

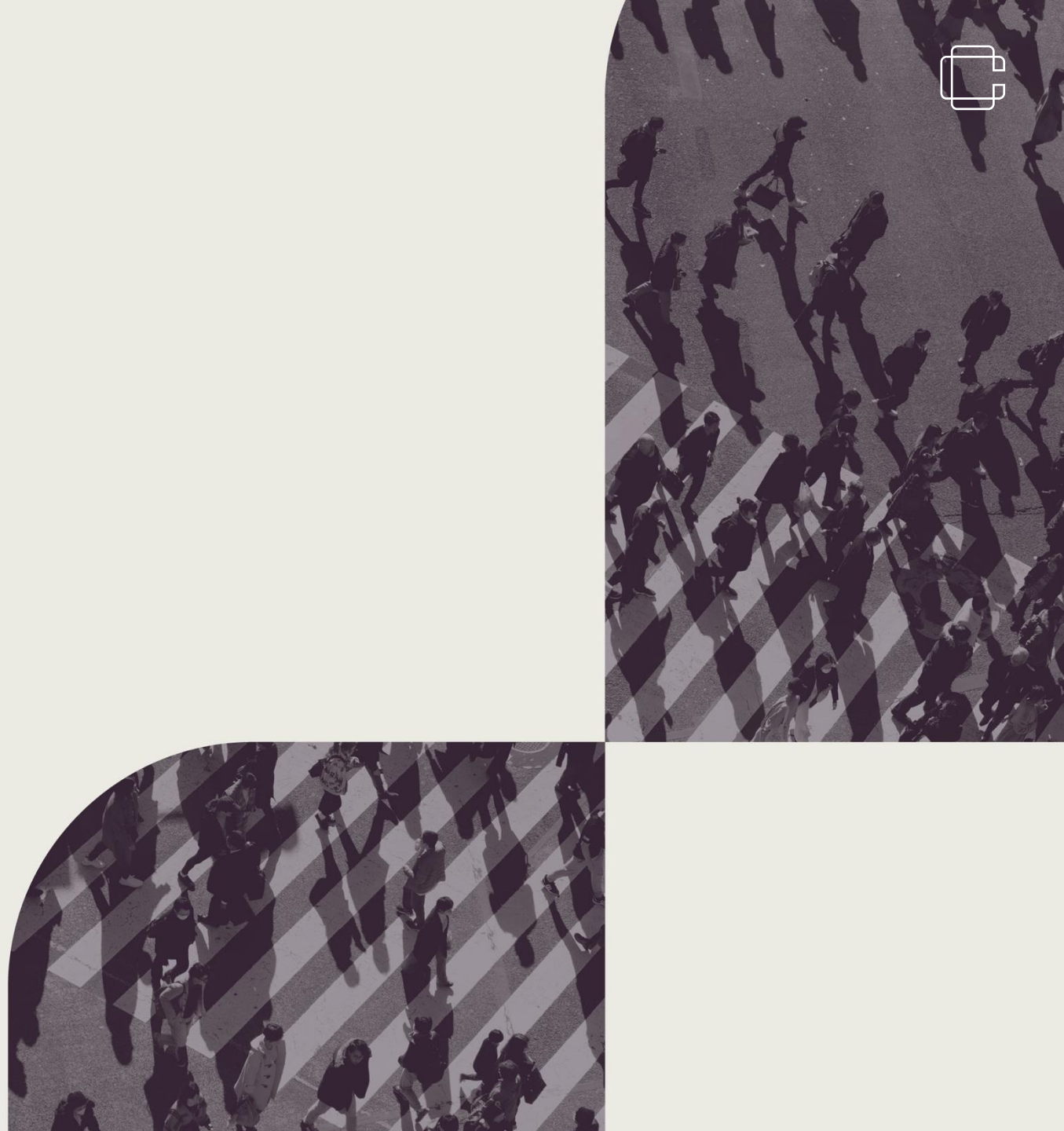


CLUE

Software for a Safer Society

Our mission is to protect society from harm

We create world-class software that connects intelligence, investigations and the global investigation community to manage risk, reduce harm and protect society.



