



Secure Meetings. Tamper-Evident Records. Zero Doubt.

Backed by patented technology, MeaConnexus conducts and stores secure interviews and meetings with anyone, anywhere, on any device, ensuring your content is always verifiable.

mea-integrity@issured.com

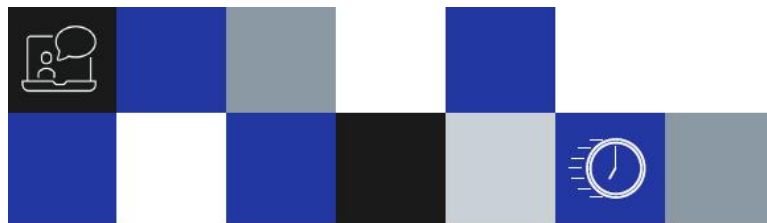
www.mea-integrity.com

Mea | CONNEXUS®

Designed & delivered by **issured.**

Book a Demo





BENEFITS

Tomorrow's Interview & Meeting Tech Today

Unlike other interview or meeting platforms, MeaConnexus uses patented advanced cryptography and blockchain technology to make every interview/meeting tamper evident. Transform your operations with cutting edge features like real-time translation, rapid video response, transcription, real-time deepfake detection, secure groups and bookmarking and annotation.

01

Reduce Operational Cost

Our low cost solution provides you with the essential capability you need to enable you to save on costs such as fleet, travel, interpreter, transcription and hardware

02

Increase Operational Effectiveness

Cut travel time and delays waiting for transcription and interpreters and provide a faster response

03

Improve Customer Satisfaction

Responsive engagement with customers supports quicker resolutions

04

Reduce the Risk of Legal Challenge

A complete interview/meeting solution that mitigates the risk of legal challenge on the authenticity and provenance of the content

05

Quick to Deploy

MeaConnexus is easy to use, and has no downloads or hardware to install so you can be up and running in minutes with one of our flexible payment models



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Features

Silent Observers

Invite remote individuals or teams to observe and contribute to the interview/meeting process without interviewees and other participants being aware

Real-Time Translation and Captions

Use secure AI powered real-time translation with support for 144 different languages and locales to display live captions as each participant is talking. With support for up to 5 different languages in each interview/meeting. Native and translated speech are both transcribed

Simple Collaboration and Management of Data

Create secure groups of users within your organisation to support and manage interviews/meetings and reflect your organisational structure where each user can be easily allocated appropriate permissions

Automatic Transcription

Save hours of time by automatically creating time coded, named entry, speech to text transcription of the video interview/meeting –available immediately at the end in a universally recognised file format (Supports 144 different languages and locales)

Bookmarking & Annotation

Bookmark key points throughout the interview/meeting and provide the ability for the interviewer or your team to annotate them

Rapid Video Response

Hosts can create and launch an interview/meeting in 3 actions using the 'Connect Now' feature. Invite guests to join via SMS or email directly from MeaConnexus

Real-Time Deepfake Detection

Real-time protection against deepfakes with dynamic liveness checks to ensure every participant in a video interview or meeting is genuine

Mea DIGITAL
EVIDENCE
INTEGRITY

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US Patent No. 11,539,774 | Canadian Patent No. 3,101,714
Secure, Immutable and Verifiable Interview Records



VAT REG Number: 428564963

Company Registration Number: 8860437

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Introduction

We offer a set of cloud-based services that are provided from our hosted services.

This enables us to provide standard, off-the-shelf cloud services that can be configured using existing platform features to meet customer requirements.

The service includes software features that support evaluation and adoption of cloud services. No consultancy, delivery, or migration services are included as part of the Lot 2 cloud software offering.

Training

Our training services are designed around the requirements of the services and any specific client requirements all delivered by our own trainers. The costs for specific client training are calculated in terms of any additional development time and the delivery of any courses. Factors such as; duration, location and frequency will impact the overall cost. These costs will be incorporated at the proposal phase, providing visibility at an early stage.

Any optional training is delivered using standard, published pricing as set out in the G-Cloud Pricing Documents.

