



HM Government
G-Cloud

G-Cloud 15

Service Definition Document

*Serious about
technology,
passionate
about people*

Reliance DIR (Digital Interview Recording) solution *powered by Acta and Genesys*

Contents

1.0	About Reliance.....	3
1.1	Partnership Ethos and Customer-Centric Delivery	3
1.2	A Technology-Led Business with Strategic Depth.....	3
1.3	From Systems to Outcomes	4
1.4	Commitment to Quality and Assurance.....	4
1.5	Trusted in High-Governance and High-Compliance Environments	5
1.6	Organisational Capability and Service Structure	5
1.7	Serious About Technology. Passionate About People.	5
1.7	Resilient end-to-end solutions.....	6
2.0	Service Definition	7
2.1	Overview	7
2.2	Infrastructure and Architecture	7
2.3	Technical Solution	7
2.3.1	Capture and evidential integrity.....	7
2.3.2	Interfaces aligned to operational roles.....	8
2.3.3	Review, disclosure and export.....	8
2.3.4	AI-assisted productivity (optional)	8
2.3.5	Operational oversight	8
2.4	Pricing Structure.....	8

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RELIANCE HIGH-TECH CONTACT

James Smith

Sales and Marketing Director

E: james.smith@reliancehightech.co.uk

T: 0845 121 0802

1.0 About Reliance



Reliance is an independent UK security systems integrator, trusted by organisations operating in high-compliance, high-risk and mission-critical environments - where quality cannot be compromised. With decades of experience, we deliver high-performing, IT-aligned security solutions that reduce risk, strengthen resilience and provide long-term value.

For clients, this means more than system uptime. It means creating safer, better-managed environments through reliable core security, clear operational visibility and, where appropriate, analytics and alerting that help teams identify issues earlier and respond with confidence. By improving situational awareness and reducing avoidable incidents, we help organisations protect people, assets and reputations - while enabling day-to-day operations to run smoothly.

Quality, reliability and integrity sit at the heart of how we design, deliver and support every solution.

1.1 Partnership Ethos and Customer-Centric Delivery



Our mission is to protect people, assets, and reputations - but how we do it is just as important. We believe great partnerships are built on trust, shared goals, and strong personal relationships. That's why we take the time to understand what matters most to you - not just in terms of technical requirements, but the wider priorities, pressures, and aspirations that shape your environment. This approach allows us to deliver solutions that are truly aligned with your objectives. We also invest heavily in our own people - from structured training and mentoring to wellbeing and professional development - ensuring they bring not only expertise, but empathy and care to every engagement. Our clients know us not just for what we deliver, but for how we work - consistently collaborative, dependable, and easy to do business with. We grow with our clients, adapting as their needs evolve and working as an extension of their team.

1.2 A Technology-Led Business with Strategic Depth

While our roots are in security, our capabilities span much further. We are a technology-led business that blends physical security with IT, cloud, analytics, and IoT. This enables us to bring a strategic, joined-up perspective to system design and service delivery, helping clients navigate legacy challenges, embrace cutting-edge platforms, and plan confidently for the future. We work closely

across stakeholder groups - from IT and cyber teams to estates, compliance, and health and safety - taking time to understand their individual needs and turning them into actionable, aligned solutions that deliver meaningful outcomes across the wider organisation.

1.3 From Systems to Outcomes

We deliver more than systems - we deliver outcomes. Through data integration, asset lifecycle management, and remote monitoring, we help clients make smarter decisions, reduce total cost of ownership, and unlock operational efficiencies. Our managed services offering ensures performance is not just achieved, but sustained. These principles of continuous improvement, value creation, and operational excellence are embedded in our culture and backed by rigorous, externally verified standards.

1.4 Commitment to Quality and Assurance

We hold key certifications that reflect the breadth and depth of our commitment to quality, resilience, and cybersecurity - including ISO 27001 (Information Security), ISO 27017 (Cloud Security), ISO 22301 (Business Continuity), and ISO 9001 (Quality Management). We are also certified to Cyber Essentials Plus and are proud to be recognised as being in the top 6% of suppliers to the NHS Data Security and Protection Toolkit, with the rating of "Expectations Exceeded" - an accolade we have held for four consecutive years.

As part of our work with NHS organisations, we are delivering significant volumes of custom development at API and Webhook level - providing tight integration with third-party systems as part of a highly tailored security solution. This is a direct testament to the strength of our in-house development team and our proven ability to deliver secure, scalable, and standards-compliant integrations. Our broader experience spans multiple platforms, and our deep familiarity with Genetec and other enterprise-grade technologies means we can support complex development and testing requirements at an unrivalled level - bringing together security, IT, and application integration in a seamless and robust way.