The Clue application

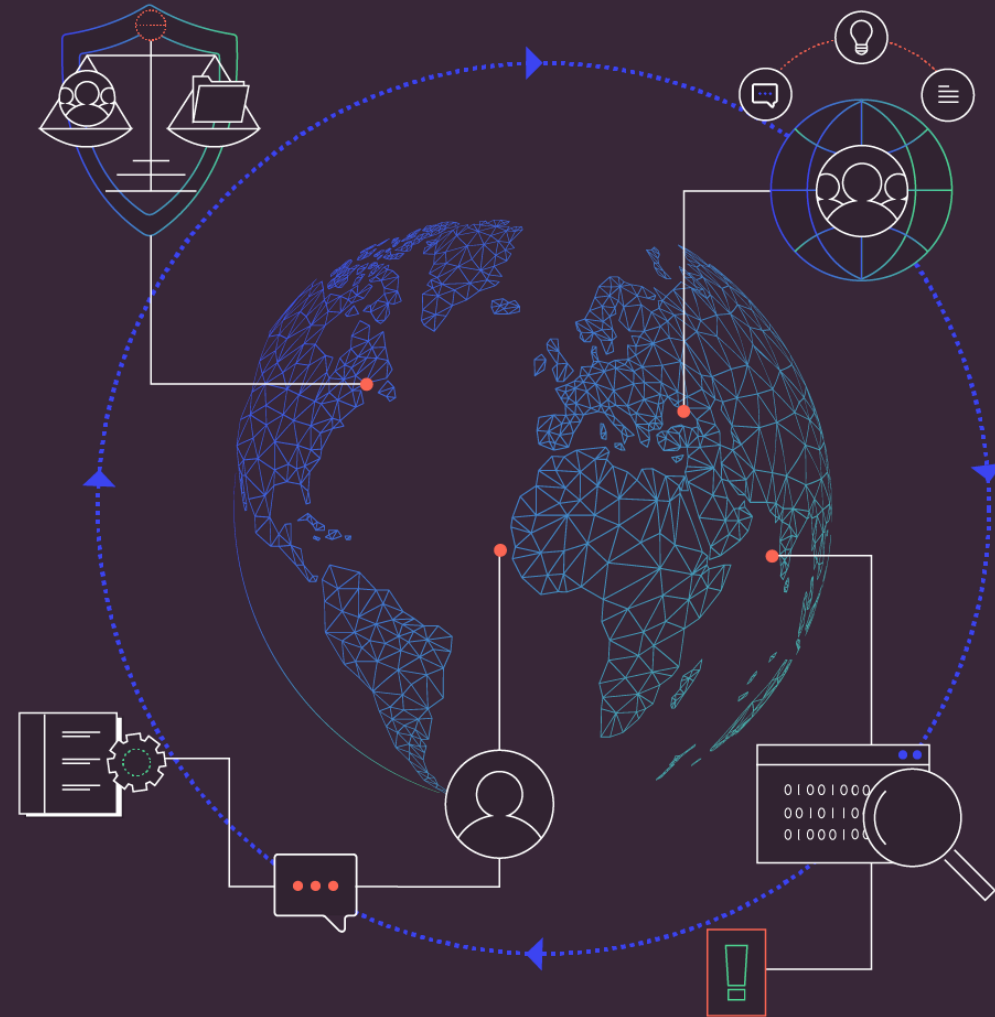


The leading intelligence, investigation and case management software.

Used to manage a wide range of threats - including fraud and economic crime, bribery and corruption, integrity and insider threat, trafficking, drugs, organised crime, terrorism, cyber-crime, border security, safeguarding, child protection and environmental crime.

Prevent, identify and investigate harm; bring victims justice more quickly.

Trusted by investigation professionals globally.



The challenge



Intelligence and investigation teams face escalating threats, fewer resources, and growing pressure to prove results. Clue addresses all three:



Escalating threats

AI-assisted insights and workflows help organisations spot risks earlier, strengthen decision-making, and respond with greater speed and certainty.



Fewer resources

Structured, AI-supported processes replace silos and manual work, boosting productivity and helping teams achieve more with the capacity they have.



Pressure to prove results

Integrated dashboards and KPIs connect casework to strategic goals, giving leaders clear visibility of performance, outcomes, and impact.

Detecting and mitigating diverse threats

Clue helps organisations identify, better understand and mitigate a range of threats to individuals, businesses and society.



Product

Notes: Deon Case is offering for sale IT consumables that purpo
On receipt of the goods it is clear that the items are coun

Assigned To: Olivia MILLS

Status: Closed - no further action

Review After: on:

CUSTOM FIELDS

Supervision:

Record Permissions

RECORD PROPERTIES +

EDIT DELETE PROMOTE PRINT Incident ▼ PDF

INVESTIGATOR NOTES

ENTERED BY	DATE/TIME OF OCCURRENCE	TYPE	DETAILS
David Gale	05/06/2025 13:39	Incident update	An account has been of: 1) A genuine Apple U! 2) A Seagate 1TB port

