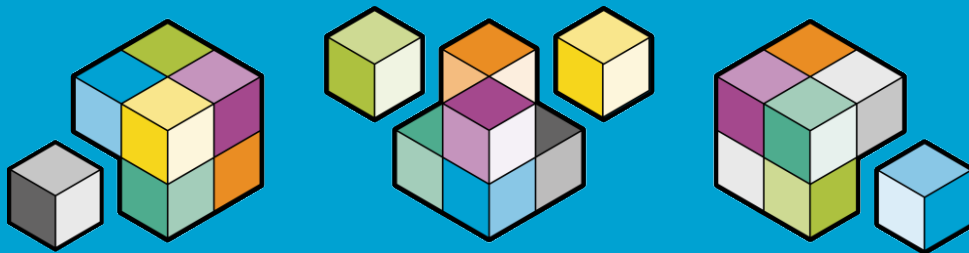
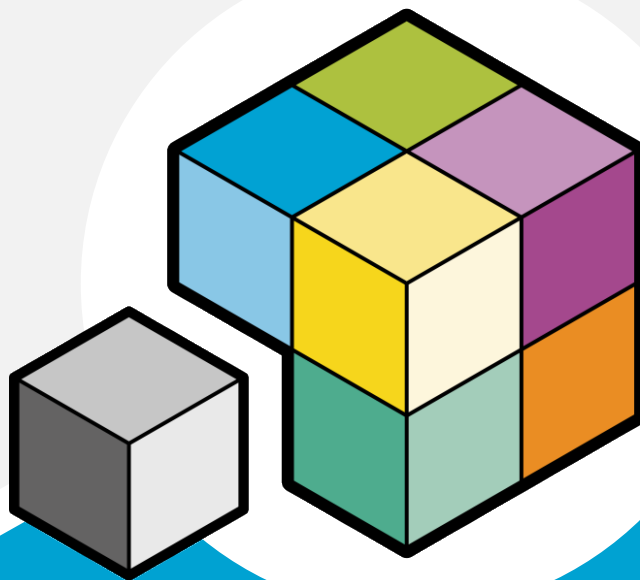


Placecube Unified Analytics Ultimate

G-Cloud 15 **Service Definition**

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www.placecube.com

G-Cloud 15 Service Definition

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Unified Analytics

G-Cloud Service Name

Placecube Unified Analytics Ultimate

Service Overview

Unified Analytics Ultimate provides unified text, speech, image and video analytics with support for over 1000 data formats in over 150 data repositories, and analyses data without relocation or disruption. Built on proven world-class technology, it unlocks hidden insights by revealing trends, patterns, and relationships within all kinds of data.

Organisations typically have large volumes of diverse and valuable historical data. Often, the data is stored across multiple separate repositories in a wide variety of formats.

Siloed repositories often inhibit organisations in accessing both internally available information, and valuable additional information that sits outside of the organisation.

Analysing all the different types of valuable data available including text, images, speech, and video can be problematic, especially to identify the sensitive and PII data within it when required.

Organisations may have a valuable knowledge base, but they often struggle to harness the full value from it, to consistently share this knowledge, and to make it easily and securely available to those colleagues that need it.

Deciding what data is redundant, obsolete, or trivial can be a struggle. What should be legally and defensibly deleted before it gets unnecessarily moved into the cloud, typically halving the projected cloud storage costs and time required?

Streamline and organise your data in a secure way that will enable you to analyse and deliver valuable information both internally and externally across your organisation and beyond.

Create better connections, reduce risk, and increase collaboration.

Service Features

- Analyse and harness value from virtually any kind of data
- Unified text, speech, image, and video analytics
- Connectors for 150+ sources and support for 1000+ data types
- Analyse virtually any data from inside and outside your organisation
- Uncover patterns, trends and relationships hidden within all data types
- Analyse data without relocation or disruption
- Unified analytics across disparate siloed data repositories
- Proven world-class technology: Machine Learning, Deep Neural Networks, AI
- Enterprise grade security without performance compromises; strong data access protection

Service Benefits

- Better experiences, better insights, and better results from your data
- Analyse and deliver all types of valuable information across boundaries
- Support users' knowledge and collaboration needs
- Overcome data silos to provide secure and better-connected data
- Faster access to your data
- Better collaboration on valuable business information – internally & externally
- Fast, scalable policy driven content analysis, clean-up, management & migration
- Reduce your risk
- Save on ever increasing storage costs
- Reduce your carbon footprint

About Placecube

Placecube provides solutions, services, integration, and personalised user experiences.

