BLACKRAINBOW

SERVICE DEFINITION

GCloud 15

29/01/2026

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INTRODUCTION

The NIMBUS platform is the global industry standard and **leader for investigative case management** across multiple disciplines and use cases. **Designed and built by Investigators for Investigators**.

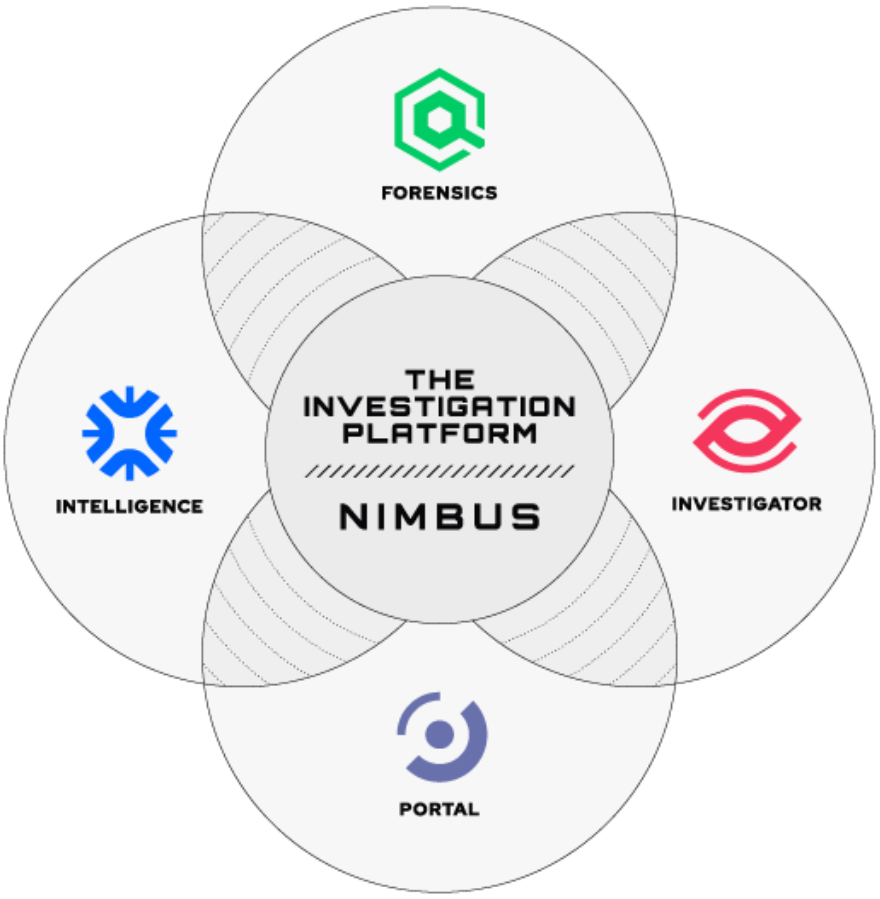
BlackRainbow identified the problems within the Investigation industry, designed and built the NIMBUS platform which addresses not only the primary problems identified but has also absorbed surrounding disciplines and technologies allowing us to build a robust management and orchestration core engine technology which can be leveraged to multiple use cases **within a single COTS platform**.

NIMBUS products enhance efficiency, collaboration, and deliver a secure scalable platform for managing investigations from start to finish that is **interoperable** and capable of **data exploitation**.

NIMBUS **reduces risk** that users are faced with day to day through our **integrated Quality Management System** which is fully aligned with legislative and industry standards.

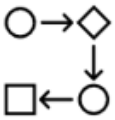
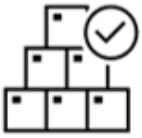
BlackRainbow and NIMBUS product portfolio are **trusted** by policing, law enforcement agencies, government departments, counter terror units, security teams, and large corporate enterprises globally. BlackRainbow are committed to providing every customer with a technology platform that **eases cognitive burdens, reduces stress, improves wellbeing** and strengthens their ability to **support victims of crime**.

BlackRainbow also acknowledges the UK Government's National Police Reform to **modernise** Policing **through technology**.



NIMBUS PORTFOLIO

NIMBUS is the market leader in case and quality management system across Intelligence, Investigation and Forensics and is trusted by investigation professionals globally. The combined single platform delivers transformative benefits including:

	**Optimised resourcing and continuous improvement** • F focus is on improved operational delivery • Administration burden is reduced • Continuous improvement becomes part of operational execution, not a separate task
	**Accountability and Timeliness** • A full auditable chain of custody of all evidence ready for disclosure • Decisions, actions and tasks are recorded to see who did what and when
	**Measurable business and operational data** • Real time dashboards provide immediate visibility and transparency – improving decision making and resource planning • All stakeholders can better understand the business impacts of day-to-day work
	**Transform Standard Operating Procedures to operational workflows** • SOP's become dynamic operational workflows and guide staff through the processes • The risk of deviation is minimised whilst still retaining flexibility
	**Case Visualisation** • Visualise the sequence of events in timelines • Visually tell the story to show the links or patterns with entity graphing • Share Knowledge and build insights
	**Quality assured methods and tools** • Equipment is up to date and tracked for operational needs • Know where data is and that it is securely stored • Activities performed by competent and trained resources
	**Safe, reliable and assured services** • ISO accreditation is more achievable with fewer demands on resource time • Work increases CJS and public confidence • Less non-conformances and corrective actions to investigate

WHO IS NIMBUS AIMED AT?

