



## MDI Cloud – Service Overview

### Service definition

MDI Cloud is an AI-native document and workflow platform that enables organisations to securely capture, understand, and act on information – not simply store it.

The platform brings documents, structured data, and business processes together in one secure cloud environment. Using intelligent automation, MDI Cloud reduces manual effort, improves data quality, and supports audit-ready, compliant operations. Organisations can start with a single workflow and scale automation over time without complex implementation or mandatory professional service days.

### Core capabilities

Capabilities are made available through defined service packages, allowing organisations to adopt functionality incrementally based on operational and governance requirements.

#### Intelligent document ingestion

Documents are captured automatically from email, uploads, scanning, and system integrations. Content is recognised on arrival, classified, and made available for immediate processing rather than manual filing.

#### AI-driven intelligent document processing

MDI Cloud uses a combination of OCR and artificial intelligence to identify document types, extract key data, apply metadata, and initiate workflows. Extracted data can be automatically actioned or validated by users before use, ensuring accuracy and maintaining appropriate human oversight in regulated environments.

#### Workflow automation with exception handling

Configurable digital workflows replace paper-based and manual processes. Tasks, approvals, routing, and escalations are managed automatically, with exceptions or missing data routed to teams for review and resolution.

#### Rules-based decision logic

Business rules can be applied to extracted data to control workflow behaviours, including routing, approvals, retention actions, escalation thresholds, and system integrations. This ensures consistent processing while remaining adaptable to organisational policy.

#### Structured data & data tables

Key information extracted from documents is stored in structured data tables. Data can be searched, updated, validated, and used to trigger downstream workflows or integrations.

#### Incremental automation & human-in-the-loop control

Automation can be introduced gradually. Organisations may digitise and centralise information first, then automate selected steps as confidence and requirements evolve, maintaining control at each stage.

#### **AI assistant & AI workbench**

Built-in AI tools support document summarisation, dataset analysis, identification of sensitive information, and insight generation across selected documents within a secure environment.

#### **Advanced search & retrieval**

Full-text search, metadata filtering, and structured data queries allow users to rapidly locate documents and information across large datasets, supporting operational efficiency and audit readiness.

#### **Integration, interoperability & data enrichments**

MDI Cloud integrates with third-party systems through APIs and connectors. Extracted document data can be enriched with information from external systems to improve accuracy and support end-to-end process automation across line-of-business platforms.

#### **Dataset-level governance**

Different datasets can be governed independently, with distinct security, retention, workflow, and processing rules applied. This supports environments with mixed sensitivity levels within a single platform.

#### **Exchange Hub (secure external onboarding & participation)**

Exchange Hub enables external parties to securely participate in onboarding and related workflows by submitting documents and completing required actions in a single location. All submissions are automatically validated, filed, and routed according to MDI Cloud workflow and governance rules.

### **Governance, compliance & records management**

MDI Cloud is designed for compliance-driven environments and supports records management throughout the information lifecycle:

- Automated retention policies based on document type or extracted metadata
- Full version control and immutable audit trails
- Digital signing and evidential integrity
- Manual and AI-assisted redaction of sensitive information
- Granular access controls at user, group, and dataset level

These controls support regulatory compliance, transparency, and accountability.

### **Security**

MDI Cloud applies layered security controls across application, network, and infrastructure levels, including:

- Encryption in transit (HTTPS/TLS) and at rest (AES-256)
- Role-based access controls and configurable security groups
- Single Sign-On (SSO) and Multi-Factor Authentication (MFA)
- Comprehensive audit logging with restricted access
- Regular penetration testing and vulnerability management

The service operates within the scope of recognised standards including Cyber Essentials Plus, ISO 27001, ISO 22301, and BS 10008.

## Hosting & availability

MDI Cloud is hosted on Amazon Web Services (AWS), with UK-based data hosting for UK public sector clients. The platform is deployed across multiple availability zones with automated failover, load balancing, and continuous monitoring.

- Minimum 99.99% availability SLA
- Automatic scaling to meet demand
- Proactive monitoring and alerting

## Onboarding & implementation

MDI Cloud is designed for rapid, low-risk deployment:

- Typical setup completed in days rather than months
- Monthly in advance billing operating as a true SAAS model, rather than 12 month or whole contract term upfront payments
- No mandatory professional services packages
- No mandatory support and maintenance packages as a % of overall spend
- Single-workflow pilots supported with phased expansion
- Configuration, workflows, integrations, and access managed by the MDI Cloud delivery team
- User and administrator training included

## Support

- Standard support: Monday to Friday, 8am-5pm (UK business hours)
- 24/7 emergency support for service-impacting incidents
- Support delivered in UK by MDI Cloud dedicated team

## Service exit

MDI Cloud provides a clear and supported exit process. Client data can be securely exported in agreed formats with defined metadata, folder structures, and transfer methods, ensuring portability and supplier independence.