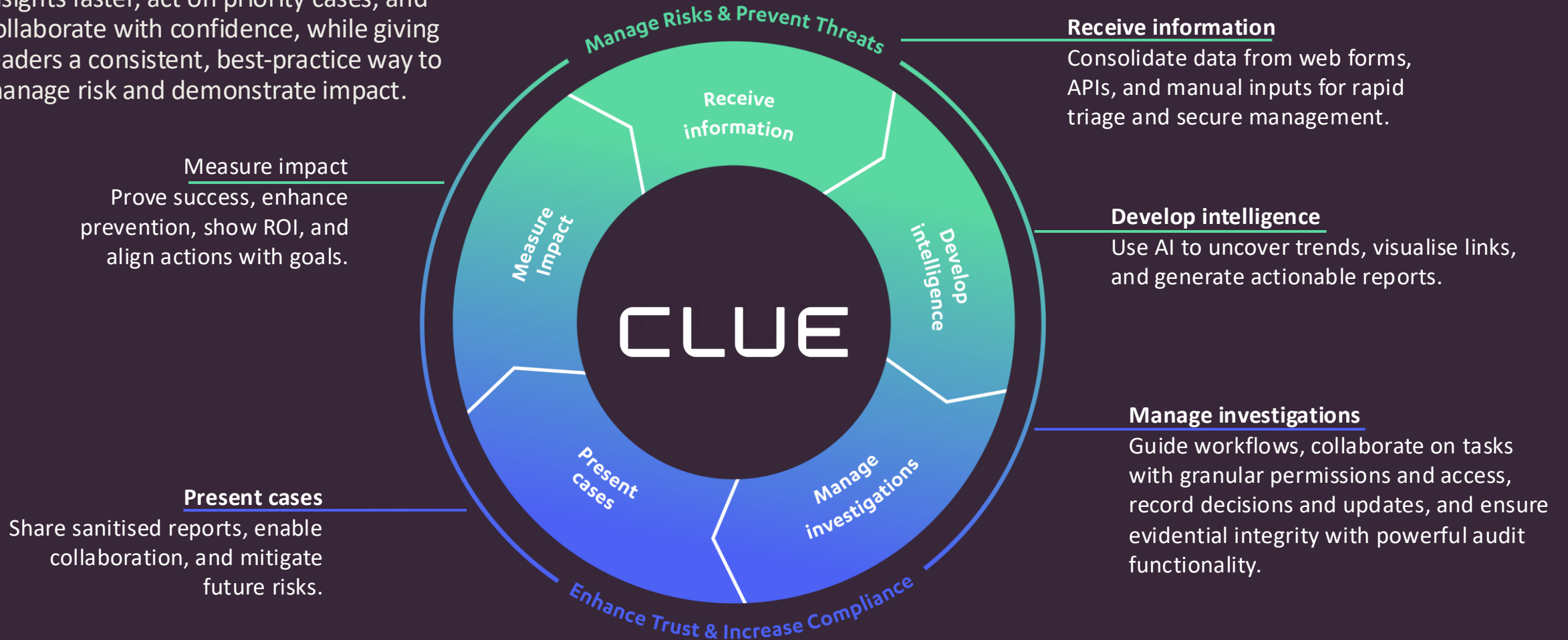
TRACKING HISTORY

	TIMESTAMP (UTC)	FIELD
	12/06/2025 13:07	Supervision

A single application for intelligence and investigation management



Our intelligence and investigation software pulls fragmented information into a single, secure source of truth - helping teams spot insights faster, act on priority cases, and collaborate with confidence, while giving leaders a consistent, best-practice way to manage risk and demonstrate impact.



Clue Features



Solution for incidents, intelligence and development, investigation, prosecution and prevention.



Sophisticated search and index, including linked databases and repositories.



Entity (POLE) centric design, with extensive linking; interoperable through API.



Workflow, tasking, decision logging, evidential compliance for prosecution and sanctions.



AI-driven watchlists, charting, mapping, visualisation, insights, dashboards, and reporting.



Global user community sharing insights, best practice, feeding product roadmap.



Information capture via web, email and third-party applications using API.



Comprehensive redaction, disclosure, case management and schedule generation function.



Audit tools and prompts enhance data compliance, quality and reporting.



Granular access control through flexible roles and permissions.

Clue Benefits



Configuration manages diverse organisational threats from a single system.



Single search accesses all information reducing missing links/data risks.



Insights enable emerging threat disruption and improve early intervention.



Consolidate all interconnected records with guided workflows, ensuring procedural compliance.



Sophisticated configuration allows multiple teams to collaborate.



Share sanitised/redacted data with partners or use API.



NIM-compliant intelligence with information and source management.



Integrations to eliminate manual processes and information flows.



User-driven product enhancements to keep pace with evolving needs.



Redaction capability saves time and avoids prosecutions/sharing risks.



Benefits of Clue for managers and senior leaders

Deliver a joined-up threat response across the enterprise

Clue gives leaders clear visibility into risks and investigations across the organisation. By uniting intelligence and workflows in one platform, it enables faster decisions, coordinated responses, and stronger collaboration to protect the organisation and uphold trust.