NIMBUS is deployed across **Police Forces, Law Enforcement Agencies, Government Bodies and Defence**. It has a board use case for:

Intelligence Units

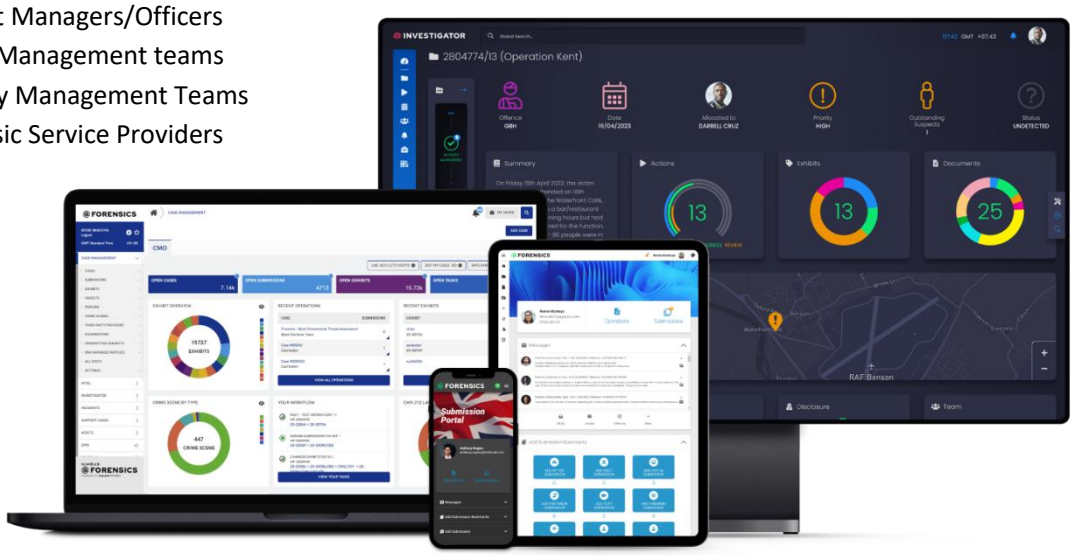
- Serious Organised Crime
- Crime in Action / Kidnap
- National Armed Policing
- Counter Terrorism Policing
- Surveillance / Operations Rooms
- Cybercrime Policing
- Sensitive Intelligence Network
- Quality Management Teams

Investigative Units

- Serious Organised Crime
- Regional Organised Crime Units
- Counter Terrorism Units
- Cyber Crime Units
- Drugs (County Lines)
- Human Trafficking and Child Exploitation
- Missing Persons Units
- Professional Standards Departments
- Financial and Fraud Crime Teams
- Anti-Corruption Teams
- Immigration and Border Force
- Legal Teams
- Quality Management Teams

Forensics Units

- Forensic Submission Units
- Crime Scene Investigators
- Digital Forensics Teams
- Traditional Forensic Teams
- Forensic Collision Teams
- Exhibit Managers/Officers
- Asset Management teams
- Quality Management Teams
- Forensic Service Providers



NIMBUS FORENSICS

NIMBUS Forensics is a comprehensive Forensic Case and Quality Management System deployed on premise or cloud hosted, facilitating access to critical information across every facet of the Forensic Science laboratory lifecycle. Laboratory Managers, Laboratory Technicians, Crime Scene Investigators, Digital (Mobile, CCTV, Video, Cellsite, etc) and Traditional Forensics (Fingerprints, DNA, Ballistics, etc) Investigators, Forensic Collision; all are offered a rich array of features and functions designed to meet their diverse needs.

