability, and predictable operation across customer environments.

4. ONBOARDING AND USE

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.

5. 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.

6. DATA, EXIT AND COMMERCIAL NOTES

Customers retain ownership of their data at all times. Discovery outputs 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.

7. RELATIONSHIP TO OTHER SERVICES

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