Maximise resources to prevent threats and deliver results

Clue helps leaders focus resources where they matter most. Standardised workflows and insights drive efficiency, consistent performance, and a strong case for continued investment.

Measure outcomes and reduce exposure to risk

Clue links investigations to organisational goals and risk reduction. Real-time dashboards and benchmarks let you track progress, show impact, and minimise financial, operational, and reputational risks.



Benefits of Clue for intelligence and investigation teams

Prevent threats and deliver justice

Clue equips teams to detect, disrupt, and resolve threats quickly. By consolidating intelligence and data, it uncovers connections, prioritises effectively, and accelerates investigations with clarity and impact.

Maximise resources and focus on what matters

Clue helps teams do more with less. AI-driven alerts and best-practice workflows guide investigations, ensuring resources deliver maximum impact and operational efficiency.

Demonstrate the impact of investigations

Clue connects investigative work to strategic goals. Dashboards and flexible reporting make it easy to track progress, show ROI, and communicate the real-world impact of investigations.

Our product pillars



Clue brings all your intelligence and investigations into a single, secure solution - so you can detect threats, manage cases, and deliver results with confidence.



Receive information

Consolidate information from every source into one secure system.



Intelligence development

Turn fragmented data into clear insights that drive action.



Investigation development

Drive investigations forward with structure and transparency.



Case presentation

Package findings, disclose securely and share with confidence.



Insight and impact

Analyse outcomes to improve performance and prevent harm.



Trust and compliance

Operate securely, ethically, and in line with governance standards.



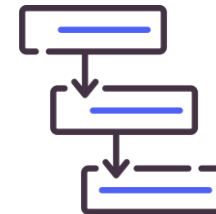
AI-assisted features Developed for intelligence and investigation teams

AI in Clue is designed for intelligence and investigation professionals, where compliance, accuracy, and evidential integrity are critical.

Our AI is human-in-the-loop by design, ensuring our users remain in control of decisions. This protects evidential integrity while delivering significant gains in productivity.



Streamlines information triage and reduces manual effort to enable professionals to work more thoroughly and efficiently across large volumes of data.



Support consistent and auditable compliance using automated redaction and alerts to help teams maintain evidential integrity and meet disclosure requirements with confidence.



Enhances professional judgement and outcomes, highlighting key entities and relationships across records supports faster, more consistent, and more insightful outcomes.

Enhancing productivity, insight and compliance



Clue's Assisted AI helps teams **assess, prioritise and act** with confidence and efficiency.

Streamlined triage and reduces manual effort

Professionals can work more thoroughly and efficiently across large volumes of data.

Supports consistent and auditable compliance

Automated redaction and alerts help teams maintain evidential integrity and meet disclosure requirements with confidence.

Enhances professional judgement and outcomes

Highlighting key entities and relationships across records supports faster, more consistent, and more insightful outcomes.

Assisted AI enhances productivity and insights



Our responsible approach



Our responsible AI approach is rooted in legal, ethical, and operational principles.



Human-in-the-loop by default

AI supports your expertise. You, the professional, decide how to act on outputs.



Secure and isolated

Customer data is processed via Microsoft Azure AI Foundry NER in UK data centres. No data is used for model training, and strict segregation and encryption safeguards apply.



Compliance **first**

Clue's AI adheres to UK GDPR/GDPR and is not considered to be high-risk under the EU AI Act.



Transparent and controlled

All features are opt-in and configured with your team.

The challenge of measuring impact

Traditional metrics fall short

Conviction rates and incident detection only tell part of the story. Preventative actions, intelligence-led decisions, and risk reduction are harder to quantify.

Lack of clear objectives and benchmarks

Without set goals and consistent metrics, teams struggle to track progress and prove value.

Measuring intangible outcomes

The impact of intelligence work extends beyond immediate results - shaping policies, driving cultural shifts, and reducing future risks.



How Clue helps



Clue empowers intelligence and investigation teams to demonstrate their impact clearly and confidently. With Clue, you can:



Turn objectives into measurable results

We will work with you to define clear goals and track progress against them with precision.



Strengthen data confidence

Real-time dashboards in Clue and seamless integrations ensure accurate, accessible data for better decision-making.



Bridge tactical and strategic goals

We will help you link day-to-day investigative work with broader organisational missions using relevant, measurable KPIs.



Communicate impact effectively

Generate flexible reports in Clue that clearly demonstrate success to internal teams and external stakeholders.



Achieve tracked and transparent outcomes

The Outcome Register in Clue provides shared visibility of progress and results across teams.

Platform & Security





Secure & scalable SaaS for sensitive data

Enterprise-grade security & compliance

Dedicated Tenant – Each customer gets a separate Azure environment (no shared resources).

End-to-end encryption – Data encrypted at rest & in transit, meeting industry standards.

Regulatory compliance – Supports up to Official Sensitive data.