Our platforms are co-created with the public sector for the public sector. We make it simpler to create services, integrate systems and personalise user experiences. Together we make users' digital journeys easier, faster, and better connected.

We accelerate digital journeys through the reuse of existing digital services. We work collaboratively, ensuring that our clients never pay twice for the same development. And we differentiate ourselves through our actions and behaviours, living by the core principle of 'Do the right thing'.

1. Making digital government more affordable.

By re-using well-designed services, already co-created with the public sector and their users, we make it easier to launch digital strategies that bring people, communities, businesses, and infrastructure closer together for a more connected place.

2. Reusing components to avoid unnecessary redevelopment.

Clients benefit from this capability to accelerate transformation, avoiding duplication and cost, using integrated tools to enable personalised services, engaged communities and secure collaboration.

3. 20+ years working with the public sector.

Placecube has a wealth of government digital experience and has been working with local authorities and other public sector organisations, across Central, Civil, Health & Policing for over twenty years (since 2003).

4. 20+ years working with trusted technology partners.

Placecube also has a wealth of experience as authorised technology partners, working together with proven and trusted technology partners for over twenty-years.

5. Provider of Knowledge Hub, the open knowledge platform for public service communities everywhere.

A platform to collaborate and share across teams, organisations, and communities. Co-designed with the public sector and used by more than 100,000 users from 5,000 organisations across 80 countries.

About Placecube Unified Analytics Ultimate

Provides clients with secure, easy to use solutions that can analyse & deliver valuable information both internally & externally across geographical and IT boundaries, to support users' knowledge and collaboration needs.

Also, can address Information Governance challenges by providing clients with secure, easy to use solutions that can provide fast & scalable policy-driven content analysis, clean-up, management, & migration, together with optional PII grammars that can shrink project completion timescales.

Key Features

- **Harness virtually any data** - With connectors for 150+ sources and support for over 1000 data types, you can access virtually any data inside and outside your organisation and analyse data without relocation or disruption.
- **Unified text analytics, speech analytics and video analytics** - Get actionable insights by unlocking patterns, trends, and relationships across siloed unstructured data repositories, with the latest innovations in Machine Learning and Deep Neural Networks.
- **Enterprise grade security** - Make sure the right data gets to the right people. Preserve and stay up to date on security entitlements without compromising performance, using strong data access protection.

Product Details

Unified Text, Speech, Image, and Video analytics

- Unlock hidden insights by revealing trends, patterns, and relationships across all kinds of data.
- Access to 150+ data repositories, with support for over 1000 data formats.
- Modular offerings of advanced analytics in an open and scalable architecture.
- Rich media analytics allows users to incorporate video, image, and audio content too, for complete data insight.
- Mapped security ensures access to the right information, while safeguarding sensitive data.
- Data enrichment to augment and enrich data with additional metadata, identified & created from within the data content itself.
- Categorisation and Taxonomy Generation to organise data according to existing categories or those generated from the data itself.
- Entity Extraction / Education can automatically identify, and extract required entities such as names, locations, addresses, telephone numbers, social security numbers, PII, PCI, PHI etc. etc.
- Up to date PII, PCI, PHI etc. grammars available for 36+ countries to speed & simplify identification of sensitive entities contained within data.

- Advanced enterprise search provides relevant results based upon concepts associated with search terms.
- Natural language queries improve the end-user experience during information search and knowledge discovery.

Learn More

Set up a conversation with our technical team for further details. enquiries@placecube.com

Training

Comprehensive, bespoke training is a standard component of our implementations, and it has been developed to support our clients' in becoming self-sufficient.

Training commences well ahead of live deployment with in-house staff using the system for testing, accelerating their efficiency and ability to react to future business and legal requirements.

We can enhance initial on-site training with scheduled refresher sessions. Ongoing knowledge transfer can be provided through ad-hoc 'ask-the-expert', written guidance and virtual Communities of Expertise; all geared to creating self-sufficient, in-house expertise. A knowledge base is provided to help staff with day-to-day tasks and processes.

Onboarding & Offboarding Support

Our solution is ready-to-use and can be deployed at pace.

Firstly, we will work with you in person and via virtual meetings. We will then set up sessions to walk through the service, demonstrating the various administrative and end-user interfaces. You will have opportunities to practise, test and ask questions.

Once deployed, we provide a dedicated web-based support desk, available from 09.00-17.30, normal business days, as standard. Telephone, on-site or 24*7 extended support can be made available for an extra cost. Our support team consists of highly skilled, experienced professionals, who can help troubleshoot any problems.

