



LALAW

Service Definition Document

January 2026

Service Name

LALAW Legal and other Case Management system

Service Description

LALAW Legal Case Management is an AI empowered web-based system that is an integrated case management system to manage different types of cases such as fraud, legal matters, customer enquiries, supports the recording and editing of case data, approval workflow, reminders and dashboards, allocates work, automates processes, reports progress and status, provides secure collaboration space with secure file sharing. It also has a Clients Portal and built-in court document bundling functionality.

To provide a user-friendly Legal Case Management and Client Self-service system compliant with current Government (e.g. PSN, GDPR, 14 cloud security principles, etc.) and industry standards of accessibility, privacy, security and resilience (e.g. ISO27001, ISO9001, Cyber Essentials PLUS, etc.)

Basic modules

- Practice Management
- Case Management
- Document Management
- Legal Workflows
- Document Bundling
- Matter Management
- Time Recording
- Client Portal
- Management Reports
- Legal Billing
- Communications
- Documents management
- Users (staff, external contractors, etc.)



LALAW

Service Definition Document

January 2026

- Calendar
- Statistics and reports
- Databases (Activity providers, Transport operators, etc.)

Features

- Secure workspaces for legal case collaboration with all stakeholders.
- Outlook integration supporting legal case email, diary, task management.
- Legal case document and email saving with integrated case bundling.
- Integrated finance module tracking every legal case expense and fee.
- Non-intrusive time recording for every legal case activity.
- Full legal case history with complete audit trail.
- Access each legal case on desktop, tablet, or mobile.
- Security controls protect every legal case from data breaches.
- Legal case alerts delivered via SMS, app, email, onscreen.
- Supports many users working simultaneously on a legal case.
- Service benefits
- Centralise every legal case for consistent management and visibility.
- Automate legal case processes and monitor team performance.
- Deliver controlled, auditable, efficient legal case management.
- Clients securely access legal case documents and upload files.
- Save time managing repetitive legal case administration tasks.
- Role-based access simplifies legal case deployment and API integration.
- Publish legal case content from any device or location.
- Manage legal case tasks remotely with dashboards and media capture.
- Prioritise legal case tasks using red, amber, green flags.



January 2026

- Track legal case progress with clear status reports.
- update tasks with progress, get detailed reports
- Date/Time Stamped log of user and supplier system activity
- Works on desktop, laptop, tablet, mobile phone devices
- An appropriate security structure to prevent data breaches
- Delivers alerts via SMS, App, Email, onscreen messaging
- Support a high number of concurrent licence holders / users
- Facilitates saving through best practice and fair competition
- Facilitates full control over DPS framework processes
- Implements a controlled, auditable, efficient procurement management
- Lowers costs for the procurement cycle, cut procurement times
- Saves time by eliminating repetitive manual tasks, allowing reuse standard documents, questionnaires
- Receiving information from different locations
- Uploading files, photos, videos and audio
- It works on desktop, tablets and mobile devices, without software installation
- mobile and desktop applications are available (iOS, Android, Windows, Linux/Unix)
- flexible permissions and privilege settings
- Full Disaster Recovery, backups to restore
- compliant with industry standards of accessibility, privacy, security and resilience
- full audit trail: when, who, what and how changed
- editable organisational structure without losing connections to previous organisational structures.
- capabilities for secure and effective use by lots of participants.
- closing and re-opening, locking and unlocking, archiving and extraction features
- attachment of documents, photos and video and communication between users
- Secure, consistent, accurate and timely bulk data feeds



January 2026

- Fully documented, extensible, standards-based architecture
- Documented records of data feeds to help with Data Protection and Freedom of Information compliance
- effective summary analysis and reporting capability, effective export, import, print and search capability.
- allows for the attachment of documents, photos and video;
- involves workflow incorporating email alerts to specific users with appropriate levels of access/admin roles.

Benefits:

The system is hosted and managed by **Bondap** solution (SaaS). The system is browser-based, browser and operating system independent and does not require software installation on local machines.

The system has flexible permissions and privilege settings

The system has Full Disaster Recovery, Recovery Point Objective (RPO) **1 hour**, Recovery Time Objective (RTO) **4 hours**. Minimum support hours **8.00am – 17.00pm**, maximum - **24/7**.

The system is compliant with current Government (PSN) and industry standards of accessibility, privacy, security and resilience

The solution is hosted in a tier 3 or equivalent datacentre, Compliant with the 14 Cloud Security Principles (<https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>) and has a robust approach to ensuring a smooth service through the effective management of network traffic.

The system has lots of additional modules and extensions



January 2026

Users

- Customers maintain full control over the administration and provisioning of user accounts within the service.
- Role-based access control can be utilised to define roles and permissions to evidence data and features of the service.
- The separation and access control within management interfaces is subjected to independent penetration testing.
- Customers can increase and decrease the number of users as required. There are no limitations on the number of users or concurrent users in the system.

Service Hours

Consultation, advice and guidance: basic support - 08:00-17:00, Monday to Friday, excluding public holidays or 24 hours a day, seven days a week.

Access to the system: 24 hours a day, seven days a week.

No planned downtime - seamless maintenance, including updates without a disruption to the service.