Customer-controlled data – Clue cannot process data without explicit permission.

Proven security – Annual penetration tests, real-time monitoring, and vulnerability scanning.

Scalable & flexible cloud deployment

Flexible Hosting – Deploy in Microsoft Azure, AWS, or your own cloud.

On-Demand Scalability – Expand storage & resources as needed.

Geo-Redundant Backups – Ensuring resilience & continuity.

Services



Customer services



Our dedication is a partnership focused on your continuous success, beginning with implementation and extending indefinitely.



Guided implementation plan

We'll understand your challenges and guide you through a tailored step-by-step implementation, configuring Clue to your processes and ensuring team success.



Training

Clue provides online and in-person user and admin training, recorded sessions, tailored materials, and access to Clue Connect for ongoing learning and community support.



Data Migration

Clue delivers legacy data migration using extraction, cleansing, mapping via Import Templates, secure transfer, validation checks, and import packages through the Clue API to ensure accurate, auditable loading.



Support

At Clue, we understand the importance of the work you do, and our Support team is dedicated to working with you to ensure you can always use Clue to its fullest potential.

Customer services



Our partnership with you extends throughout your journey with us, you will join a global network of professionals.



Your dedicated Success Manager

Each Clue customer is assigned a Success Manager to provide ongoing support, arrange training, keep you informed on new features, and ensure you maximise Clue's benefits.



A connected community

Join a global network of professionals through Clue Connect, with access to exclusive events, peer discussions, best practices, and the Product Ideas Portal.



Regular new features and enhancements

We continuously innovate to meet your needs, offering regular software updates and enhancements based on your feedback, as outlined in our Product Roadmap.

Clue Community



Collaborate, network, and grow with our platform Connect and join live events, including our flagship conference.

Share and learn

Exchange insights, tackle challenges and shape best practices.

Influence best practice

Contribute your knowledge to help shape standards and strategies.

Build your network

Connect with likeminded intelligence and investigations professionals.

Exclusive events & insights

Access in-person and online events, plus the latest Clue developments.

Join specialised groups

Engage in user communities tailored to your interests.

Clue Connect Live

Join our flagship user conference to connect, explore challenges and discover solutions.



"Clue's Community helps us break out of our individual siloes. We have all have our own ways of doing these things but we're all using Clue. There is a huge opportunity in talking to other investigators and just picking their brains - we always learn something every time we engage."

- JONATHAN HULLAND, SENIOR INVESTIGATION AND ENFORCEMENT OFFICER, CEFAS

What makes us different?





Meet our industry experts



Laura Eshelby
Head of Economic
Crime

23 years' experience in counter fraud and economic crime, most recently led design and implementation of Government Counter Fraud Profession, for the Public Sector Fraud Authority, Cabinet Office, serving over 7,000 members across 70+ organisations.



Phil Suddick
Head of Intelligence and
Investigations

During thirty-year service to 2015, specialised in proactive and reactive complex anti-corruption investigations and covert investigation and locating of high-risk global fugitives. Phil then moved into the world of sport, pioneering tackling global corruption in tennis.



Matt Horne
Director of Intelligence
and Investigations

UK National Crime Agency Deputy Director, with 30 years' policing and national security service. Intelligence and investigations expert; experienced leading national complex and high-risk operations; worked extensively across Five Eyes Law Enforcement community.



Nicola Thorn
Senior Intelligence and
Investigations
Consultant

Served in British Army, Police and National Crime Agency. Expert in proactive and reactive investigations targeting gangs and gun crime; domestic violence and hate crime operations; safeguarding and child sexual abuse and exploitation; and cybercrime.

What sets us apart

Our approach addresses key hurdles with practical, innovative solutions, backed by the knowledge of our experienced team.



Mission-ready intelligence

Built for high-risk operations and routine investigations, Clue helps you detect threats, prevent harm, and deliver results that matter.



Insight that drives results

Track performance, measure outcomes, and align every case with strategic goals - all in real time.



Streamlined productivity

Replace manual processes with structured, guided workflows that cut duplication and keep teams focused.



A connected community

Join a global network of professionals sharing best practices, collaborating securely, and shaping the future of intelligence and investigations.





Trusted by the UK public sector

Join a community of public sector professionals, spanning, central government, law enforcement, regulators, executive agencies and other public bodies.

