

UST GenAI Platform Service Definition



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A. Service Definition

- I. Supplier will provision Software for the Customer in the Customer's environment. The Supplier will be responsible for the installation, support and maintenance of the Software during the term of the engagement.
- II. The Software shall be accessed or used by the users from Customer's organisation strictly in accordance with terms mentioned.
- III. The Software provisioned is primarily targeted for exploring use cases around text-based inputs and outputs, decision generation, code generation, chat interfaces, data analysis, knowledge management, and making recommendations based on provided data.
- IV. As part of the engagement Supplier will stand-up a Sprint team to collaborate and build business use cases identified by the Customer. The terms of billing and usage is outlined in the Pricing and Schedule document.
- V. Supplier will adopt SCRUM/Sprint based delivery methodology for development and will own the delivery of the work packets. Based on agreed intervals Customer will be involved to discuss and review the progress.
- VI. As part of the initial deployment, the Supplier will work with the Customer teams (Including marketing, legal etc) to ensure that the languages, fonts, colors etc match the Client brand.
- VII. Features:

The Software comes with the following set of features, which will be deployed for the Client:

- Core Layer:
 - Generative AI Integrations with industry / Hyperscaler provisioned LLM.
 - Auditing: The platform keeps a log of all AI input and output.
 - Secure Access: The platform is usually integrated with customers Active Directory and ensures full control of user accesses provisioned for each of the service within the Software.
 - Analytics: The platform also provides an analytics dashboard measuring cost and usage of the tokens consumed through the LLM.
 - API Usage: Ability for Admins to add or remove access for individuals on their API.
 - Emergency Cut Off: Admins will have access to stop and halt all underlying Generative AI tech on the platform via a simple toggle.
- Marketplace Layer:
 - Pre-Built Cards: Customers will be provided with choice of pre-built cards and only selected cards will be activated on the platform from day 1.
 - Custom Cards: Software gives the users of the platform to create new cards with the ability to Prompt Engineer different solutions and select from available Generative AI services.

- Enhanced Functional Layer:
 - Knowledge Extraction: The Software gives users the ability to add structured and un-structured data from within their enterprise, and query them using simple natural language.

B. Roles and Responsibilities:

Customer	Supplier
System Specific: Manage any additional subscription and payments associated	System Specific: Manage and oversee the deployment and operation of GenAI Sandbox Software
Provide access to the Customer's cloud subscription (Azure / AWS / Google) with required level of authorisations.	Supplier will share the required compute resources that are required to be provisioned on the Cloud subscription.
Platform Specific: Continuous monitoring of the input and output data generated by GenAI Sandbox is essential to identify and address any biases, inaccuracies, or problematic responses.	Platform Specific: Maintain periodic updates, fine-tuning for performance improvement to enhance the Sandbox capabilities and address limitations.
Share feedback on the system's outputs such as reporting issues, highlighting incorrect or biased responses, and offer suggestions for improvement	Examining input data, reviewing model behaviour, and diagnosing any technical or implementation issues.
Establish an internal 'AI Champions' committee to define ethical usage, classify terms and conditions or usage policies defined for the usage of the Sandbox	Providing documentation for system's capabilities, limitations, and best practices. Provide dedicated support for troubleshooting and addressing user enquiries or concerns.
Periodically monitor the platform usage from the analytics feature to control the cloud consumptions and costs.	Provision the analytics feature and periodic validate if the cost measurements are functioning as expected.

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