

S I M U N I X

ORBIS Network - Service Definition Document V 2.0



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1.0	May 2020	Colin Frith	Initial Service Definition Document issued
2.0	January 2026	Connor Holgate	Updated Service Definition Document for G-Cloud 15, reflecting current service scope, hosting model, security controls and support arrangements

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1.0 Service Overview

ORBIS Network is a secure, cloud-based software-as-a-service (SaaS) solution provided by Simunix. The service enables public sector organisations to access and analyse verified UK data to support investigations, tracing, verification, safeguarding and intelligence-led decision making.

The service is delivered as a centrally managed platform and accessed via a standard web browser. ORBIS Network is hosted within UK-based cloud infrastructure and does not require buyers to deploy or manage any hardware or software locally.

1.1 Description

ORBIS Network provides authorised users with controlled access to a range of UK data sources, including name, address, telephone, identity-related, company and property information. Users can perform searches through a browser-based interface using structured input fields, filters and advanced search options to retrieve relevant information in support of operational and investigative activities.

The service supports both individual lookups and bulk processing use cases, including data cleansing, mass checking and data updating activities. These capabilities are commonly used for tracing exercises, customer data remediation and contact data refresh programmes.

ORBIS Network also includes mapping, geo-search and zone-search functionality, allowing users to analyse data geographically and identify patterns across defined areas.

The service is primarily delivered through its web interface. Optional API access is available for organisations that require system-to-system integration, subject to enablement by Simunix.

1.2 Intended Users

ORBIS Network is intended for use by authorised personnel within public sector organisations. Typical users include staff working within law enforcement bodies, government departments, local authorities and other public sector entities who require access to reliable data to support their operational responsibilities.

User access is controlled at an organisational level and managed through nominated administrators. Only authorised users with appropriate permissions are able to access the service, and usage is monitored in line with Simunix policies and applicable data protection requirements.

2.0 Service Description

ORBIS Network delivers a range of search and analysis capabilities designed to support public sector operational and investigative use cases. The service enables users to query multiple UK data sets through a single, secure platform, reducing the need to access and reconcile information from multiple systems.

Search results are presented within the ORBIS Network interface and are designed to support investigation, verification and intelligence development activities. The service is query-based and users interact with results through the platform rather than exporting large datasets by default.

2.1 Supported Data Types and Sources

ORBIS Network provides access to a broad range of UK data types, including but not limited to:

- Name and address information
- Telephone and contact data
- Identity-related data
- Company and directorship information
- Property-related data

Data is sourced from a range of authoritative and commercially licensed UK data providers. Access to specific datasets may vary depending on contractual arrangements and optional enhancements enabled for each organisation.

2.2 Search Capabilities

ORBIS Network supports a variety of search types to help users locate and analyse relevant information efficiently. Searches are performed through structured input fields, filters and advanced search options within the browser-based interface.

Users can perform targeted searches using known data points, as well as broader searches to identify potential matches or patterns. Search results are displayed in a consistent and structured format to support interpretation and decision making.

2.3 Bulk Data Processing & Data Cleansing

In addition to individual lookups, ORBIS Network supports bulk data processing use cases. This includes the ability to upload datasets for activities such as data cleansing, mass checking, verification and data updating.

Bulk processing functionality is commonly used by organisations undertaking tracing exercises, customer data remediation programmes or contact data refresh activities. Uploaded data is processed securely and handled in line with Simunix data protection and retention policies.

2.4 Mapping, Geo-search & Zone-search Functionality

ORBIS Network includes mapping and geographic analysis functionality to support spatial analysis of data. Users can perform geo-search and zone-search activities to identify records within defined geographic areas.

These capabilities allow users to visualise data geographically, identify clusters or patterns, and support location-based investigative or analytical tasks.

2.5 Social Media & Open-source Intelligence (OSINT)

ORBIS Network includes functionality to support social media and open-source intelligence (OSINT) searches. This capability enables users to identify publicly available information that may be relevant to investigative or intelligence-led activities.

OSINT functionality is designed to complement other search capabilities within ORBIS Network and is subject to appropriate usage controls and applicable legal and regulatory requirements.

