

Morae Link Enterprise

Service Definition Document

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1. SERVICE OVERVIEW

Morae Link Enterprise (previously Gimmel Link Enterprise) is a cloud-based information governance and workflow service designed to orchestrate controlled processes across content, records, and business activities.

The service enables organisations to define, automate, and enforce governance-led workflows that span systems and repositories. It is typically used to support consistent handling of information requests, approvals, reviews, and lifecycle actions while maintaining visibility and auditability.

Morae Link Enterprise is focused on process consistency and governance enforcement, rather than ad hoc task management. The service can be used independently or alongside discovery, records management, physical records, and migration services delivered under separate engagements.

2. PRODUCT CAPABILITIES

The service provides the following core capabilities:

- Definition and execution of governance-led workflows
- Orchestration of processes across supported repositories and systems
- Rule-based routing, approvals, and task assignment
- Integration with records and information governance controls
- Tracking of workflow status, actions, and outcomes
- Audit and reporting features to evidence process compliance
- Support for repeatable, policy-driven operational processes

The service focuses on controlled process execution with auditability, rather than informal collaboration or task lists.

3. DEPLOYMENT AND OPERATION

Morae Link Enterprise 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. Workflows operate based on configuration and integrations defined 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 workflow definitions, rules, roles, permissions, integrations, 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 approach supports predictable, repeatable, and auditable process execution.

5. ONBOARDING AND USE

Customers typically begin by identifying the business processes to be governed and defining associated workflow rules and responsibilities.

Onboarding focuses on configuring workflows, validating integrations, and confirming correct routing and audit behaviour. Time to initial operational use varies depending on process complexity and organisational readiness.

Optional onboarding assistance, process design 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. Workflow logs, 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 Link Enterprise is commonly used alongside discovery, records management, physical records management, migration, and broader information governance services. These services are optional and are delivered under separate contracts or service listings where required.