Commercial Aspects

Issured provides standard, off-the-shelf cloud software services under Lot 2. Pricing is fixed and published in the associated G-Cloud Pricing Documents. No resource-based services, SFIA rates, proposals, or rate cards apply.

Ordering Process

To place an order please send an e-mail to Info@issured.co.uk in the first instance, briefly outlining your requirements. Issured will engage with you to confirm the services that are required.

Invoicing will be made monthly in arrears. Please make reference to the specific G-Cloud Service ID number or title within your e-mail.

Trial Service

Any trial services offered are optional, non-chargeable, and provided at Issured's discretion. Trials are not a prerequisite to purchasing the service.

Exclusions

For the avoidance of doubt, the Service does not include the following:

- Delivery of hardware.
- Bespoke software licences and third party licences.

Termination

Termination of an order prior to completion of delivery of the service will be managed

in line with the Framework Terms and Conditions.

Customer Responsibilities

Issured will work collaboratively with the customer in a team with inputs and outputs on both sides related to the specificities of individual tasks. It is the customer's responsibility to provide:

- Named Senior Responsible Officer (SRO).
- Dedicated resources to the project in order that Issured and the customer can work collaboratively to achieve the agreed targeted results of the task.
- Access to appropriate systems and information within timeframes agreed within the order.

Security

All staff in Issured hold national security clearances and are willing to undergo additional vetting if required.

Certifications

Issured is certified ISO27001, ISO9001 and ISO22301.

Backup/Restore and Disaster Recovery

Issured has internal plans, processes and systems in place regarding business continuity and resilience. Any specific requirements for backup/restore and disaster recovery, where appropriate, would be discussed and agreed with the customer prior to an order being placed. We are certified to ISO22301.

Service Management

Issured is an experienced service provision manager. We operate 9 to 5 business days.

Service Constraints

Issured will establish service constraints where appropriate to a customer requirement; these will be detailed in the order.

Service Levels

Service levels will be agreed with customers on a case by case. Recompense for failure to meet agreed service levels will be defined within the proposal and order if required.

Pricing Elements

All pricing for this Lot 2 cloud software service is fixed and published in the associated G-Cloud Pricing Documents. No consultancy, scoping activities, or additional pricing elements apply.

On-boarding costs

On-boarding is included within the published service pricing and is delivered remotely. No additional on-boarding charges apply.

Off-boarding costs

Off-boarding support is included within the service pricing and is typically delivered remotely at no additional cost. There are no exit fees.

On-going/Licence/Subscription Costs

Any third-party services required are optional and are not included within the Lot 2 cloud software pricing unless explicitly stated in the Pricing Document.

Support

All standard support required to operate the service is included within the published pricing. No additional support charges are required.

Price List

There is no separate price list or rate card for this Lot 2 service. All charges are defined in the published G-Cloud Pricing Document.

User Journey

Services are delivered primarily remotely. Any optional on-site activity is not required to use the service and is outside the scope of the G-Cloud offering.

Service Levels

Service levels are standard and are defined in this Service Definition.

Priority	Description	Response Time	Target Resolution	Urgency
P1	Security Incident – data breach, loss of data Software and or applications down or inaccessible for all users. Entire tenancy unavailable. A major component of an application is down for all users – for example, video calls on Teams.	20 mins from incident being raised	With 4 business hours of the incident being raised	High
P2	Multiple users unable to access software or applications. Group of users experiencing issues with applications such as Apple or Windows users. Partial elements an application unavailable for example, unable to upload documents.	45 mins from incident being raised	Within 8 business hours of incident being raised	High

Priority	Description	Response Time	Target Resolution	Urgency
P3	Individual or a small number of users affected with application degradation Applications running slower than normally expected. Individual experiencing application access difficulties.	4 hours from incident being raised	Within 24 business hours of incident being raised	Normal
P4	Service Requests (ordering new equipment etc.) Query or questions Softcat Licencing and Procurement Laptop Building* Mobile Device Set Up*	48 hours from incident being raised	Within 7 working days of incident being raised *Mobile and Laptop building depends on the asset arrival from the vendor	Normal