If you no longer wish to use the service, we can provide an encrypted archive of all client-owned data stored within the platform.

Security & Privacy

We are committed to keeping your data safe and secure and adhere to extremely strict security standards. This includes operating from SOC-1/ISAE-3402/SOC-2/SOC-3 compliant datacentres run by Amazon Web Services (AWS) and maintaining ISO27001 certification covering both our corporate and datacentre environments. We also hold Cyber Essentials Plus accreditation.

Our cloud software solutions are hosted by AWS in the UK in some of the most highly specified datacentres available. They're built to exacting, rigorous standards and deliver unparalleled security, power,

connectivity, and environmental control. It's a world-class infrastructure and keeps our servers running uninterrupted 24*7. The datacentres are engineered with fully redundant connectivity, power, and HVAC to avoid any single point of failure. Each datacentre is staffed by highly trained technical support staff.

We manage the infrastructure for you, so you can concentrate on managing your platform and your users. We ensure that all software within the environment, including operating systems, databases and application-level software is fully patched. We use enterprise-grade monitoring solutions on all our cloud environments to allow us to pre-empt and react to system events and resource usage.

The platform goes through weekly vulnerability scanning at the web application and infrastructure level, and is penetration tested at least annually by an independent CHECK service provider. The underlying software of our solution, Liferay DXP, is also regularly penetration tested and verified by a third party.

We are an ICO-registered data controller and have appropriate data processing agreements in place with all clients to meet the requirements of the General Data Protection Regulations and Data Protection Act.

Governance

Across our organisation, we have established systems in place to enable us to monitor and report against our performance quickly and effectively. We are proud of our track record in which we consistently exceed all these required standards for our existing clients. However, we are not complacent about this, and are constantly reviewing technology, processes, and controls to ensure we maintain or improve these standards.

Our clients' requirements are typically aligned with our own well-established service standards, so we know we can provide an appropriate level of service having done so for other similar clients for several years. Priority classification is also a well-understood prioritisation model, which provides additional assurance that we will deliver reliable support service based on established best practices.

In addition to operating a responsible governance model, and providing outstanding support to our clients, our clients receive additional peace of mind through the eight stated commitments that we openly make about how we will continue to operate.

These eight commitments are just a part of how we uphold our reputation for doing the right thing.

1. Our subscription pricing will be transparent and fair – we will not surprise you with hidden costs or seek to charge you extra to keep features, services or integrations working in the way we have committed to you throughout our contract with you. We will only seek a fair return for providing genuine additional benefit and value to your organisation.

2. We will not charge you a premium to integrate with our software or any digital services we provide – we will facilitate this wherever possible through the use of open APIs. When we develop a new interface it will automatically become part of your existing subscription unless we agree with you in advance that it may put either party at a disadvantage to do so or that, as a prerequisite, another third party must also be consulted and asked to contribute to the cost.

3. We will use and support open standards – we will strive to reuse, develop, and contribute to a growing library of open source code and supporting collaborative initiatives to develop open standards wherever possible. We require third party partners to meet these standards. This includes a commitment to publish open source code so that it is accessible to others who may wish to adopt it wherever possible, and to support growing open source communities in which we participate. Our intention is always to promote re-use wherever possible and avoid duplication of investment and costs on the part of our clients and partners.

4. We will uphold the principles of data protection, security and privacy by design – personal data will remain private, open data will be open to share and any data services we provide will be designed for the benefit and improvement of your services. We will never seek to undermine the trust users place in services we provide through inappropriate collection, manipulation, or exploitation of user data.

5. We believe web accessibility is essential, always – we will strive to meet leading standards of accessibility in any services we provide or websites that we build, and we will uphold this principle in any quality review we undertake. This includes conformance with Web Content Accessibility Guidelines standards as a minimum.

6. We will always seek to minimise the impact or disruption of any change – when you entrust us to provide software and services on your behalf, we will always seek to coordinate and communicate any changes, updates or new releases so that your services are not disrupted. Where a fault occurs, we will remedy this fault according to the highest professional standards, by communicating openly with you and rectifying the issue as quickly as possible.

7. We believe you have a right to know how your service is performing at all times – we will share performance data summaries with you at no additional cost and will be open to discussing any additional detail you may require where it is reasonable and practical to do so without imposing any further charges. We will only seek to charge for requests that require significant development effort to provide.

8. We are committed to Place by design – our investment in place-based initiatives, through our solutions and technology, will always be designed to bring government, businesses and communities closer together to promote healthy, thriving local ecosystems with improved outcomes and sustainability for the Place. We will act responsibly and make a positive contribution to society.