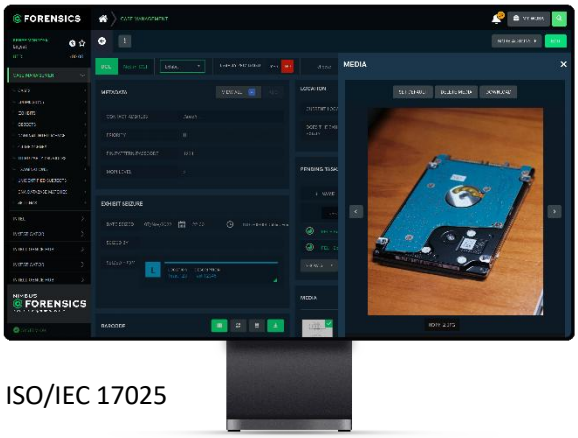
The forensic sector has long been underserved by digital innovation, particularly in case and quality management systems. A fit-for-purpose platform is needed, one that enhances evidence management, streamlines workflows, fosters cross disciplinary collaboration, and offers real-time visual oversight of cases to help tackle growing backlogs and relieve administrative burdens.

NIMBUS Forensics was designed to address a market void of forensic case and laboratory management driven by the demands of regulatory and related standards. The cross-discipline design and approach enable centralised workflows to be built and leveraged to deliver significant production efficiencies, greater collaboration and improved case transparency. By removing the siloed discipline approach NIMBUS Forensics delivers a radical reduction in operational risk and unnecessary duplication of running multiple separate cases, workflows and LIMS systems, enabling your team within a single powerful platform.

KEY FEATURES

- End to End Case Management
- Crime Scene Management
- Exhibit and Asset Management
- Forensic Workflows Management
- Integrated Submission Portal
- Forensic Management Unit
- MI Reporting and Evidential Reporting
- Data Retention Management
- Integrated Quality Management System, including Audits, Staffing, Competencies
- Access Control and Audit Management

KEY BENEFITS



- SOP-Aligned Automation and Workflows, Increasing Quality
- Real Time Case Visibility and Reporting
- Discipline specific configuration and workflows
- Faster Case Progression and Victim Support
- Comprehensive and Auditable Chain of Custody Record
- Regulatory Compliant Data Retention and Disclosure
- Unified System for all Forensics Science Disciplines
- Integrated QMS, Supporting Standards incl. ISO/IEC 17020 and ISO/IEC 17025
- User Enablement, Training and Support

NIMBUS INTELLIGENCE

NIMBUS Intelligence is a bespoke platform that provides a best practice approach to managing and developing intelligence within investigative environments. It supports every stage of the intelligence cycle, enabling users to create, submit, record, store, assess, develop, task, permission, and disseminate intelligence. Designed to work in parallel with NIMBUS Investigator, so as cases develop from intelligence into investigations, NIMBUS Intelligence offers a consistent user experience to transition smoothly.

Records Management Systems (RMS) are often used to manage intelligence packages but do not have the functionality to enable investigators to manage the complexity that cases commonly present. Any investigation that is required that arises from intelligence, is often complex and presents challenges that are beyond the capability of the RMS platform. The standalone approach places investigators in the same position as they are with reactive investigation of complex cases.

Because investigators rely heavily on intelligence, often using a single piece of information to initiate large, complex cases, organisations need robust tools to manage incoming intelligence effectively. NIMBUS Intelligence meets this need by delivering a clear, accurate intelligence picture that informs all investigative activity.

KEY FEATURES

- Authorisation/Sanitisation/Management
- Intel development, risk assessment and reporting
- Workflow management
- POLE Management, Entity linking, Grading and Flags
- Searching and document management
- Segregation and dissemination of Intelligence Reports (IR)
- Review, Retention and Deletion
- 3x5x2 Intel Standards
- Integrated Quality Management System, including Audits, Staffing, Competencies
- Access control and Audit management

KEY BENEFITS

- Collaboration between other investigative teams in one single platform
- Structured intelligence capability aligned to the National Intelligence Model (NIM)
- Out in the field data upload supporting surveillance operations
- Real time visualisation of ongoing activities supporting decision making
- Seamless escalation from intel to investigation
- Intuitive design for a smooth user experience
- Effectively prioritise actions against top threats to maximise impact on organised crime
- A multi-functional system allowing interoperability and data exploitation
- Lower cognitive burden and stress for officers reducing operational risks

NIMBUS INVESTIGATOR

NIMBUS Investigator has been designed by Investigators for Investigators, and the information is presented to allow efficient execution and management of every aspect of an investigation. NIMBUS Investigator provides a different approach and access to the NIMBUS Ecosystem leveraging the power of the core platform in a simplified way to the user.

For many years Senior Investigators, Investigators and all disciplines aligned with an investigation have been bottlenecked into siloed technology designed to deal with reports of failings and conformity rather than utilising today's technology to assist and guide Investigators through the complex paths of accountability that exist today. Investigator has been designed to address the void in the Law Enforcement and Intelligence marketplace.

BlackRainbow offers a platform with NIMBUS Investigator, designed to enhance investigations and case management, helping customers to meet these challenges head-on.

