

Service definition

San Digital Data & AI SaaS Platform

Service overview

Service name	San Digital Data & AI SaaS Platform
Service type	Lot 2b: Software as a Service (SaaS)
Supplier	San Digital
Cloud deployment model	Public cloud, Private cloud, Hybrid cloud
Multi cloud support	Yes
Data hosting region	United Kingdom

Service description

A configurable SaaS platform delivering secure web applications and AI-enabled workflows. Provides reusable modules for authentication, role-based access, data capture, workflow automation, reporting and optional AI capabilities (search, summarisation, document handling). Deployable in buyer's chosen cloud environment with UK data residency, security monitoring, backup and incident management controls.

Key features

- Custom SaaS applications with embedded AI workflows and automation
- Secure document ingestion, classification, and AI-assisted data extraction
- Configurable AI models integrated into business processes and applications
- API-driven integration with existing enterprise systems and data sources
- Human-in-the-loop controls for AI outputs and approvals
- Role-based access control and audit logging across services
- Cloud-hosted deployment with optional private or hybrid configurations
- Model monitoring, versioning, and controlled lifecycle management

Key benefits

- Automate complex processes while maintaining human oversight and control
- Reduce manual document handling and operational processing time
- Embed AI safely into existing workflows without replacing core systems
- Improve decision-making with consistent, auditable AI outputs
- Scale AI usage across teams without increasing operational complexity
- Maintain compliance through controlled access and transparent AI behaviour
- Accelerate delivery of bespoke digital services tailored to organisational needs
- Lower long-term costs through reusable SaaS and AI components

Service scope

Add-ons and extensions

Yes, but can also be used as a standalone service. The service is an extension to cloud platforms and enterprise systems including Microsoft Azure services, identity providers, data platforms, and existing line-of-business applications used by public sector organisations.

Constraints

- The service requires internet connectivity for cloud-hosted deployments.
- Some AI features depend on the availability and quality of customer data.
- Certain advanced capabilities may require configuration or integration effort.
- Performance and availability are dependent on the chosen cloud environment.

System requirements

- Modern web browser (Chrome, Edge, Firefox, Safari)
- Supported operating system (Windows, macOS, Linux)
- Secure network connectivity to the service
- Buyer-managed identity provider for single sign-on where required

Support

Support channels	Email, online ticketing (UK business hours Mon-Fri), and phone support (9:00-17:00 UK time, Mon-Fri).
Response times	Standard support: within one business day (Mon-Fri, 09:00-17:00 UK). Enhanced targets by agreement.
Accessibility	Support portal and documentation are WCAG 2.2 AA aligned; alternative formats available on request.
Support levels	Standard (included) and Enhanced (optional) with agreed response targets.

Onboarding and offboarding

Getting started

Structured remote onboarding tailored to buyer needs, including initial configuration, user setup and integration guidance. Typical onboarding ranges from one to four weeks depending on complexity.

Documentation

Online user and administrator guides, API documentation and release notes are provided.

End-of-contract data extraction

Authorised users can extract data through the interface or API in machine-readable formats. Offboarding support agrees formats, scope and timescales for structured data, configuration data and user-generated content.

End-of-contract process

Standard offboarding support is included, with an agreed period for export and verification. After confirmation, buyer data is securely deleted in line with contractual and data protection requirements.

Data import and export

Export approach	Self-service export via the interface or API, with offboarding support available on request.
Export formats	CSV, JSON, NDJSON
Import formats	CSV, JSON, NDJSON

Metrics

Availability target 99.5% monthly excluding planned maintenance. Usage and performance metrics are available in-app, with incident and change communications provided.

Security and compliance summary

Note: Full security documentation (policies, test reports, and assurance artefacts) can be provided under NDA or on request where not appropriate for public listing.

- UK data residency with logically segregated tenant data
- Encryption in transit (TLS 1.2+) and at rest
- Role-based access control and least privilege for users and admins
- Audit logging for user and administrative activity
- Regular vulnerability scanning and patching
- Backup and disaster recovery with RTO and RPO agreed in the Call-Off Contract
- Security incident management with a defined notification process
- Supplier staff access is approved, controlled and logged

San Digital Limited

Email: office@sandigital.uk

This document is provided for G-Cloud 15 procurement purposes.
Additional assurance evidence is available on request.