



Service Definition

Jaid

Opsmatix Systems Limited
trading as “Jaid”

G-Cloud 15

Lot 2b Software-as-a-Service

Jaid – AI-Assisted Case Manager

Supplier

Service overview

Jaid helps clients resolve the curse of the shared mailbox. Jaid is a secure, cloud-hosted Software as a Service (SaaS) platform that uses AI-assisted analysis and automation to help public-sector organisations process information, support decision-making, and reduce manual effort particularly from shared mailboxes. The service is designed to improve consistency, transparency, and efficiency while ensuring human oversight and organisational accountability.

Jaid supports operational, analytical, and knowledge-management use cases and integrates with existing digital services through standard interfaces.

What the service includes

Jaid provides the following configurable capabilities:

- AI-assisted analysis of structured and unstructured information
- Automated document and data processing workflows
- Configurable rules and controls to support operational processes
- Secure user access with role-based permissions and multi-factor authentication
- Audit trails and activity logging to support governance and oversight
- Reporting and analytics to support operational and management insight
- API access for integration with external systems
- Ongoing platform maintenance, updates, and enhancements

This is a multi-tenant SaaS service delivered as a managed platform.

Typical use cases

Buyers typically use Jaid when:

- Reducing manual analysis or administrative processing
 - Improving consistency and traceability in information handling
 - Supporting staff with AI-assisted insight and recommendations
 - Integrating AI-enabled capabilities into existing digital services
 - Scaling analytical or processing capability without building bespoke software
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Service delivery approach

The service is accessed through a secure, browser-based interface and supported APIs. Buyers configure workflows, rules, and access controls using provided configuration options, without modifying the underlying software.

AI capabilities are used to support analysis, classification, and automation of defined tasks. Decisions, approvals, and accountability remain with users and the buying organisation at all times.

Service outputs and outcomes

Typical outputs include:

- Processed records, documents, or datasets
- Analytical outputs and management reports
- Audit logs and activity records

Expected outcomes include:

- Reduced manual effort and processing time
 - Improved consistency and quality of outputs
 - Better visibility and oversight of operational activity
 - Increased confidence in information-led decision-making
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Data protection and information assurance

Jaid operates within an ISO/IEC 27001-certified information security management framework and follows ISO 9001 quality management principles. Personal data is processed in accordance with UK GDPR and the Data Protection Act 2018.

Data is encrypted in transit and at rest. Access is restricted to authorised users based on role and need.

Onboarding and offboarding

Onboarding includes account setup, access configuration, and initial service configuration. User guidance and documentation are provided to support adoption.

On termination, customers may request a copy of their data in a commonly used format. Remaining data is securely deleted in line with the SaaS agreement.

Service levels and support

The service is supported during UK business hours. Maintenance, updates, and upgrades are included as part of the subscription. Service availability and support arrangements are defined in the SaaS agreement.

Pricing and commercial model

Jaid is provided on a subscription basis. Pricing is based on agreed usage and configuration and is defined in the order form or call-off contract.

Service constraints

- The service supports analysis and automation but does not make automated or statutory decisions
- Configuration is limited to available platform options; bespoke development is not included
- Integration depends on the availability and stability of external systems
- Buyers remain responsible for how outputs are used operationally

Customer responsibilities

Buyers are responsible for:

- Configuring the service in line with their policies and processes
- Managing user access and permissions
- Ensuring appropriate governance and oversight of AI-assisted outputs

Experience

Jaid is used to support organisations seeking to improve efficiency, insight, and control over information-intensive processes using AI-assisted analysis and automation.

References are available on request.