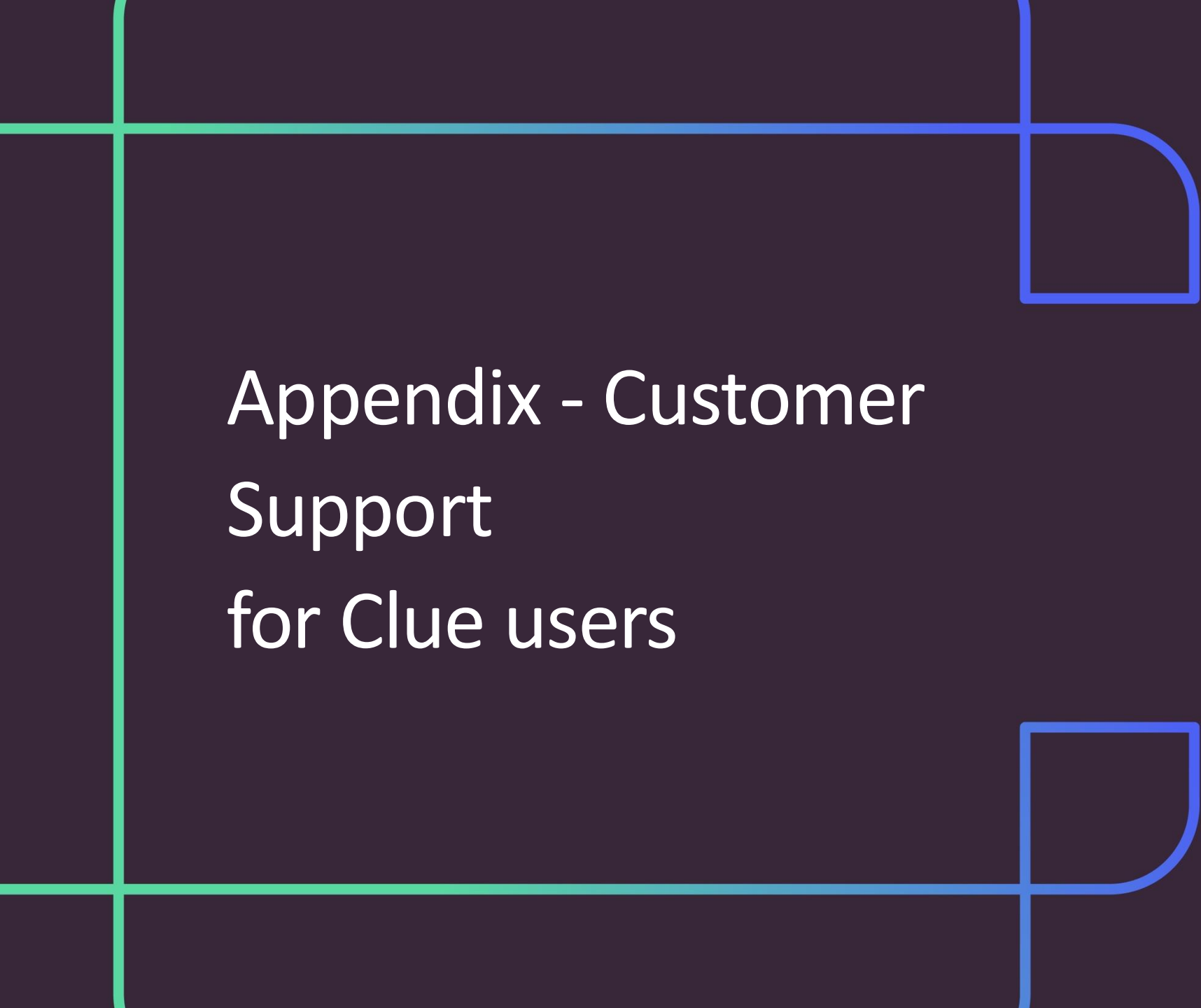


Thank you

If you require any further information, please visit
cluesoftware.com.

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CLUE



Appendix - Customer Support for Clue users

CLUE



Customer Support

At Clue, we understand the importance of the work you do, and our Support team is dedicated to working with you to ensure you can always use Clue to its fullest potential.

The aim of this document is to confirm our commitment to supporting you and to clarify the resources you can access as part of the Clue community.

Our commitment to you



We're here to support you - whenever and however you need us



Easy access

You can reach our Support team through:

- Our 24/7 self-service portal
- Email-to-ticket system
- Phone line

We support over 100 customers worldwide. Our UK-based Support team is available from 8 am to 6 pm GMT, Monday to Friday (excluding UK public holidays).



Availability

For high-priority (P1) issues, Clue Support is available 24/7, every day of the year.

We also understand that some work is best done outside business hours to avoid disruption. When needed, we'll agree on a timeframe that works for you and your Clue users.



