

RISING TIDE



Artificial
Intelligence.
Intelligently
Applied.



G-Cloud 15 Framework Agreement

Rising Tide AI Ltd Service Definition Document

January 2026

1. Company Overview

Rising Tide AI makes automation and AI accessible and useful for organisations operating in document-intensive, regulated environments. We specialise in solving real business challenges where accuracy, auditability, and compliance aren't optional.

The AI sector produces exciting new capabilities, but applying them to operational problems, particularly in regulated contexts, requires specialist expertise. We bridge this gap with solutions that are straightforward to deploy and practical to use.

Our approach is simple: you focus on your customers and citizens while AI handles the costly, complex, time-consuming tasks consistently and at speed. We offer both ready-to-deploy solutions for common challenges and bespoke development for unique requirements.

We hold Cyber Essentials Plus certification and are working towards ISO 27001. Our team has Security Clearance (SC) for sensitive government work. We're a Microsoft Solutions Partner for Digital & App Innovation and maintain partnerships with leading AI platforms including Azure, AWS, and Google Cloud.

2. Service Definition

2.1. Service Description

Rising Tide AI provides intelligent automation solutions ranging from rapid-deployment pre-built products to fully bespoke development. We offer configurable off-the-shelf tools for email management, document processing, transcription, data capture, and quality assurance, or develop custom solutions for unique requirements.

All solutions are delivered as managed services on Azure, AWS, or Google Cloud platforms, with ongoing monitoring, support, and flexible consumption-based pricing.

3. Service Features

- Pre-built products for rapid deployment of common automation needs
- Bespoke development for unique workflows and complex requirements
- Proof of concept validation before committing to full projects
- Natural language AI for understanding documents and communications
- Automate complex workflows with multiple steps and decision points
- Integration with existing systems and data sources seamlessly
- Security designed for regulated environments from the outset
- Managed service delivery with monitoring and ongoing support
- Built on Azure, AWS, or Google Cloud infrastructure
- Flexible pricing agreed during scoping for all solution types

4. Service Benefits

- Automate repetitive activities and reduce manual handling errors
- Process higher volumes without increasing headcount

- Maintain consistent quality and accuracy across all automated workflows
- Complete work faster by eliminating manual data entry steps
- Track and audit every automated action for compliance requirements
- Handle complex decisions automatically using intelligent business rules
- Enable staff to focus on complex judgment-based work
- Integrate multiple systems so data flows automatically between them
- Understand content and context using natural language AI
- Validate solutions through proof of concept before full investment

5. Off-the-Shelf Solutions Portfolio

5.1. AQUA

Enterprise-scale document processing, quality issue identification and quality assurance for regulated environments handling high volumes of sensitive documents and records.

Key Capabilities:

- Automated quality checks and validation to identify issues
- Integration with existing case management systems
- Audit trail and compliance reporting
- Processes 200,000+ records daily with enterprise-grade performance
- AI-powered document analysis using natural language processing

Benefits:

- Identifies significantly more quality issues than traditional manual sampling methods
- Eliminates the need to expand QA teams despite increased volumes, achieving substantial cost avoidance
- Redirects teams from searching for problems to resolving identified issues
- Provides objective supplier accountability through consistent quality measurement
- Enhances risk mitigation through early detection of quality degradation
- Delivers real-time visibility into quality trends and performance metrics
- Scales across departments as a reusable capability, maximising long-term value

5.2. ClientArc

Automated client and matter / case onboarding for professional services, eliminating administrative overhead while ensuring compliance.

Key Capabilities:

- Automatically logs new business or cases from referrals, direct contact, and website enquiries
- Notifies teams and guides them through onboarding workflows
- Triggers ID checks, compliance steps, and generates key documents
- Tracks completion of onboarding tasks and outstanding items

- Assigns matters to appropriate fee earners based on rules or availability

Benefits:

- Eliminates repetitive onboarding administration
- Speeds up client and matter onboarding
- Reduces errors and improves compliance
- Enables scaling without growing headcount
- Frees teams to focus on high-value client work

5.3. PinBox

Intelligent email filing that ensures every matter-related message is automatically saved to the correct location with no manual intervention.