KEY FEATURES

- Investigation and Evidence Lifecycle Management
- Dynamic Decision Making and Action Management
- Visualisation of Events in Dashboards and Timelines
- POLE Entity links and Case Network Analysis
- Document Control List, review, annotation and redaction
- Document Library and Case Report Builder
- Disclosure and Audit Management
- AI-Powered Insights and Pattern Detection
- Integrated Quality Management System, including Audits, Staffing, Competencies
- Investigation Portal and More!

BENEFITS

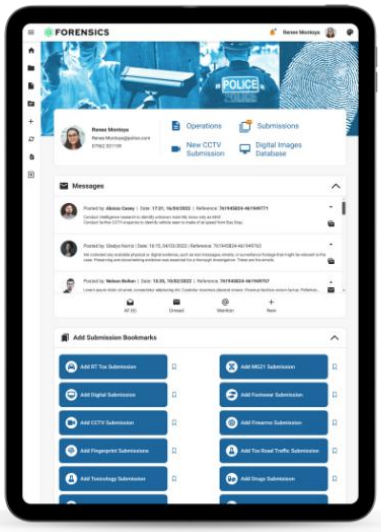
- No more manual Case Tracking and Data Silos
- Transparent Accountability, Timeliness and Visibility
- Simplified User Experience whilst still harnessing the full system
- Regulatory Compliance
- Intelligence Gathering and Connected Collaboration
- Scalable for the future and Data Security
- Quick onboarding System Deployments for Special Operations
- Access to industry trusted Subject Matter Experts
- User Enablement, Training and Support

NIMBUS PORTAL

NIMBUS Portal is a dynamic application that can be used in remote environments. It is scalable, configurable, and responsive and facilitates two-way communication. NIMBUS Portal enables the creation of submissions or requests, adding and managing a case, people, exhibits, objects, forensic submissions, messaging and notifications, process authorisations, media, crime scene information, statement collection in online or offline mode.

NIMBUS Portal integrates directly into the NIMBUS platform, giving that seamless approach to the end user, without the need to use paper submissions. This provides an integrated solution delivering efficiency and transparency on cases submitted. It improves communication efficiencies by providing updates from laboratory to submitting officer.

KEY FEATURES



- Dedicated light and scalable web portal
- Mobile App enabled with offline capability in remote settings
- Configurable fields and editable drop-down menu items
- Multi discipline submission forms
- Dashboards and lists to view all cases assigned to user by status, date or name
- Add additional information to a case such as exhibits, photos, documents, notes, locations and people

KEY BENEFITS

- Enter once and information seamlessly carried through into NIMBUS application, reduces data duplication
- Improves information and submission accuracy through guiding the submitting officer through configurable questions and fields ensuring the right information is provided in a timely manner
- Used at scenes remotely to upload further information without the need to return to the lab or office
- Case Officers or Investigators can see status of their cases and interact with Forensic teams, creating better communication efficiencies
- A simplified application that delivers a user-friendly interface
- Contextual help within fields to guide a user making it quicker to complete a submission
- Offline capabilities for scene attendance in remote areas where there is no connectivity

PROFESSIONAL SERVICE CATALOGUE

Below are services that BlackRainbow offer and will require scoping and quoting in line with daily rate card:

Service	Description
Product configuration	Further services for system configuration, such as workflow building, report building, portal forms,
Data Migrations	Services for migration scoping, strategies, data scripts, and execution
Integrations	Services for integration scoping, strategies and execution
Training	Delivery of training, refresher courses, writing of bespoke materials
Health Checks	System and environment Health Checks
Service Support Management	Additional Ad Hoc Support and Maintenance; support and maintenance. Further service support management, such as 24/7 hours support for P1 issues cloud support

NIMBUS ARCHITECTURE

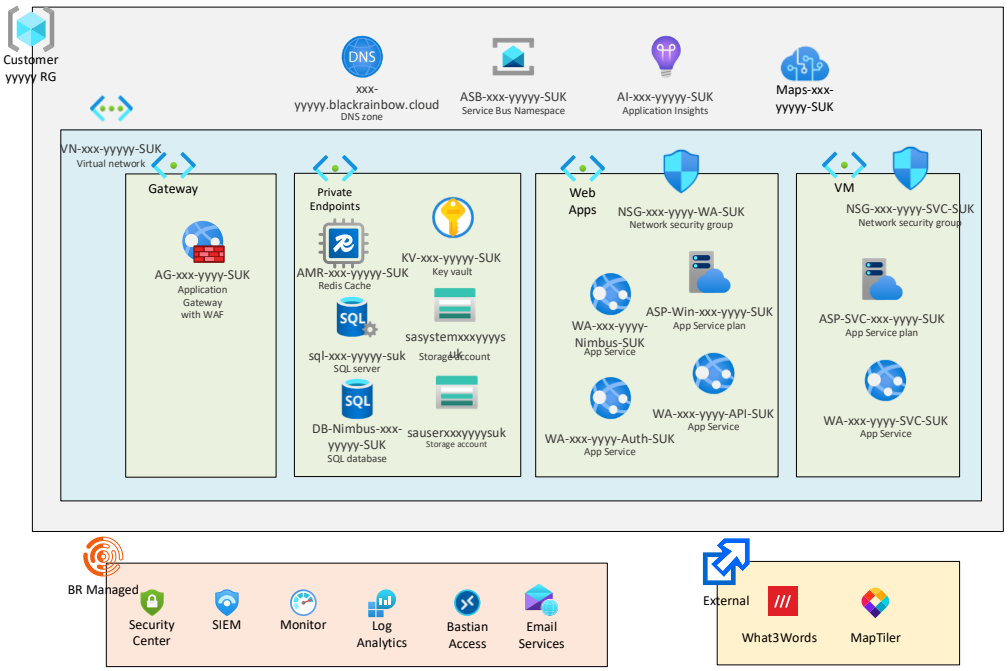
NIMBUS is designed to deliver a consistent and high-performing experience across both on-premises and cloud deployments, NIMBUS can run on-prem and in Azure, AWS and other Cloud Service Providers. The architecture ensures seamless support, scalability, and adaptability to evolving operational needs.

