



G-Cloud - Lot 2b

ISARR AI Powered Open Source Risk

Intelligence & Analytics Platform

Service Definition 2026

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AI Powered Open Source Risk Intelligence & Analytics Platform

Service Definition Document (G-Cloud 15)

1. Service Overview

The ISARR AI Risk Intelligence & Analytics platform is a next-generation threat assessment and operational resilience solution. By combining advanced Artificial Intelligence with a verified database of over 2.6M (growing daily) global security and disruptive events, the service allows organisations to generate location-specific risk reports, predict emerging threats, and monitor global stability in real-time.

Designed for insurance professionals, security directors, and risk managers, the platform bridges the gap between raw data and actionable intelligence. It automates the labour-intensive research process, delivering comprehensive risk profiles in minutes rather than days.

2. Key Service Features

- **AI-Powered Risk Assessments:** Instant generation of detailed threat reports for any global location.
- **Global Event Database:** Access to over 2.6M (growing daily) verified security and risk events.
- **Real-Time Threat Monitoring:** 24/7 scanning of global sources for emerging instability.
- **Predictive Trend Analysis:** Visual modelling of historical data to forecast future risk trajectories.
- **Interactive Global Mapping:** Geospatial visualisation of incidents, heatmaps, and threat clusters.
- **Bespoke Branding:** Fully white-labelled reports and portals to match organisational identity.
- **Hybrid Intelligence:** AI processing validated by human analyst oversight for maximum accuracy.
- **Automated Alerts:** Customisable notification triggers based on location, severity, or event type.
- **API Integration:** Capability to ingest data into existing client dashboards or workflows.
- **Scalable Architecture:** Suitable for single-user analysts through to enterprise-wide risk teams.

3. Key Service Benefits

- **Accelerated Decision Making:** Reduce research time from days to minutes.
- **Enhanced Situational Awareness:** Obtain a real-time "single pane of glass" view of global risks.
- **Cost Efficiency:** Automate manual data gathering to reduce operational overheads.
- **Proactive Resilience:** Identify and mitigate threats before they impact operations or assets.
- **Standardised Reporting:** Ensure consistency in risk assessment quality across the

organisation.

- **Global Coverage:** Intelligence capabilities covering 198 countries and territories.
- **Revenue Growth:** Enable faster client onboarding and proposal generation.
- **Operational Continuity:** Early warning systems support effective crisis management and business continuity.
- **Secure Collaboration:** Share intelligence securely with stakeholders and partners.
- **Ease of Adoption:** Intuitive web-based interface requiring minimal user training.

4. Technical Architecture & Hosting

ISARR AI is delivered as a secure Software as a Service (SaaS), ensuring high availability and data sovereignty.

- **Cloud Infrastructure:** The service is typically deployed on a secure Public Cloud environment compliant with UK Government assurance standards. Private and Hybrid cloud options are available for higher security requirements.
+1
- **Data Sovereignty:** Primary and geographically separate secondary Data Centres are located in the UK.
- **Resilience:** The infrastructure includes diverse transit locations, DDoS mitigation, and load-balancer cluster configurations for high availability.
+1
- **Backup & Recovery:** Data is replicated in real-time between database instances. Automated daily backups (snapshots) are retained with 7-day rotations and are encrypted at rest.
+2

5. Information Security & Assurance

Security is central to the ISARR platform. The service is designed to handle sensitive information assets securely.

- **Accreditation:** Physical security baselines of Data Centres include ISO 27001:2013, PCI-DSS v3.2, and alignment with PSN CoCo standards.
- **Classification:** The system supports "OFFICIAL" level data handling, with options for "OFFICIAL-SENSITIVE" via agreed local handling arrangements.
- **Data Privacy (GDPR):** ISARR is fully compliant with GDPR. The platform includes custom retention functions to automatically flag or delete data in line with project policies.
+1
- **Patching:** A rigorous patching framework ensures critical vulnerabilities are addressed within 24 hours (extreme severity) or 48 hours (high severity).

6. Onboarding & Support

- **Setup & Configuration:** A comprehensive setup programme captures project requirements, including white-labelling (logos, domains, email headers) to ensure the platform mirrors client branding.
+1
- **Training:** Access to a custom training package including video, PDF, and PPT materials is provided.
- **Service Levels:**
 - **Standard Support:** Monday to Friday, 09:00 – 17:30 GMT.

- **Priority Support:** 24/7 on-call escalation options available.

7. Pricing & Ordering

- **Pricing Model:**
 1. **Annual Licence Fee:** Based on the number of modules and groups.
 2. **Setup Fee:** One-time cost for configuration and training.
 3. **Consumption:** Fees for high volumes of messages where applicable.
- **Contract Terms:** Typically a 3-year licence with an annual break clause. Fees are invoiced annually in advance.
- **Termination:** Upon contract end, all client data is exported and returned (CSV/Excel), and remaining data is securely destroyed.

Ordering Process

The project is defined and detailed in the signed “Order Form” as part of the T&C’s

Terms of Service

Licence terms are typically 3 years with an annual break clause, with the annual licence fee invoiced (annual) upfront and any overage usage invoiced monthly in arrears

Reference Clients

Client reference can be supplied on request

Further Information

For further details, questions or a demo please see our website

<https://isarr.com/insurance-pora/>

