



Service Definition Document

Service Provider: Illuminet Solutions Ltd.
(Illuminet)

Service Name: Tenjin

Service type: Intelligent Automation &
AI Solution (Cloud Hosted)

Framework: G-Cloud 15





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Service Overview

What is Tenjin?

Tenjin is a cloud SaaS solution from Biomni Limited (Biomni), a wholly owned subsidiary of Illuminet, that helps organisations improve employee productivity and reduce avoidable central support demand by enabling conversational, embedded access to knowledge, services & automation.

How does it work?

Tenjin creates a connected knowledge network by bringing together existing structured & unstructured knowledge sources and enriching them with tacit knowledge from experts across the organisation. It uses Conversational and Gen AI to make information easier to find, highlighting gaps in knowledge, and guides human-in-the-loop workflows to continually improve accuracy & quality.

Designed to meet employees where they already work, it embeds directly into collaboration tools e.g. Teams, Slack & email, enabling users to access information, request services & automation without needing to adopt a new interface.





Who the Service is For

Tenjin is suitable for organisations that want to:

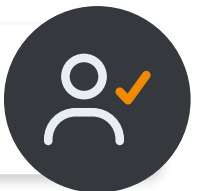
Improve employee experience & productivity 24/7, reducing time spent searching for information and waiting for actions



Drive down cost of support through increased use of self-service adoption



Ensure accuracy & consistency, and use of only verified organisational knowledge while enabling seamless escalation to experts when needed





What the Service Provides

LLM-Enabled Knowledge



Connects formal knowledge & tacit know-how

Conversational access



Information & support, embedded into existing collaboration channels

Knowledge stream federation



Multiple sources into a single conversational experience

Human-in-the-loop



Mechanisms to address knowledge gaps & improve responses over time

Tokenised rewards



Incentivise participation & knowledge sharing (when enabled & agreed)



Typical Use Cases



How customers use Tenjin

**Effective employee & customer support,
minimising pressure on support teams**



**"Where do I find...?" & "How do I...?" queries
across policies, processes, & internal guidance**



**Routing questions to the right experts when
formal knowledge is incomplete**



**Employee self-service for common HR, IT, and
business processes (subject to configuration)**





Service Features: Platform Capabilities

Embedded access via Microsoft Teams, Slack and similar collaboration environments



Integration and support services are available as part of the overall service offering (optional)



Supports both internal users (employee experience) and external users (customer experience) via licensing options



Text analysis, speech recognition & translation features to make the experience more accessible (subject to configuration)





Service Benefits

Value Delivered

Reducing search times & enabling actions 24/7, improving employee productivity

Increased employee & customer experience, with consistent, trusted answers and actions

Reduced support and service pressures and costs, deflecting routine questions and requests

Reduced risks, removing knowledge gaps, with continuous improvement through human input

Creation of a knowledge-sharing culture (including optional incentives)





Service Options and Deployment

Tenjin is available:

As Software as a Service (SaaS)

Or

**As a private cloud deployment via the Microsoft
Managed App for Azure programme**

**Deployment approach (SaaS vs private cloud) is agreed at order
stage and documented in the order documentation.**



Onboarding and Implementation

Getting Started

This service provides onboarding, implementation & managed services, as required, which may include:

- Use case assessment, to enable you to maximise benefits
- Initial service setup and configuration
- Knowledge source onboarding (connecting and structuring formal knowledge)
- User access setup and identity configuration (as agreed)
- Integration services (where purchased) to connect Tenjin to organisational systems
- Operational readiness activities for launch
- Management Service, to provide additional advice / guidance and continual improvements

Scope, responsibilities, and timescales are agreed per customer





Service Constraints

Support services are provided in accordance with the Support Services terms.

Support scope typically includes incident management and issue resolution for the service components supplied by Biomni.

Where service levels (for example response and resolution targets) are required, they are agreed contractually and documented in the supporting service documents.



Customer Responsibilities

- **The Client is responsible for meeting the Minimum IT Requirements for the service (referenced in the Tenjin Terms and Conditions).**
- **The Client remains responsible for the legality, reliability, integrity, accuracy and quality of Client Content provided to Biomni or uploaded or linked through the service.**





Data Protection & Security

Compliance and Governance:

Biomni has retained ISO27001 certification for information security management, in 2025. Biomni and the Client will comply with applicable data protection law and the contractual documents that apply to the service, including:

- **The Data Processing Agreement (DPA) (as referenced in the Tenjin Terms and Conditions)**
- **Biomni's Information Security Policy (as referenced in the Tenjin Terms and Conditions).**

These documents are provided or available via Biomni as part of contracting and governance for the service.



Intellectual Property: Ownership

All intellectual property rights in Tenjin (excluding Client Content) remain with Biomni, as part of Illuminet Solutions Limited (or its licensors).

The client owns its Client Content.



Charges and Payments

Commercial Terms:

Unless otherwise agreed in writing, invoices are payable within 30 days of receipt.

Charges are exclusive of VAT.



Licensing & Pricing Approach

Summary:

Tenjin can be licensed using either Named User or Unnamed User (session-based) models.





Named User Licensing: Licensing Model

Named User Licensing (Internal Users)

Base license includes 500 named user licenses

**Additional named user licenses are available from £1-2 per user per month
(volume discounts apply)**

Predictable costs (no message or session add-ons)

Annual true-up or true-down audits to reflect changes in end-user licenses

Prices exclude local taxes



Unnamed User Licensing: Licensing Model

Unnamed User Licensing (External or Usage-Based)

Base license includes 10,000 sessions

A session is a series of messages between a user and a Tenjin Virtual Support Agent; a new session starts if the time between successive messages exceeds 30 minutes

Additional session bundles available from £3,000.00

Session bundles expire after 12 months

Variable cost model based on usage; true-up or true-down at renewal (as applicable)

Prices exclude local taxes

A full buyer-ready price list is provided separately in the G-Cloud pricing document



Term, Suspension and Termination

Licensing available on a 1, 2 or 3 year basis.

Biomni may suspend or disable access to the service where it reasonably believes there is a breach, legal issue, security risk, or adverse impact to the service or systems, in line with the Agreement.



Exit & Data Handling on Termination

End-of-Service Provisions

On termination, access rights to the service end. Biomni may delete inactive accounts or purge related content. The client is responsible for maintaining its own backups of Client Content.

If required, exit assistance (including export support) can be agreed as a paid professional service.



Governing Law: Legal Jurisdiction

The Agreement is governed by the laws of England, with disputes subject to the exclusive jurisdiction of the English courts.