NIMBUS has been designed for flexible deployments for all levels of classifications, whether offline SECRET deployments or in the cloud. Cloud environment deployment methods used by BlackRainbow emphasises PaaS services with high availability, security and geographical control. All BlackRainbow environment deployments, are operated out of multiple UK datacentres.

Key components of the platform support alternative technologies to suit different environments:

- Messaging: RabbitMQ or Azure Service Bus
- Storage: MongoDB, AWS S3 or Azure Blob Storage
- SQL: Dedicated SQL Server or Azure SQL Database
- Authentication: Active Directory, Entra ID (Azure AD), or any OAuth2-compliant provider

The NIMBUS platform supports cloud optimised deployment using distributed components. (refer to diagram below):



IMPLEMENTATION APPROACH

BlackRainbow can work with individual customers to agree the specific NIMBUS configuration and installation timeline and dates. This may be defined within the Statement of Work (SOW) completed jointly by both BlackRainbow and customers to ensure alignment on the project goals and deliverables. It is our preferred approach to enable customers at the outset to configure the system themselves with guidance from BlackRainbow. This approach ensures that customers and educated and enabled with knowledge of the system from day one and is cost effective in terms of the need for any ongoing professional services

Customers that self-host in their own cloud environment, often choose to initially configure NIMBUS in a dedicated BlackRainbow cloud environment. This setup enables quick installation and changes during configuration, as well as providing ample time for the customer to prepare their production environment in parallel to the configuration phase. Projects typically follow the steps outlined below:

- BlackRainbow provides a standard NIMBUS build for customers (“out of the box”)
- Customers progress through BlackRainbow Enablement training
- Configuration support provided by BlackRainbow as required and agreed
- Workflow training delivered with the aim of enabling the customer to become independent in this area thereafter
- Training will be provided to users prior to UAT (to ensure familiarity)
- UAT may then be undertaken by the customer
- The final step is go-live, which is customer driven. BlackRainbow technical lead will be available to assist the go-live to customer environment (should it be required)
- BlackRainbow provides post go-live knowledge share sessions for in the 6 weeks after deployment to assist with user queries and questions
- Post go-live ongoing support will be transitioned to BlackRainbow service support team and dedicated Account Manager

SERVICE LEVEL MANAGEMENT

BlackRainbow provides a Service Level Management (SLM) service as part of its service delivery. Our SLM ensures that all current and planned services are delivered to agreed achievable targets. As part of the overall service delivery, service review meetings are expected to be held monthly for the first 6 months as a minimum (and then transition to quarterly service review meetings thereafter). A clear escalation path will also be provided should any issues arise.

Following consultation with individual customers, the SLM will be configured to suit the specific customer needs, working practices and information requirements. Service Level Agreements and SLA frameworks form part of the SLM and include the following:

- Monitoring of service performance, availability, and reliability against SLAs
- Collation, measurement, and improvement of customer satisfaction
- Review and revision of underpinning contracts and SLAs
- Production of service reports
- Complaint and compliment handling
- SLAs for the Service Desk, incident, problem, request fulfilment, change and release, and availability

SERVICE DESK

A key area of BlackRainbow's Service Management is the support or service desk. The BlackRainbow service desk is dedicated to responding to and fulfilling requests whilst delivering the highest level of service quality to the customer.

BlackRainbow's Service Desk SLA covers service objectives including, but not limited to, the following:

- Email and web self-service initial response times
- Categorisation and prioritisation of tickets
- Auditable and comprehensive information to demonstrate that the SLAs for the Service Desk are met
- Escalation

Our Support portal (support.BlackRainbow.com) is operational 24/7 and our service desk response times are as follows within standard business hours 09.00 to 17.00 Monday to Friday.