Level of Service

Uptime: standard SLA 99.9%; HA subscription SLA 99.99% . We regularly achieve 100% uptime evidenced by 3rd party service availability monitoring.

Service has no planned downtime: upgrades and updates are seamless.

We use a load balancer (for HA subscription - high availability multi-cloud). We provide component redundancy: Full N+1 or Fault tolerant (2N or 2N+1) dependent on subscription level.

We utilise multiple resilience arrangements, including availability zones, which allow us to provide redundancy across physically separated locations, and regularly practice disaster recovery scenarios.



January 2026

We have a robust Business Continuity (BC) & resilience framework, including a full disaster recovery plan, that addresses the full recovery process, from backups to restores with the following objectives:

Name	Target
Recovery point objective	1 hour
Recovery time objective	4 hours

Support SLA

On historical data (1 year) the average response time is less than 30 minutes, including investigation of the issue, defining nature and level (crucial, medium, low), not simple contact with the customer.

SLA proposed:

Priority	Response Target	Fix Target	Resolution Target
1	< 30 minutes	< 3 hours	75% Within target
2	< 60 minutes	< 6 hours	80% Within target
3	< 4 hours	< 17 hours	85% Within target
4	< 8.5 hours	< By agreement	95% Within target

Post-training and post-implementation support for service users for any queries relating to the system is an integral part of our service.

We provide 4 types of support subscriptions:

1. Basic support:

- ❖ Standard maintenance (including bug-fixing, system upgrades, software updates, secure updates, etc.)
- ❖ Access to video-tutorials for users
- ❖ Access to all relevant documentation and User Manual in an electronic format.
- ❖ User support using ticket system or email support weekdays between 8am and 6pm.



January 2026

2. Advanced support:

- ❖ All the Basic support +
- ❖ User support using phone weekdays between 8am and 6pm
- ❖ 2 online training sessions (3 hours each) for system users (up to 10 users) with “train the trainer scheme”, including but not limited to:

- system configuration and settings;
- user roles and rights;
- system general functionality;
- specific modules functionality;
- user control (change log);
- reporting capabilities, interactive charts;
- template capabilities (messages and letters template change, etc.);
- ticket system usage.

- ❖ *Optionally, chat support can be added to the subscription (payable option).*

3. Around the clock ticket system and/or email support:

- ❖ All the Advanced support +
- ❖ 24/7 User support using ticket system or email support

4. Around the clock phone and chat support:

- ❖ All the Around the clock ticket system or email support +
- ❖ 24/7 User Support by phone and chat

Optionally, the following can be added to any support subscription:

- **Onsite support**

It can be a training session or any other onsite support customer requires

- **Additional online training sessions**

After sales support/Software upgrades and patch management (including OS, DB and application):



January 2026

- 1 major release a year;
- weekly updates;
- Critical updates not later than in one working day.

Onboarding

All clients receive direct support in on-boarding specific to their requirements. We provide onsite training, online training, user documentation and video tutorials. Training can be arranged as required, however our system is designed with intuitiveness and user-friendliness in mind, and formal training is rarely required. We also provide migration services and integration with other customer systems.

Ticket system access will be provided to the buyer within 1 day.
To discuss requirements or make initial enquiries contact
contact@bondap.com

Request Process

1. Make initial contact to discuss requirements, via
contact@bondap.com
2. Discussions could involve a meeting with a representative from the BONDAP.

Offboarding

Users can use built-in export features to extract data any time during the contract.

At the contract end/exit we place the encrypted archive with full Customer's data extraction on our secure private cloud. The data is transferred/exchanged via secure communication channels which are protected by best practice encryption.



January 2026

Then the customer can download it using given credentials.

Once the customer confirms successful receiving of its data, we securely destroy all customer's data on all our servers.

Services included in the price at the end of the contract:

- Customers data export in sql and/or csv format as an encrypted archive and data fields and dependencies description.
- Placing archived data on our own private secure cloud.
- Sending credentials to the customer to download and extract the archive.
- Date of customer data destruction agreement.
- Customer data destruction.

Additional services can be provided by customer's request at the additional cost.

Additional requirements for delivery of the data in non-standard file formats or with transformations applied will be chargeable per the standard rate card.

Technical requirements

- Internet connection
- Modern Web browser: IE 11/Edge/Chrome/Firefox/Safari/Opera/Chromium-based browsers

Hosting options:

- Standard hosting
- Hosting with Private network / Public key authentication (including by TLS client certificate)
- High Availability hosting
- High Availability hosting with Private network / Public key authentication (including by TLS client certificate)

Hosting locations:

- United Kingdom



LALAW

Service Definition Document

January 2026

- European Economic Area (EEA)

Users can control hosting locations.

Security

Our Datacentres security standards comply with recognised standards, such as CSA CCM v4.0 or ISO27001.

We also hold a number of industry recognised certifications, such as ISO/IEC 27001, ISO/IEC 20001, CSA CCM v4.0, Cyber essentials plus, that cover our policies and processes in:

- Penetration testing
- Protection of data at rest
- Data sanitisation process
- Equipment disposal approach
- Information security policies and processes
- Configuration and change management
- Vulnerability management
- Protective monitoring
- Incident management
- Secure software development

We also imply 3-rd party penetration testing at least once a year with a CREST-approved service provider.

Service Manager

Pavel Novikov, CTO