Prompt support

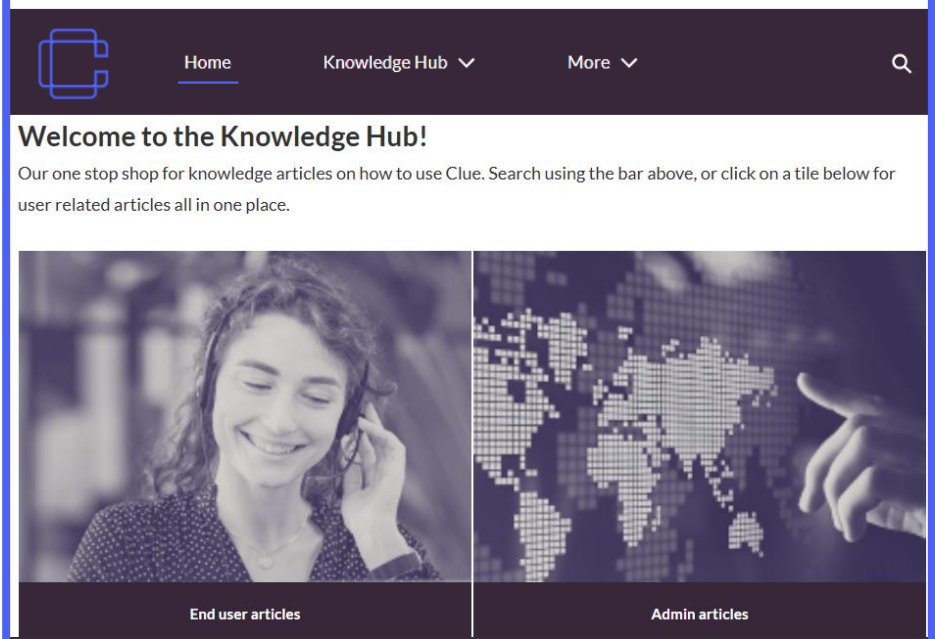
Our support model ensures all issues, requests, and queries are handled quickly - with your satisfaction as our top priority.

Self-Service support

Resources available to you around the clock

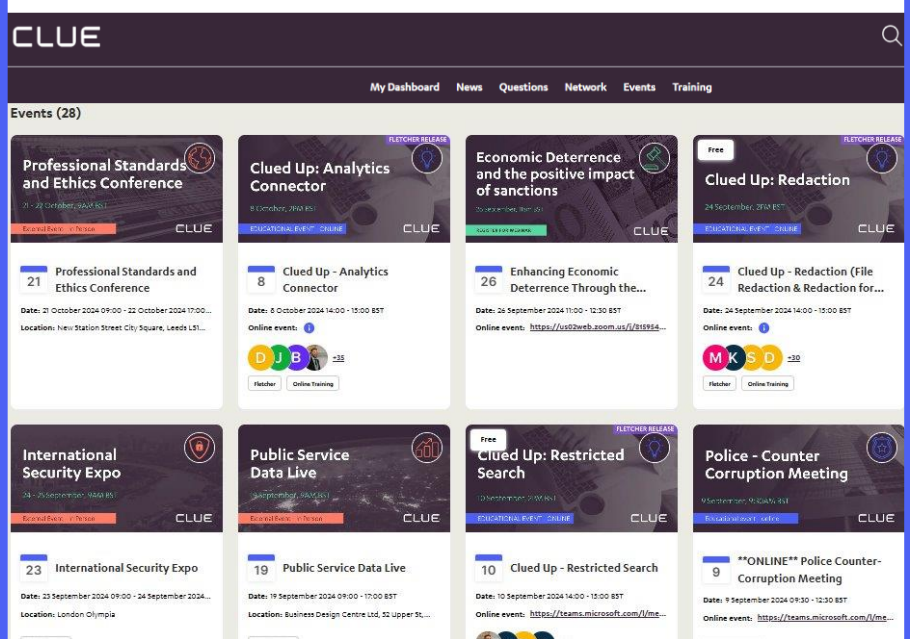


Knowledge Hub



Our Knowledge Hub provides information and guidance on how to use Clue effectively.

Clue Connect



Join our community to learn from other users and get the most out of Clue.

Security and collaboration



Ensuring trusted, expert support through secure practices and cross-team collaboration.

Security clearance

All members of our Support team with access to customer data or environments hold:

- **DBS clearance**
- **UK SC-level Security Clearance**

This ensures we can securely collaborate with you, including via **screen sharing** when needed.

Team collaboration

Our Support team works closely with:

- **Customer Success**
- **Professional Services**
- **Platform and Development teams**

This cross-functional approach helps us fully understand and resolve any challenges you may face.

We also have direct access to domain experts - with backgrounds in intelligence and investigations - to guide you with proven best practices.