2.6 Optional API Access

ORBIS Network can be accessed primarily through its web-based interface. For organisations that require system-to-system integration, optional API access may be made available.

API access enables authorised systems to submit queries and receive structured responses for integration into internal workflows. API access is provided on request, subject to enablement by Simunix, and does not provide administrative control or access to the ORBIS user interface.

3.0 Service Scope

This section defines the scope of the ORBIS Network service, including the features and functionality provided as part of the standard service and those available as optional enhancements.

Unless explicitly stated otherwise, references within this document relate to the standard ORBIS Network service. Optional enhancements and additional services are not included within the core service and are subject to separate agreement.

3.1 Core Service Features

The core ORBIS Network service provides authorised users with access to a secure, browser-based platform for querying and analysing UK data. Core features of the service include:

- Individual and bulk search capabilities across supported UK datasets
- Data cleansing, mass checking and data updating functionality
- Mapping, geo-search and zone-search tools
- Social media and open-source intelligence (OSINT) search capability
- Browser-based access with no local installation required
- Role-based user access and organisational permissions
- Unlimited user accounts per organisation, subject to fair usage policies
- Secure cloud hosting and ongoing platform maintenance
- Guided onboarding and account management support
- Email and phone support during UK business hours
- Management information and usage metrics provided on request

These features are included within the standard ORBIS Network licence.

3.2 Unlimited Users and Fair Usage Policy

ORBIS Network licences are provided on an organisational basis and allow for an unlimited number of user accounts to be created within the buying organisation.

To ensure consistent service performance and availability for all customers, the service operates under a fair usage policy. Usage may be monitored at an organisational level, and reasonable limits may be applied where necessary to prevent misuse or excessive consumption that could impact service performance. Where sustained high usage is identified, Simunix will work with the buyer to agree an appropriate approach.

3.3 Optional Enhancements and Additional Services

The following services are available as optional enhancements and are not included within the

standard ORBIS Network service unless explicitly agreed:

- SmartPath – an optional enhancement providing additional analytical functionality to support the identification and exploration of links between records
- Bank Verification services
- Land Registry data access
- Optional API access for system-to-system integration
- Bespoke reporting or tailored management information
- Onsite training, workshops or extended onboarding support

Optional enhancements and additional services are priced and contracted separately and may be subject to additional terms or usage limits.

4.0 Services

ORBIS Network provides a range of search and analysis services designed to support public sector operational and investigative use cases. The service enables users to submit queries and review results through the ORBIS Network platform. Outputs are provided within the service interface and are intended to support investigation, verification and intelligence development activities.

The service does not guarantee outcomes or investigative conclusions, and results are provided to support user decision making alongside other information sources and professional judgement.

4.1 Result Description

Search results within ORBIS Network are presented through a structured and consistent interface. Depending on the type of search performed, results may include information such as names, addresses, contact details, company associations, property-related information and related indicators.

Results are displayed within the ORBIS Network platform and may include indicators or links to assist users in interpreting and assessing relevance. The availability and presentation of results may vary depending on the data sources queried and the information provided by the user at the point of search.

Results are intended for review and use within the platform. ORBIS Network is a query-based service and does not provide unrestricted self-service data export as standard.

4.2 Other Search Functionality

In addition to standard search types, ORBIS Network provides additional functionality to support investigative workflows. This includes the ability to refine searches, apply filters, and review related records to assist users in exploring potential connections or identifying relevant information.

Search functionality is designed to support both targeted lookups and broader exploratory searches, depending on the operational requirements of the user.

4.3 Bulk Processing Outputs

Where bulk data processing is used, outputs are generated based on the uploaded dataset and the processing activity requested, such as data cleansing, mass checking or verification.

Bulk processing outputs are typically provided within the service or through a managed delivery process coordinated by Simunix. The format and delivery of outputs may vary depending on the nature of the processing activity and applicable data protection requirements. Bulk outputs are provided to support operational use cases and are subject to agreed usage and retention arrangements.

4.4 Data Usage and Limitations

ORBIS Network provides access to data to support lawful public sector activities. Users are responsible for ensuring that searches and use of results comply with applicable legislation, policies and organisational procedures.

The service provides access to data from multiple sources; however, the availability, completeness and timeliness of data may vary. ORBIS Network does not guarantee that all searches will return results, and the absence of results does not necessarily indicate the absence of information.