Key Capabilities:

- Scans inboxes every few minutes and files matter-related emails automatically
- Flags filed messages so users instantly see what's been captured
- Includes inbox add-in for saving attachments and logging time
- Files emails even when users are out of office or inactive
- Supports downstream automation by triggering tasks on email receipt

Benefits:

- Removes admin burden of manual email filing
- Supports regulatory compliance and best practice
- Saves valuable time on every message
- Improves visibility and collaboration across teams
- Makes correspondence consistent, searchable, and reliable

5.4. SpeechMark

AI-powered transcription and contextual analysis that captures spoken words, converts to structured text, and integrates directly into existing systems.

Key Capabilities:

- Accurate real-time speech-to-text transcription
- Contextual tagging linking notes to correct matters or clients
- Secure cloud processing with on-premise options available
- Integrates with existing systems via API
- Supports multiple speakers and accents
- Automatic summaries and timestamps
- Works on desktop and mobile devices
- GDPR-compliant and secure by design

Benefits:

- Reduces manual note-taking and administration time

- Captures every detail accurately and consistently
- Enhances compliance and record-keeping
- Improves collaboration and knowledge sharing
- Frees professionals to focus on high-value work

5.5. DupliCut

AI-powered duplicate record identification and prevention, maintaining clean, accurate databases both retrospectively and prospectively.

Key Capabilities:

- Scans and flags duplicate records in existing contact databases
- Presents matches for quick review, merging, or deletion
- Enhanced conflict checking and input prompts to prevent duplication
- Works across customers, suppliers, and partner records
- Designed for use before, during, and after system migrations

Benefits:

- Cleans up messy, inconsistent contact data
- Prevents new duplicates from entering the system
- Improves accuracy and trust in data across teams
- Reduces storage, licensing, and processing costs
- Supports better performance across all data-driven workflows

5.6. Client Portal

Secure digital platform that streamlines client onboarding and ongoing engagement by providing a unified web and mobile experience for completing tasks, accessing documents, communicating, and making payments.

Key Capabilities

- Responsive web portal and mobile app for completing documents, tasks, and forms
- Secure OAuth authentication with configurable, role-based access
- Ability to sign documents and make secure payments online
- Customisable interfaces tailored to individual clients or matters
- Integrated multi-channel communication (email, WhatsApp, SMS)
- Automated progression of key activities

Benefits

- Reduced administrative effort through end-to-end automation of case workflows.
- Faster service delivery enabled by automatic task monitoring and triggering.
- Improved client satisfaction via real-time updates, accessible communication channels, and a seamless digital experience.
- Increased data accuracy through integrated system interactions and automated information handling.

- Scalable and future-ready, supporting complex workflows and multi-system orchestration beyond traditional portals.

6. Bespoke Development Services

For organisations with unique requirements that off-the-shelf solutions cannot address, we develop custom AI and automation systems.

6.1. Development Approach

Discovery & Analysis: We analyse your business challenges, identify automation opportunities, and determine whether off-the-shelf, bespoke, or hybrid approaches best meet your needs.

Proof of Concept: For bespoke projects, we validate solutions through proof of concept before committing to full development, de-risking investment and ensuring solutions address operational needs.

Custom System Design: We design AI systems specifically for your workflows, integrating with existing infrastructure and building decision-making logic that handles your business rules, exceptions, and multi-step processes.

Iterative Development: Solutions are developed iteratively with regular reviews, testing, and refinement based on feedback from your operational teams

6.2. Technical Capabilities

Natural Language Processing: AI that interprets documents, communications, and unstructured data, enabling automation of tasks requiring understanding of context and meaning.

Intelligent Orchestration: Decision-making logic and workflow automation handling complex business rules, exceptions, and multi-step processes.

System Integration: Seamless connection to existing systems and data sources through APIs, webhooks, and data connectors.

Scalable Architecture: Solutions built on Azure, AWS, or Google Cloud infrastructure, designed to scale on demand from pilot to enterprise deployment.