 Verify at ssaib.org	 Verify at ssaib.org	
		

1.5 Trusted in High-Governance and High-Compliance Environments

Reliance supports organisations where security, resilience and accountability are non-negotiable. We work across high-governance, highly regulated environments - delivering and maintaining integrated security solutions for complex estates, critical operations and busy public settings. Our experience spans Central Government, CNI and defence-aligned supply chains; energy and utilities (power distribution and generation, water and gas); police and custodial environments; research organisations, governing bodies, large trusts and healthcare; financial and FTSE environments; bio/pharma; data centres and communications; transport and logistics; and higher education, including multi-building campus and university estates.

Across these markets, clients rely on us to operate safely, securely and with minimal disruption - combining strong technical capability with disciplined delivery, clear reporting and a long-term service mindset.

1.6 Organisational Capability and Service Structure

Our c.180-strong team includes expert engineers, project managers, developers, and cybersecurity professionals - backed by robust internal systems, including our centralised Service Management Platform and in-house pre-staging capability. These aren't just people with skills; they are people who care - committed to doing the right thing, taking pride in their work, and delivering consistent quality across every touchpoint. This investment in our people, combined with rigorous internal standards and industry-leading certifications, translates directly into the experience we offer and the outcomes we deliver.

1.7 Serious About Technology. Passionate About People.

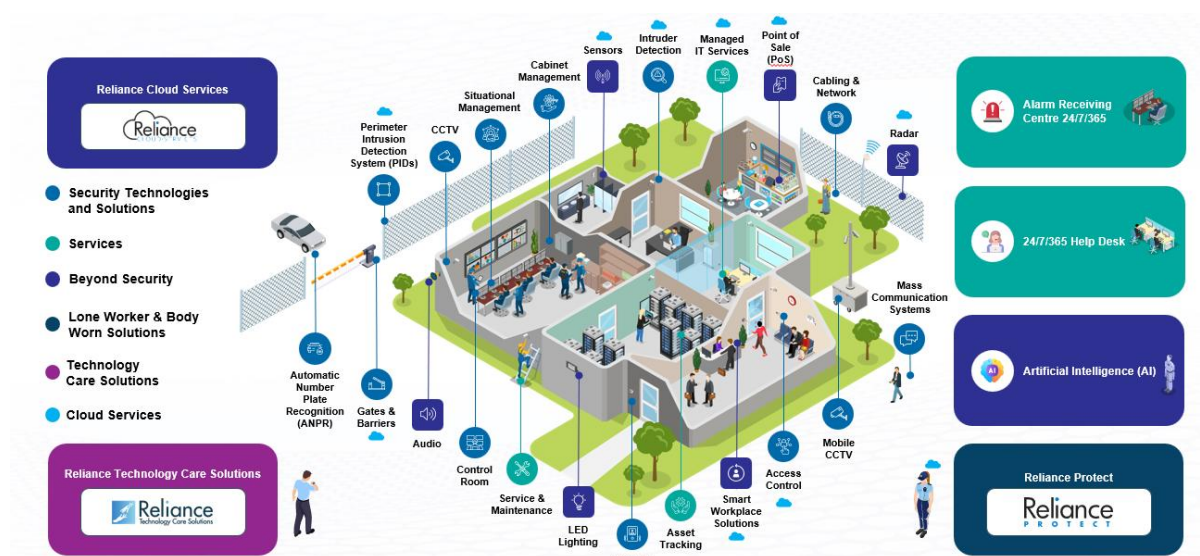
Technology is at the core of our approach, but it's the quality of our people that truly sets us apart. All of our engineers are security cleared, and all are trained to operate to the highest technical and ethical standards. We invest heavily in training, development, and wellbeing to ensure our teams not only stay ahead of technology - but consistently deliver with care, professionalism, and integrity. These are people who take pride in what they do and represent our values in every interaction - helping you protect what matters most.



At Reliance, we're Serious about Technology, Passionate about People. That ethos is at the heart of everything we do - driving innovation, building trust, and ensuring that the solutions we deliver truly make a difference.

1.7 Resilient end-to-end solutions

Reliance delivers resilient, end-to-end security solutions that cover the full lifecycle - from design and systems integration through IT enablement, ongoing maintenance, and specialist services such as lone worker protection and monitoring. Clients benefit from one accountable partner who can supply, install, integrate, host, support and continually optimise their solution, ensuring it remains secure, available and fit for purpose as requirements evolve. Whether you need a single capability or a fully integrated estate-wide approach, we bring the people, processes and infrastructure to deliver it reliably at scale.