5.0 User Access and System Requirements

This section describes how users access ORBIS Network and the system requirements needed to use the service. ORBIS Network is delivered as a browser-based SaaS solution and does not require local software installation.

5.1 User Access Controls

Access to ORBIS Network is provided through individual user accounts. Users may create their own accounts where their email address matches an approved organisational domain configured for the buyer.

Account access is controlled at an organisational level. The buyer nominates a primary point of contact to manage approved domains and authorise access arrangements. Simunix is responsible for disabling, deleting or otherwise managing user accounts on request, including leaver processing and access changes where required.

5.2 Role-based Permissions

ORBIS Network supports role-based access controls, allowing permissions to be assigned based on user roles and responsibilities. Role-based permissions are applied and updated by Simunix in coordination with the buyer's nominated contact to ensure users only have access to functionality appropriate to their role.

5.3 Supported Browsers and Devices

ORBIS Network is accessed through a modern web browser. The service is compatible with current versions of common browsers, including Microsoft Edge, Google Chrome, and Safari.

The service can be accessed from desktop and mobile devices. Some advanced functionality, such as bulk data processing and detailed analysis, is better suited to desktop use due to screen size and data volume considerations.

5.4 System Requirements

To use ORBIS Network, users require:

- A stable internet connection
- A modern, supported web browser
- Access credentials issued by the buying organisation

No specialist hardware, software licences or on-premise installations are required

6.0 Security

Simunix applies appropriate technical and organisational measures to protect ORBIS Network and the data processed by the service. Security controls are designed to align with recognised cloud security principles and support the confidentiality, integrity and availability of the service.

6.1 Hosting and Server Security

ORBIS Network is hosted within UK-based cloud infrastructure. Primary hosting is provided by ANS, with a secondary backup environment provided by UKFast to support resilience and continuity.

Physical access to hosting environments is restricted and controlled through secure data centre facilities. Logical access to systems is restricted to authorised personnel and managed in line with Simunix security policies. Infrastructure is monitored and maintained to support service availability and performance.

6.2 Secure Connections (HTTPS)

All access to ORBIS Network is provided over secure HTTPS connections. Data transmitted between user devices and the service is protected using Transport Layer Security (TLS) version 1.2 or above.

This ensures that data is encrypted in transit and protected from unauthorised interception or modification.

6.3 Individual User Security

Access to ORBIS Network is restricted to authorised users with valid credentials. User accounts are uniquely identifiable and access is authenticated prior to use of the service.

Users may self-register for access where their email address matches an approved organisational domain configured for the buyer. Domain controls are applied to prevent unauthorised registrations.

Account lifecycle management, including account disablement and deletion, is managed by Simunix in coordination with the buyer's nominated point of contact. This ensures that access is removed promptly where users no longer require access.

6.4 User Profile and Privacy Controls

ORBIS Network stores limited user profile information required to operate the service, such as user names, email addresses, departments and contact details.

User profile data is accessible only to authorised Simunix personnel and used solely for service delivery, access control and account management purposes. Personal data is handled in accordance with applicable data protection legislation and Simunix policies.

6.5 Uploaded Client Data

Where users upload data to ORBIS Network for bulk processing activities, that data is handled securely and in line with agreed usage and retention requirements.

6.5.1 Secure Upload

Data uploads are performed over secure HTTPS connections to ensure data is protected in transit.

6.5.2 Security of Uploaded Data

Uploaded data is stored within secure cloud infrastructure and protected using appropriate access controls and encryption at rest.

6.5.3 Uploaded Data Retention

Uploaded data is retained only for as long as necessary to complete the agreed processing activity and is managed in accordance with Simunix data retention policies.

6.6 Bulk Processing Security

Bulk processing activities are performed within the controlled ORBIS Network environment. Access to bulk processing outputs is restricted and managed through agreed delivery mechanisms.

Bulk outputs are provided to support operational use cases and are subject to appropriate security, usage and retention controls.

6.7 Personnel Security

Simunix applies staff screening processes appropriate to the roles performed. Access to ORBIS Network systems is restricted to authorised personnel with a legitimate business need.