Priority	Example	Response Time	Target Resolution Time
P1	Entire service is unavailable from multiple locations.	1 hour	4 hours
P2	Key functionality unavailable to multiple users without workaround.	4 hours	8 hours
P3	Key functionality disrupted where workaround is available.	8 hours	Next maintenance release
User Support	Assisting a user with logon or feature usage.	8 hours	8 hours
Feature Request	Request for new or amended functionality.	24 hours	To be scoped and agreed with customer

TRAINING

BlackRainbow provides a focused and proven training programme for the NIMBUS application, designed to support rapid onboarding, confident use, and long-term capability. Our training offering includes four core programmes:

- Super User Training – Designed for system administrators responsible for configuration, permissions, and workflow management.
- End User Training – Tailored for day-to-day users, focusing on intuitive navigation, task execution, and operational workflows.
- Train-the-Trainer – Enables internal teams to deliver ongoing training independently, supporting sustainability and knowledge retention.
- Workflow Training – Facilitated sessions to help teams optimise NIMBUS workflows for their operational needs.

Our training programme is designed to be lean, scalable, and operationally grounded, ensuring users are equipped not only with technical knowledge, but with the confidence and capability to apply it effectively in mission-critical settings. This integrated approach ensures that training not only delivered, but adopted, sustained, and aligned with the customers operational priorities.

BlackRainbow offer a blended training model that includes:

- In-person workshops
- Virtual training sessions
- E-learning modules
- On-the-job training

BlackRainbow ensure training materials are grounded in real-world investigative practice and adult learning principles. Maintaining up-to-date Super User and End User Guides, and our support portal is populated with “How To” videos, white papers, and searchable help content to support self-service learning and refresher training, enabling users to:

- View training videos
- Complete live quizzes
- Access interactive manuals
- Track progress against competency frameworks and career pathways

MIGRATIONS

BlackRainbow has a great deal of experience with migrating legacy data. Considering data migration strategies early in the project is crucial. This involves identifying the migrations which are essential for the new system's go-live and determining which can be deferred to a later project stage. Data migration planning commences early in the project and is carried out during implementation, setting out a clear strategy for migration. As part of the strategy topics to be discussed are:

1. Scope: The scope includes systems as per requirements
2. Understanding the data: It is recommended that all source data is audited before the migration begins. This will help to avoid problems at the point of data migration.
3. Data Clean-up: Based on the audit, any issues that have been identified need to be resolved. At this stage it may not be known how much work will be required and whether additional tools and/or resources will be needed. Customers may wish to use the opportunity to check that there is full compliance with regulations such as MoPI and POFA or any other legislation such as GDPR for example.
4. Data governance: When migrating sensitive data, it will be important to demonstrate the integrity and completeness of the process to ensure success.

BlackRainbow engineers can develop and deliver migration scripts in conjunction with existing legacy system administrators to ensure the mapping of data back to the legacy system can be evaluated. These specifically address the treatment of legacy fields from older data such that it appears consistent with new procedures, etc. The mapping script/procedure is documented and approved by the business before production data is delivered into NIMBUS. NIMBUS can also facilitate the import of data tables in the form of a .csv and .xlsx file to help with bulk import and population of data fields within the application, thus preventing double keying of data when moving data from legacy or third-party applications into NIMBUS.

INTEGRATIONS

BlackRainbow has extensive experience designing and delivering successful integrations across a wide range of enterprise environments. Our approach is always to scope integrations collaboratively with the customer to ensure they are clearly understood, technically feasible, and aligned with operational priorities.

Integrations between different systems have significant benefits to users, such as reducing cognitive load by bringing relevant information from different systems or triggering actions to users of other systems. Recognising these benefits, BlackRainbow provides opportunities for integrations with NIMBUS through our REST API. Integrations are documented for all parties in an Interface Control Document (ICD) to record the requirements on the systems, specifications for the methods of interchange, and the user experience for operation. This ICD is a working document, in that it can be updated over the lifespan of the interface, allowing amendments due to changing requirements and refinements that may be needed due to underlying software changes.