Support ticket types



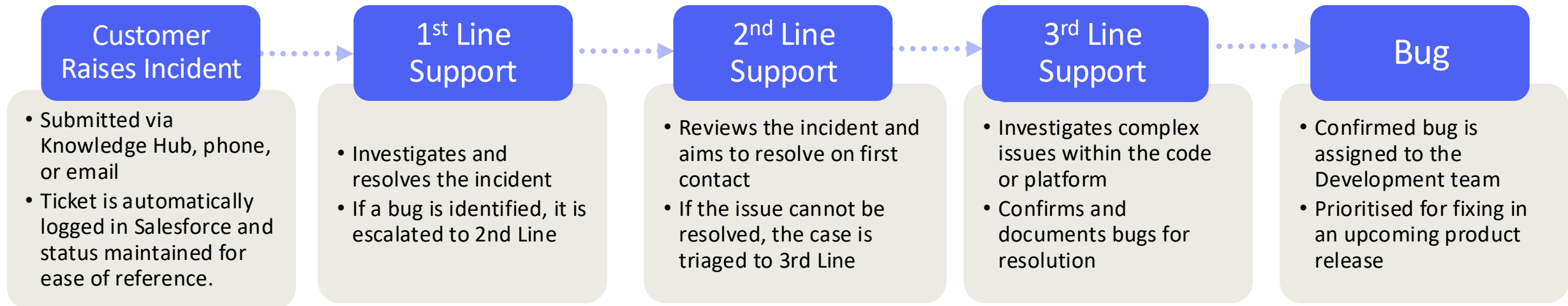
We categorise all support tickets into three types to ensure efficient and appropriate handling.

	1. Incident	2. Task (Work Request)	3. Question
Ticket Category	A system issue affecting one or more users, where Clue is not performing as expected.	A request for the Support team (or another team) to complete a task on your behalf. <i>Some tasks may be chargeable - we'll confirm your options if that applies.</i>	A request for help using or configuring Clue within your access levels, where no issue is identified. <i>Simple questions are handled by Support; for more advanced training, we'll connect you with your Customer Success Manager.</i>
Examples	• I cannot access X register • I get a error message when running a search • X integration is no longer sending data • I cannot save records	• We would like to be upgraded to the new release • Please turn on X setting • We'd like to change our webform or integration	• How do I update my settings? • Why can't I see X page with my permissions? • How do I create a view?

The support ticket journey



We keep customers informed at every step of the incident journey.



Incident response targets - SLAs



We categorise incidents by priority and aim to meet the following response and resolution times:

Case Priority	Description	Target response	Target Resolution
P1	Complete business outage, no workaround available e.g. system-wide outage	1 Business Hour	1 Business Day
P2	Significant business impact, no workaround e.g. major issue affecting many users	4 Business Hours	3 Business Days
P3	Minimal impact, workaround may exist e.g. issue affecting a smaller group of users	2 Business Days	5 Business Days
P4	Negligible impact e.g. issue affecting a single user	4 Business Days	7 Business Days

SLAs are monitored and reported regularly

- For self-hosted customers, timelines may vary due to Clue needing access for diagnosis
- **Target resolution times exclude:**
 - Code changes
 - Hosting provider outages
 - Agreed downtime
 - External factors beyond Clue's control
 - Issues caused by the customer

Please note: SLA targets are guidelines, not contractual commitments. No service credits or rebates apply if they are not met.

Escalation process



If you have concerns about the service you are receiving and wish to escalate an issue, please follow the process outlined below:

Escalation level	Role	Contact Details
1st Escalation Point	Enterprise Support Lead	01174 719888 – Support Desk
	Support Lead	01174 719888 – Support Desk
2nd Escalation Point	Chief Customer Officer	Details provided when contract confirmed

Updated contact details will be provided during your onboarding with us.

Enterprise support



In addition to our Support offering, we provide **Enterprise Support** for organisations that need a more tailored, responsive experience.



Enhanced SLA targets

Faster response and resolution times for high-priority issues.



Named Enterprise Support representative

A single point of contact to help resolve any issues, requests, or questions you raise.



Customised Release Scheduling

Dedicated support and tailored release scheduling.



Regular reviews

Monthly check-ins to review ticket trends, plus a **quarterly support review** to drive continuous improvement.



Extended core support hours

Access extended core support hours as an additional service.



Technical support for customer hosted accounts

Expert technical support for accounts hosted by customers.

Fees may apply based on specific customer requirements.

Enterprise Support incident response targets - SLAs



The following SLAs apply to our **Enterprise Support** package to ensure a fast and responsive service:

Case Priority	Description	Target response	Target Resolution
P1	Complete business outage or cyber-attack, no workaround available.	30 Business Minutes	4 Business Hours
P2	Significant impact to the business, no workaround	1 Business Hour	1 Business Day
P3	Minimal business impact, workaround may be available.	1 Business Day	3 Business Days
P4	Negligible impact to the business	2 Business Days	5 Business Days

- SLAs are monitored and reported regularly
- For self-hosted customers, timelines may vary due to Clue needing access for diagnosis
 - **Target resolution times exclude:**
 - Code changes
 - Hosting provider outages
 - Agreed downtime
 - External factors beyond Clue’s control
 - Issues caused by the customer

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