7. Support & Service Levels

7.1. Support Levels

Support arrangements are tailored to operational requirements and agreed during project scoping.

Standard Support (included): Business hours coverage (9am-5pm UK time, Monday-Friday) with defined response times for critical and non-critical issues. Includes dedicated business and technical account managers and regular service reviews.

Enhanced Support: Extended hours coverage with faster response times, priority escalation, more frequent reviews, and proactive monitoring.

Premium Support: Round-the-clock availability options with rapid response, named support engineers, and intensive support during critical periods.

All support levels include technical account managers familiar with your solution and access to cloud support engineers for platform-level issues.

7.2. Service Availability

Solutions are built on Azure, AWS, and Google Cloud platforms, each with contractually guaranteed availability of at least 99.9% based on 24/7 operation. Cloud providers pay service credits when platforms fail to meet service level agreements, which we pass back to clients.

Service level agreements and availability guarantees are defined during project scoping based on operational requirements.

7.3. Incident Response

Automated monitoring identifies incidents proactively. Clients can report incidents via email and phone during support hours. Incidents are categorized by severity with defined response times. Severe incidents and potential data breaches are reported to clients within one business day.

8. Onboarding & Offboarding

8.1. Getting Started

Discovery Workshops: Initial engagement includes workshops to understand requirements and recommend the best approach; off-the-shelf products, bespoke development, or combination.

Off-the-Shelf Products: Configuration workshops establish business rules, workflows, and integrations. User training covers system operation and exception handling. Administrator training covers configuration and monitoring.

Bespoke Development: Projects start with proof-of-concept validation. Training is designed specifically for the developed solution and delivered to all user groups.

Training: Provided onsite at your location or remotely via video conference. Training is included in setup costs and covers all aspects of using and managing the solution.

Documentation: Each solution includes comprehensive user documentation, quick reference guides, video tutorials, and technical integration documentation.

8.2. End of Contract

Data Extraction: Solutions process data transiently, data is delivered to your systems and removed from our infrastructure. Configuration data, business rules, and workflow definitions are owned by you and can be extracted at any point.

System logs showing processing activity and audit trails are retained for the duration agreed in contract terms and available for extraction.

Transition Support: Services operate on consumption-based pricing and can be discontinued after the agreed notice period with no further financial commitments. Configuration data, business rules, and system documentation are provided to support potential migration.

9. Security

9.1. Security Certifications & Clearances

- Cyber Essentials Plus certified

- Working towards ISO 27001 certification
- Staff hold Security Clearance (SC) for government work
- Solutions inherit cloud provider certifications (ISO 27001, SOC 2, CSA STAR)

9.2. Security Approach

Solutions are developed with security designed in from the outset, following principles including:

- Least privilege access control
- Data protection in transit (TLS 1.2+) and at rest
- Role-based access control and privileged identity management
- Proactive monitoring for security events and unusual activity
- Comprehensive audit logging (no personally identifiable information in logs)
- Two-factor authentication available

Data Residency: We ensure data remains within agreed regional boundaries (typically UK) in line with data sovereignty requirements. Services do not fail over to other geographies.

Incident Management: All staff understand security responsibilities and incident reporting procedures. Severe incidents and potential data breaches are reported to affected clients within one business day with ongoing updates until resolution.

The board retains ultimate security responsibility with a named director accountable for security governance.

10. Pricing

Rising Tide AI provides both off-the-shelf products and bespoke AI/ML development services. Due to the highly variable nature of deployments, ranging from simple cloud subscriptions to complex enterprise integrations, pricing is provided on application following requirements analysis.

Pricing Process:

1. Initial consultation (no charge)
2. Requirements scoping and technical assessment
3. Detailed quotation provided within 5 working days
4. Commercial negotiation and agreement

Typical Pricing Components:

- Software licensing (subscription or perpetual)
- Implementation and configuration
- Integration with existing systems
- Training and knowledge transfer
- Ongoing support and maintenance

For bespoke development, services are charged on a time & materials basis using SFIA-aligned day rates.

All pricing subject to detailed scoping and formal quotation.