Systems Integration

- Access Control
- Closed Circuit Television
- Perimeter Security
- Network
- Information Management & Situational Awareness

Maintenance

- 24/7/365 Help Desk
- Nationwide Cover & LSP's in Europe
- Flexible & Tailored Plans
- Advance Call Handling and Tracking Software
- Web-based Service Report Module

Monitoring Services

- Dedicated Monitoring Centre
- 24/7/365 Security & Surveillance
- Systems Monitoring and Remote Diagnostics
- Reliance Protect – Lone Worker Monitoring

IT Capability

- In-house Expertise
- Fully Accredited – ISO27001 & Cyber Essentials Plus
- Support for all Security related IT Requirements
- High-availability Hosting and DR Solutions

Lone Worker Solutions

- ID Cards & Fobs with GPS and Audio
- Body Worn Cameras
- Slip/Trip/Fall and 'Man Down'
- Check-ins and Safety Timers
- Two-way Audio with Trained Operators

2.0 Service Definition

This section describes the proposed solution and the benefits it will realise for G-Cloud 15 Framework users.

2.1 Overview

Reliance DIR is a secure, evidence-focused platform for capturing, managing and reviewing investigative interviews, virtual meetings and other sensitive interactions. It supports in-room recording, remote/virtual interviews, and mobile capture for field use, with consistent governance controls to protect evidential integrity and support defensible disclosure.

The service combines structured capture workflows, case and media management, controlled sharing/export, and end-to-end auditability. Optional AI capabilities can be enabled to accelerate review activities (for example transcription, translation, summarisation and redaction) while keeping outputs linked to the source recording and governed by the same access controls.

2.2 Infrastructure and Architecture

Reliance DIR can be deployed as a multi-cloud SaaS service or as an on-premise deployment to meet security, sovereignty and operational requirements.

Core components typically include:

- Capture endpoints - interview room recording appliance (Linux-based), kiosk-mode interface where required, and mobile applications for portable capture
- Web application - case/interview management, review, governance administration, reporting and (where enabled) access to AI outputs
- Central data services - secure storage for media and artefacts, metadata services, indexing and search
- Identity and access - role-based access control, supported SSO/MFA options, and full audit logging of user and administrative actions
- Integration layer - secure interfaces for exchanging data with Records Management Systems, custody suite platforms, and other enterprise applications (where required)

Planned maintenance is carried out in agreed windows and communicated in advance. Resilience is designed in through appropriate redundancy, backups and recovery processes aligned to the chosen deployment model.

2.3 Technical Solution

Reliance DIR is designed around evidential quality capture, operational usability, and governance.

2.3.1 Capture and evidential integrity

- Controlled interview workflows for in-room, virtual and mobile capture
- Metadata capture to support indexing, search and downstream disclosure
- Tamper-evident controls, comprehensive audit trail and chain-of-custody logging
- Support for evidential handling practices aligned to regulated interview environments (including PACE-aligned workflows where applicable)

2.3.2 Interfaces aligned to operational roles

- Mobile application for field capture and transfer to the central environment
 - Interview room appliance for reliable, dedicated capture (with kiosk-mode UI where required)
 - Web interface for review, case management, supervision/governance and reporting
- All interfaces apply consistent access control and audit logging.

2.3.3 Review, disclosure and export

- Role-based export controls for recordings, metadata and supporting materials
- Export packages suitable for disclosure and downstream systems (formats depend on configuration and buyer requirements)
- Bulk export can be supported for offboarding/service termination, subject to agreed process and timescales

2.3.4 AI-assisted productivity (optional)

Where enabled, AI outputs are delivered as a managed service by Reliance and linked to the relevant interview record. Typical capabilities can include:

- Speech-to-text transcription with speaker identification
- Translation to support multilingual interviews
- Summaries and structured notes to accelerate review
- Automated quality checks and assisted redaction across media and transcripts

2.3.5 Operational oversight

The service provides operational, governance and technical metrics (via the web interface and exportable reporting) to support:

- Activity volumes and trends
- Workflow backlogs and review status
- Export/disclosure volumes and outcomes
- Capture and transfer status (including mobile uploads where applicable)
- Device health, connectivity and storage indicators (where applicable)
- User activity, access events and administrative actions
- Service health and incident history (where applicable)

2.4 Pricing Structure

Pricing is tailored to the buyer's required deployment model and operating design. Typical pricing drivers include:

- Number of interview rooms / fixed capture endpoints
- Number of mobile capture users and required capture capability
- Storage volumes, retention periods and archival requirements

- Integration requirements (for example RMS/custody suite connectivity)
- Optional AI features (transcription/translation/summarisation/redaction)
- Support and service level requirements (including out-of-hours coverage where needed)

A pricing schedule can be provided based on your required configuration and volumes, please contact us for more information.