BUSINESS CONTINUITY

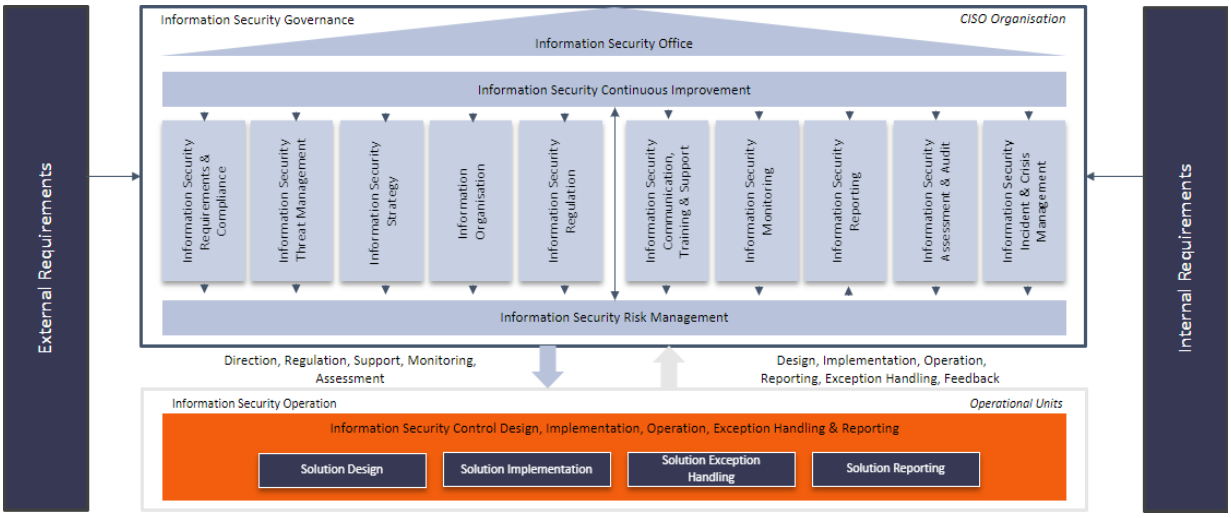
BlackRainbow has developed business continuity plans that cover a range of scenarios. These plans are tested on an ongoing basis and have been reviewed as part of ISO/IEC 27001 audits. The scope of the business continuity plans includes BlackRainbow internal operations and the provision of software and services to customers as per agreed SLAs.

BlackRainbow's Availability Plans (AP) includes both Business Continuity Plans (BCP) and Disaster Recovery Plans (DRP). Each AP covers both systemic and component level elements. BlackRainbow's DRP covers a communication plan and role assignments, customers communication and service restoration plans, infrastructure recovery procedures, data continuity and re-installation processes, backup checks and validations, support and development environment recovery and possible relocation procedures, and physical office restoration.

INFORMATION SECURITY

BlackRainbow is committed to data security and is certified to ISO/IEC 9001, ISO/IEC 27001 and Cyber Essentials Plus and has an Integrated Management System (IMS) covering the requirements of our certifications. We are also aligned with NCSC Cloud Security Principles. Our programme is endorsed by all levels of management and mandates engagement from all employees. All BlackRainbow staff go through a vetting process upon employment, staff that work on customer projects or are customer facing go through NPPV3 and SC as a minimum.

The process landscape covers all relevant components for an effective information security organisation: Requirements and Compliance, Threat Management, Strategy, Organisation, Regulation, Communication, Training and Support, Monitoring, Reporting, Assessment and Audit, Incident and Crisis Management, and Information Security Risk Management, all influenced by Continuous Improvement.



The policies and procedures within the IMS are reviewed as a minimum annually.

Our engagement will also involve a continual evaluation of the performance related to the application of security requirements. This will encompass:

- Policy Review and Enhancement: Regular assessment of existing security policies and procedures to identify areas for improvement or adjustment to better align with evolving threat landscapes.
- Incident Response: In line with our BCDR we will run scenarios of security incidents to evaluate the effectiveness of response protocols and refine them as needed.
- Security Awareness Training: Ensuring that all staff members are adequately trained and informed about the latest security practices and protocols.
- Technology Stack Evaluation: Ongoing evaluation of our security technologies and tools to ensure they remain effective against emerging threats.
- Access Controls and Privilege Management: Continuous monitoring of user access rights and privileges to prevent unauthorised access and maintain the principle of least privilege.

BlackRainbow's technological baseline is a secure design hosted by Microsoft Azure UK premises and are deemed PASF (Police-Assured Secure Facilities) by NPIRMT (National Policing Information Risk Management Policy). Prioritising data security, adopting restrictive permissions and role-level security. This guarantees that only authorised roles have access to information, reducing cognitive overload and protecting data confidentiality. The Azure PaaS design employs a role-based access control (RBAC) model and least-privilege paradigm. NIMBUS supports secure authentication methods, including Microsoft Entra ID (Azure AD) and Windows Integrated Authentication, enabling Single Sign-On (SSO) and customer-controlled multifactor authentication.

All hosted systems are deployed in isolated environments, including where multiple environments (test/prod/training) are used by the same customer. Environment design is reviewed as part of the third-party CHECK IT Health Check. All data is encrypted using BlackRainbow's encryption keys; at rest it is protected using 256-bit Advanced Encryption Standard (AES) and in transit between the service and the customer using Transport Layer Security (TLS) 1.2 or above.

