

Morae Physical

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

ico.
Information Commissioner's Office



 **Microsoft**
Solutions Partner
Modern Work



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 Physical (previously Gimmel Physical) is a cloud-based physical records management service designed to help organisations govern and track physical records held on-site, off-site, or across multiple storage locations.

The service provides a structured system for registering, locating, tracking, and managing physical records throughout their lifecycle. It supports compliance with retention and disposition requirements while reducing reliance on spreadsheets, manual logs, or disconnected storage provider systems.

Morae Physical is typically used by organisations that manage significant volumes of paper records and require consistent oversight, auditability, and control. The service can be used independently or alongside digital records management and information governance services delivered under separate engagements.

2. PRODUCT CAPABILITIES

The service provides the following core capabilities:

- Registration and cataloguing of physical records and containers
- Tracking of record locations across on-site and off-site storage
- Lifecycle management aligned to defined retention schedules
- Request, issue, return, and transfer tracking
- Support for barcoding and integration with supported storage providers
- Audit and reporting features to evidence compliance and chain of custody
- Centralised oversight of physical records holdings

The service focuses on visibility, control, and compliance for physical information assets.

3. DEPLOYMENT AND OPERATION

Morae Physical 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. Physical records data is managed within the platform based on information provided and maintained by the customer and, where applicable, integrated storage providers.

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 record types, classification structures, retention schedules, workflows, locations, and access controls within defined parameters. The core platform is not custom-built per customer, and no custom code is required for standard operation.

This configuration approach supports consistent control of physical records across the organisation.

5. ONBOARDING AND USE

Customers typically begin by defining record structures, locations, and retention requirements, followed by initial population of records and containers.

Onboarding focuses on aligning physical records structures with governance policy and establishing accurate location and tracking data. Time to initial operational use varies depending on record volumes, storage arrangements, and data readiness.

Optional onboarding assistance, data loading 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 Physical is commonly used alongside digital records management, discovery, information governance, and migration services. These services are optional and are delivered under separate contracts or service listings where required.