



G-Cloud 15 Service Definition Document

Pega – Forensics Case Management



1. Scope

Red Kite provides a comprehensive Forensics Case Management solution using the Pega platform. We provide implementation and ongoing support based on a range of options from off the shelf to accelerator modules that encompass the full suite of digital forensic activities including an integrated eQMS for ISO17025 compliance. Our platform provides the following:

- Data Management
- Home pages for initial access points into the application providing a single view of activities, tasks and priorities:
- Administration Services to efficiently orchestrate and manage activity
- Integrated asset management module supports cost management
- User services to support and ensure your people use the system appropriately and efficiently
- Full management information and analytics capabilities
- AI powered insights including natural language based queries

Our consultancy services team are security cleared (BPSS, SC, NPPV2/3) by default and adept at working in closely governed, secure and regulatory environments.

2. Features and benefits

Features

- Request management, triage, prioritisation, allocation and exhibit management.
- Integrations to automate investigation, chain of command and exhibit details.
- Asset management for hardware, software, consumables and suppliers.
- Competency management and reading records.
- Process management for computers, mobiles, On Scene and Victim Identification.
- Knowledge base for SOPs / Work Instructions linked to process steps.
- Full audit trail of access and change.
- Multiple templates and automated population of Streamlined Forensic Reports.
- Integrated QMS with non-conformance, issues, risks, feedback and change management.

Benefits

- Comprehensive, structured and guided end to end process management.
- Full visibility and management of all requests, progress and timings.
- Improved efficiency and resource utilisation.



- Integrations with core systems to remove re-keying of data.
- Competency and availability-based work allocation.
- Full chain of custody for exhibit management with barcode scanning.
- Simplified ISO17025 compliance and evidence provision for audits.
- Integrated QMS with validation steps to reduce non-conformance.
- System wide role-based access controls.
- MI provision including self-serve / custom reporting and AI powered insights.

3. Approach

- **Discovery & Strategy:** We begin with a structured discovery to understand asset types, lifecycle stages, regulatory obligations, existing systems, and pain points. This ensures the solution aligns with operational, compliance, and governance objectives.
- **Solution & Data Model Design:** We design a scalable low-code solution architecture, defining asset data models, hierarchies, relationships, and metadata to support full lifecycle tracking and reporting.
- **Integration & Migration:** We integrate the solution with existing enterprise systems (finance, procurement, identity, document management) and migrate data from spreadsheets or legacy tools with validation and cleansing.
- **Testing, Enablement & Optimisation:** We conduct functional, security, and user acceptance testing, followed by hands-on training and knowledge transfer. Post go-live, we optimise workflows and reporting based on real-world usage and feedback.



4. Ongoing support

We provide second and third-line support and maintenance for deployed services, which uses ITIL methodology to maintain the integrity and availability of business-critical, high profile and complex systems.

Our service provides:

- Incident and Service request management
- Problem management
- Change management
- Release and Deployment management
- Service Transition management
- Service level management and service reporting
- Configuration management
- Service level agreement
- Continual Service Improvement
- Risk Management.
- Telephone and email support
- Online ITSM service desk for issue logging, reporting and issue tracking, available 24x7
- Core hours of Monday to Friday, 9.00am-5.00pm, excluding bank holidays
- Out of hours, as optional extra up to 24x7x365
- Service reviews
- Service reports.

Support and maintenance contracts stipulate a minimum level of support provision per month, appropriate to the size and complexity of the service, aligned to the preferred service support tier. Additional time is chargeable at the day rates listed on the SFIA rate card.

5. Pricing

The solution and its services can either be purchased on a Fixed Price basis on a daily rate as specified in the SFIA Rate Card. The accelerator components are provided free of charge part of the engagement.

6. Contact Information

Gurunathan Karuppasamy

Email: Sales@Redkite-Solutions.com



7. About Red Kite

Established in 2020, Red Kite is a SME (Small Medium Enterprise) IT Services organisation, headquartered in the UK.

It has a significant practice focussed on Business Orchestration and Automation Technologies and an enviable Track record in delivering IT Services to UK Public Sector

Over the last 6 years, Red Kite has built Strategic relationships with leading SIs supporting a number of strategic engagements across multiple accounts.

In 2025, Red Kite opened its first off-shore delivery centre in Bangalore - India, providing cost effective delivery to customers.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials Plus