ACCOUNT MANAGEMENT

Our Account Management process ensures effective service delivery, clear communication, and ongoing alignment with customers. Where applicable, throughout the duration of the contract BlackRainbow will provide an Account Manager and Service Manager. They will act as your primary point of contact and be responsible for managing the overall service relationship. They will:

- Oversee delivery of services in line with the agreement and service levels
- Coordinate communication and activities across our internal teams
- Act as a point of escalation for service-related or commercial matters
- Proactively identify risks and improvement opportunities
- Maintain regular contact to ensure expectations are understood and met

Where required, the Account Manager will work closely with operational and service delivery teams to ensure continuity and transparency.

BlackRainbow will have regularly service review meetings monthly or at a frequency agreed with the customer. These meetings will be used to:

- Review service performance against agreed Service Levels
- Discuss incidents, problems, and trends
- Review risks, issues, and mitigation actions
- Review progress on service improvement initiatives
- Agree priorities, actions, and ownership

BlackRainbow will have and annual contract review meeting that will include the commercial team and any senior stakeholders to review the service and contract commercials to ensure they are still aligned to the customer's business needs and provides a structured opportunity to review overall performance, discuss improvements, manage risks, and plan for the year ahead, including renewal and future requirements.

ESCALATION PROCESS

BlackRainbow have an escalation process for any contract issues that may arise at any stage during the life of the contract, up to senior executive level. This is separate to and before any dispute resolution mechanisms that the contract may provide for. The purpose of the escalation procedure is to address any issue of concerns, (or any other matters the customer deems appropriate or escalation).

BlackRainbow's aim is always to ensure delivery of a successful project and a collaborative and long-lasting relationship.

END OF CONTRACT

At an agreed stage prior to the end of the contract period BlackRainbow will conduct a contract closeout readiness review (if no renewal) as part of the exit strategy. This will ensure that contractually all commitments are accounted for, and a post-contract review is conducted.

An Exit Plan can be prepared in an agreed timeframe post project start. The objective of the Exit Plan document is to outline the key considerations, actions, risks and responsibilities to ensure that contract and operations are effectively transferred with minimum disruption and in line with contractual obligations should exit materialise. The final, approved Exit Plan will be developed and agreed between the parties. The detailed plan will take account of the nature of the exit whether it is a planned or unplanned exit. BlackRainbow undertakes to work with customers (subject to any necessary commercial agreements) to provide relevant transition support during the transition periods.

CONTINUOUS IMPROVEMENT

BlackRainbow provides a Continual Service Improvement (CSI) service focusing on the improvement of the efficiency and effectiveness of the service, based on ISO/IEC 9001 and ISO/IEC 27001. With the help of the processes within CSI, current and future business outcome requirements will be met by monitoring and analysing the delivery of services. CSI enables the continual assessment of the current situation against business needs.

BlackRainbow's objective with the CSI service is as follows:

- Understand and describe the knowledge, interpretation, and analysis of improvement principles, techniques, and relationships, and application to ensure continual service improvement
- Continually measure improvement and the consequent impact on service costs
- Ensure CSI integrates with the other stages in the Service Lifecycle

Working jointly with the customers, BlackRainbow will work collaboratively to review service performance and recommend improvements aimed at enhancing service quality, efficiency, and reliability.

BlackRainbow's research, development and testing teams are all UK based with the continuous focussed on bringing innovative, flexible, and practical platforms to our customers. Innovation is embedded in the NIMBUS software development lifecycle and strategic roadmap. BlackRainbow recognise that technology evolves rapidly, and our commitment to continuous improvement ensures that our solutions remain future-ready, secure, and aligned with emerging user needs and industry standards. Working in close consultation with customers, obtaining feedback and hosting BlackRainbow's Nebula event and Industry days to understand customer needs, share product enhancements, ideas and finding better ways to solve problems.

TESTIMONIALS

"When looking at the other options during our procurement process **NIMBUS was the only tool that fully met our needs and was capable of managing investigations**, evidence, forensics, and ISO accreditation."

"We have a much-improved overview on the current status of each ongoing investigation. **The management of some several thousand data objects would not be possible without NIMBUS**. Additionally, NIMBUS helps us standardise the required steps during an investigation to gain reproducible results and even automate certain tasks and therefore reduce our workload."

*"Prior to having NIMBUS, all aspects of our investigations were recorded and managed across multiple solutions such as email, spreadsheets and on employees' devices. Having **NIMBUS allows up-to-date, accurate and auditable recording of casework which has been game changing**."*

CONTACT US FOR A DEMOSTRATION

BlackRainbow would be pleased to demonstrate our NIMBUS investigation case and quality management system to you. Please email info@blackrainbow.com to request a demonstration.

Visit our website www.blackrainbow.com or our Knowledge Centre to learn more how we can help you with your needs.

BLACKRAINBOW

INVESTIGATE FASTER and

WWW.BLACKRAINBOW.COM