

Service Definition Document

Spectral – The Unified AI Platform

Effective starting: 1st January 2026

Service Summary

We are at a pivotal moment in AI adoption. While AI presents an unprecedented opportunity for innovation, it also introduces significant challenges related to cost, compliance, and control.

Spectral is a unified AI platform that serves as the central nervous system for a business, enabling our customers to harness the full power of AI with confidence.

Our mission is to transform scattered, high-risk AI usage into a strategic asset, removing shadow AI, providing the governance, security, and flexibility required to drive value and improve patient care.

Service Features

Feature	Description & Benefits
Unified AI Aggregation	Spectral acts as a single gateway to a wide array of AI platforms (Gemini, OpenAI, Ollama). This allows Trusts to avoid vendor lock-in, optimise performance by routing requests to the most task-effective provider, and maintain flexibility by integrating new models as they emerge.
Function-as-a-Service (FaaS)	This core feature allows users to create and manage pre-configured AI functions. Each function encapsulates a predefined prompt, model parameters, and integrated data sources. These functions are exposed as simple RESTful APIs for easy integration into existing applications and workflows.
Configurable Auditing & Governance	Spectral provides a robust auditing system to track all AI interactions. Key features include detailed logging, usage tracking for monitoring costs across departments, and policy enforcement to ensure prompts and outputs adhere to company policies.

Community & Enterprise Marketplace	A central hub for sharing and discovering pre-configured AI functions. Users can download solutions (e.g., "Read Patient Letter"), and collaborate to promote best practices across the NHS.
Local LLM Management	Extending beyond cloud APIs, Spectral simplifies the management of locally hosted LLMs via Ollama. This is crucial for healthcare, adhering to strict data privacy requirements and the need for low-latency, offline AI processing.

How it works

Our mission to be the central nervous system for enterprise AI is built on three core pillars that address the primary challenges facing NHS adoption of AI today.

1. Maximize Innovation, Minimize Risk

The Challenge: Teams are adopting unapproved AI tools without oversight, leading to "Shadow AI" and exposing the business to intellectual property, security, and compliance risks.

How Spectral Solves It: The Multi-Model Marketplace and unified gateway empower teams to innovate freely while all AI usage is visible, managed, and governed.

2. Optimise Costs and Ensure Compliance

The Challenge: Spiralling costs from unlimited token usage and a lack of data control threaten budgets and regulatory compliance (e.g., GDPR).

How Spectral Solves It: Local Models deployment provides a powerful alternative to expensive public APIs, giving you predictable costs and absolute data sovereignty by keeping sensitive information on-premise.

3. Establish Centralised Governance and Security

The Challenge: The proliferation of AI tools creates a fragmented landscape with no centralized governance, leading to security vulnerabilities and inefficient workflows.

How Spectral Solves It: Our Governance and Auditing framework provides a single, controlled gateway for all AI use. This ensures robust security, role-based access control, and comprehensive audit trails across the entire organization.

Contact

The first step is to contact us at info@toca.io, either directly or via our website: [Toca.io](https://toca.io), stating your company's particular interest. One of our team will respond to you within 48 hours. We will arrange a mutually convenient time to start discussions and agree the basis of further actions.

Technical

The Spectral system comprises of:

1. Spectral Server -which is a Unix server that hosts the Spectral Application and the Large Language Models
2. Spectral Studio which is a web based interface to manage the Spectral server

Deployment:

The Spectral system can be deployed within the Toca cloud, or solely within a customer's IT network.

Hardware Specification:

A full specification will be provided, every Spectral instance is used in different ways and will have different system requirements based on the load and demand.

Maintenance & Customisation

A detailed maintenance schedule is planned and agreed by both parties at the start of the project. Regular monitoring of the schedule, and maintenance, is carried out via our team of Software Engineers. Spectral is customised to meet the outcomes required by each individual company.

Implementation

Subject to agreement, an implementation plan will be formulated in conjunction with



your named Support Contact and dedicated Account Manager, who together will be responsible for setting the overall aim, performance objectives and realistic target dates against the plan. Monitoring and evaluation against the plan will take place at mutually agreed intervals. The initial stage of the implementation plan is about getting started. A variety of training can be provided to suit the customer needs. Your team will have access to support via phone or emails. Critical support response times are 2 hours, 9am to 5pm Monday to Friday (full policy can be found [Support Policy | Toca.io](#)).

Off Boarding

At the end of the contract, we will provide you with a downloadable file of your scripts, reports and user data. This can also be done from the admin dashboard.

Included:

- Teardown of the service.
- Export of the user's data via a downloadable link.

Not included:

- De-integration of the service from other 3rd party platforms which you have integrated.

Data Security & Disaster Planning

The team here at Toca are committed to providing a seamless service to ensure the smooth flow of business for our customers. Data is held in the clients own IT environment under the full control of the client. The client would provide the back up and restore service.

Non urgent software patches are planned and an agreed timeline with the customer (in conjunction with a network lockdown if necessary).