

G-Cloud 15

CameraForensics Ember

Service Definition

The service features and processes described here are accurate at the date of submission (January 2026). Any variations or upgrades will be notified as part of the order acceptance process.

Our Service

CameraForensics Labs is a suite of tools to run a wide range of search, analysis and clustering techniques on sensitive image and video media.

Labs can be deployed as a public or private cloud service, installed on an on-premise network, or in a completely air-gapped environment. It is designed with a modular architecture that allows for the safe and rapid deployment of new and updated techniques on an ongoing basis. In the context of an ever-evolving technical landscape this is essential to give analysts and investigators access to the latest technologies as quickly as possible.

It also provides a route for regular one-way ingestion of up-to-date OSINT data to maximise the ability to generate new intelligence, leads and victim identifications.

The architecture provides a vendor-agnostic hosting strategy to allow for the integration, evaluation, validation and deployment of best-in-class analysers and classifiers, including low-cost open-source options, third-party commercially licensed tools, CameraForensics in-house and government-funded R&D, and community-created capabilities.

Service Commitment

For cloud deployments that facilitate remote support the system will be accessible 24/7 with an availability target of 99.9%. Second-line support is provided via a dedicated email account. Users and/or their first line support are able to raise issues which are responded to by email or telephone during business hours (typically within 2 hours), or if reported out of hours, at the start of the next working day.

For local deployment options support is delegated to local first-line support, with second-line support provided by CameraForensics as above.

Accessing the Service

The service is accessed using an up to date browser from any location with access to the CameraForensics Ember installation - for Cloud-hosted instances this includes anywhere local firewall and access control policies permit https connection. Access is dependent upon the host architecture's infrastructure. From a user's perspective, the application is accessed from a web page.

Our powerful user interface is efficient and intuitive, thereby minimising training requirements and making the tool suitable for infrequent use. Searching is straightforward yet powerful, allowing users to combine multiple analysers and rapidly drill down on significant results and refine or augment the analysis.

Further Training and Support

Email and telephone/video-conference support can be provided at no, or low additional cost. Additional on-site training can be delivered (at extra cost) to develop expert users and local champions.

Onboarding

On receipt of a purchase order under the G-Cloud 14 Framework and deployment of the requested configuration an appointed representative from the customer organisation will be approved to issue and revoke user account requests for employees, agents and independent contractors in their organisation for the duration of the licence period. There is no limit to the number of accounts that can be added from within the Buyer organisation.

Security

For Cloud deployments the system can be configured to record user activity and provide auditable event logs. This information is available to nominated client administrator accounts. If necessary, collection of this data can be disabled to meet user security or privacy requirements. Monthly reporting, including standard metrics on the service performance against the SLA and issues raised and resolved, will be provided. This level of support is included in the baseline service costs.

Support and Availability

Cloud-based deployments are accessible 24/7 with an availability of 99.9%. Second-line support will be provided via a dedicated email account. Users and/or their first line support will be able to raise issues which will be responded to by email or telephone during business hours (typically within 2 hours), or if reported out of hours, at the start

of the next working day. For local deployments the service continuity is dependent on local support resources. Second-line support is provided as described above.

Offboarding

At the end of a contract period, the associated user and manager accounts are suspended. API keys are disabled. Account data can be provided and/or deleted at the customer's request. Accounts and keys can be preserved and reactivated under a new contract. Retained information includes user search histories and search parameters included in the standard audit log. The logs for a given user or organisation can be provided on request to appropriate management account holders. Data is typically provided in CSV format.

Additional Services

Functional Enhancements

We offer a range of enhancements and variations to the standard service to suit different application areas and user workflow requirements. Additional Services that reflect emerging capabilities and new approaches will also be made available.

Camera Identification Search

Provides an additional capability to match and search images. This core algorithm sourced separately from the IP owner and a 3rd-party licence is a prerequisite (details available on request).

Deployments on Customer-Specified Systems

Additional support can be provided Deployment of CameraForensics Ember system to a specified host environment, including establishing mechanisms for regular data updates and associated support.

Expert Training

Develops expert users and/or train-the-trainer. The form of the training is in-person 1 day for 25 users (customer supplies suitable room and facilities in the UK mainland). The training covers the use of, and maintenance of, CameraForensics Labs, and can be customised to use buyer-specific use cases and context.

Bespoke Training

Development and delivery of a training course (either virtually or in-person) around CameraForensics and underlying technologies, specific to customer needs.

Specific Support

Support to users around CameraForensics and underlying technologies, specific to customer needs.