

G-Cloud 15

CameraForensics Tactical

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

Our software service helps investigators find intelligence leads in cases involving imagery.

CameraForensics has a constantly growing reference database of several billion processed and indexed images. The service is used by law enforcement agencies internationally to find victims of online exploitation, and also in organised crime and intelligence investigations. The CameraForensics Tactical Licence allows investigators to access and search the growing CameraForensics dataset in support of online investigations, in a user-driven fashion.

Service Commitment

Our system is accessible 24/7 with an availability well in excess of 99.9% over the past 3 years. 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.

Accessing the Service

Our service is accessed using an up to date browser, from any location where local firewall and access control policies permit https connection. No software download or local installation is required.

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 or single search fields as both inclusive and exclusive filters. Users can add as many filters as they like either from the search forms, or from the results. If a user sees data they are interested in they can “drill-down” via the search-plus icon to automatically re-run the search.

Image metadata can be imported in projectVIC and JSON formats.

The service can also be accessed via other existing tools including Griffeye and Paliscope via our API integration.

Further Training and Support

A professionally produced online training course is available at no extra cost and can be accessed by signed-in users at any time. Tutorial videos covering the key functionality are available when logged-in, along with access to a discussion forum.

Formal training is available online to all users at any time. It is aimed at new users, along with elements for more experienced users and investigators. 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 an appointed representative from the customer organisation will be approved to issue user account requests for employees, agents and independent contractors in their organisation. These users will have access to the full Service unless the customer representative requests withdrawal of their account, or the licence period lapses. Up to 500 users can be nominated within a single organisation licence. The licence covers user-driven (not automated) access via the CameraForensics Web UI and/or via approved 3rd-party tools using the CameraForensics API.

Security

The CameraForensics system records active users, logins, page visits, API calls, searches (and criteria) and more in a metrics database, including a timestamp for each of the various events, and details on who was logging in/searching/acting in that event. These data are 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

Our system is accessible 24/7 with an availability well in excess of 99.9% over the past 3 years. 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.

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

We offer a range of enhancements and variations to the standard service to suit different application areas and user workflow requirements. These include:

CameraForensics Agency Platform Licence

The CameraForensics Agency Platform allows for automatic (rather than user-driven) querying of the CameraForensics dataset via API, allowing integration with existing LEA databases and intelligence assets, with proactive alerts provided when new investigative leads are available. Price is dependent on expected throughput and query-volume.

Camera Identification Search

Provides an additional capability to match and search cameras. Requires either CameraForensics Tactical or Agency Platform. Note: Does not include a locally deployed algorithm; this is sourced separately from government (details available on request). This is intended as a 'superuser' feature, and as such will only be made available to a subset of trained users, by agreement with stakeholders.

Darkweb Search

Provides an additional capability to search darkweb data. Requires either CameraForensics Tactical or Agency Platform

Additional Indexing and Search Capabilities

Provides additional indexing or searching capabilities within the CameraForensics platform, for example, crawling or ingesting specific sources of data, or specific processing and searching requirements. Requires either CameraForensics Tactical or Agency Platform.

Deployments on Customer-Specified Systems

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

Expert Training

Develops expert users / 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 both the use of CameraForensics, but also underlying techniques such as Exif and web-crawling. The approach will be a mix of theoretical and practical elements.

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.