Staff access is role-based and reviewed as part of internal access management processes.

6.8 Further Information

Further information regarding security controls, data protection and information governance is available on request. Simunix maintains relevant policies and procedures to support secure service delivery.

7.0 Help and Support

Simunix provides support services to ensure that ORBIS Network is available and can be used effectively by authorised users. Support is delivered through an account-managed model, with a nominated point of contact for each buying organisation.

Support arrangements are designed to assist with onboarding, day-to-day use of the service, access management and general service enquiries.

7.1 Backup

ORBIS Network is hosted within UK-based cloud infrastructure with resilience measures in place. Primary hosting is provided by ANS, with a secondary backup environment provided by UKFast to support service continuity.

Backup and recovery processes are managed by Simunix and its hosting providers as part of standard service operations. These arrangements are designed to support service availability and data protection in line with industry practices.

7.2 Support

Support for ORBIS Network is provided via email and phone during UK business hours (Monday to Friday, 9am to 5pm, excluding public holidays).

Each organisation is assigned a Simunix account manager who acts as the primary point of contact. Support includes assistance with service usage, access queries, account changes and general enquiries.

User access changes, including account disablement and deletion, are managed by Simunix in coordination with the buyer's nominated contact.

Onsite training, workshops or extended support activities can be provided at additional cost where required and agreed separately.

7.3 Management Information and Usage Metrics

Simunix provides management information and service usage metrics on request. Metrics may include information such as search volumes, user activity and high-level usage trends over a defined period.

Management information is provided through a managed reporting process and is typically reviewed as part of regular account management discussions.

8.0 Data Management and Exit

This section describes how data is handled within ORBIS Network during service delivery and the arrangements in place when a contract ends.

ORBIS Network is a query-based service and does not act as a long-term data repository for buyer-generated datasets. Data is handled in line with applicable data protection legislation and Simunix policies.

8.1 Data Retention and Handling

ORBIS Network stores limited data required to operate the service, including user account information (such as names, email addresses, departments and contact details) and service usage information.

Where users upload data for bulk processing activities, that data is retained only for the duration necessary to complete the agreed processing task. Uploaded data is handled securely and managed in accordance with Simunix data retention policies.

Personal data is processed for the purpose of service delivery only and handled in line with applicable data protection requirements.

8.2 Data Export Approach

ORBIS Network does not provide unrestricted self-service data export functionality. Search results are reviewed and used within the service interface.

Where required, Simunix can provide management information or account-related data, such as user details and usage reports, on request. Data exports are handled through a managed process coordinated by Simunix and are subject to appropriate security and data protection controls.

8.3 End-of-contract Arrangements

At the end of the contract, access to ORBIS Network is disabled in line with the agreed contract end date. User accounts are deactivated and access credentials are withdrawn.

On request, Simunix will work with the buyer to provide available management information or account-related data, subject to data protection and retention requirements. Any additional exit support or bespoke reporting can be provided at additional cost if required and agreed separately.

9.0 Service Constraints

ORBIS Network is delivered as a cloud-based, browser-accessible service. The following constraints apply to the use of the service:

- Users must have access to a stable internet connection and a modern, supported web browser.
- ORBIS Network does not support on-premise deployment or offline use.
- Some advanced functionality, such as bulk data processing and detailed analysis, is more suitable for desktop use than mobile devices due to screen size and data volume.
- The service operates on a fair usage basis to ensure consistent performance and availability for all

customers.

- Access to specific datasets or functionality may depend on the optional enhancements enabled for each organisation.
- Users are responsible for ensuring that use of the service complies with applicable legislation, organisational policies and authorised purposes.

Planned maintenance may be carried out from time to time. Where possible, Simunix will provide advance notice of maintenance that may impact service availability.

10.0 Contact Details

Each organisation using ORBIS Network is assigned a Simunix account manager who acts as the primary point of contact for service-related matters.

General enquiries, support requests and account-related changes can be directed to Simunix using the contact details provided at the point of onboarding or through the organisation's nominated account manager.

Simunix Ltd

Email: orbis@simunix.com

Website: www.simunix.com

Contact details for specific roles, including account management, support and data protection, will be provided to buyers as part of the contracting and onboarding process

