



SEiNG Video Surveillance as a Service (VSaaS)

Service Definition Document

G-Cloud 15



Crown
Commercial
Service

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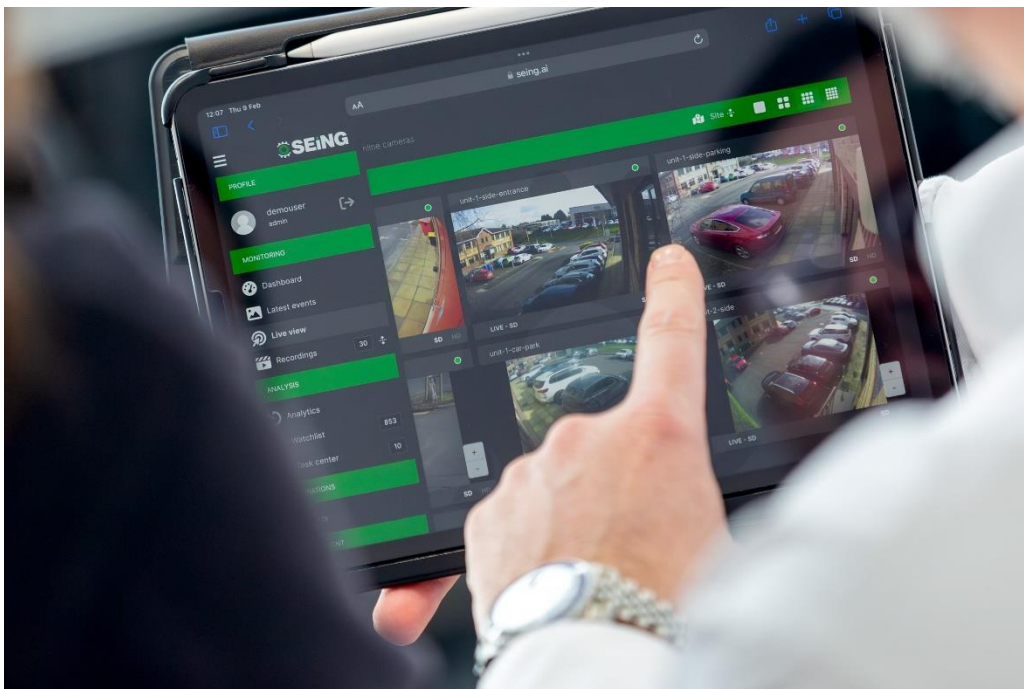
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What is SEiNG?

SEiNG is a UK-founded Cloud CCTV platform that works with any security camera. Centralising CCTV across your sites, it gives you effortless remote access on any device, deeper business insight with AI-backed analytics, and top-tier security features including 2 factor authentication, Single Sign On and end-to-end encryption. SEiNG doesn't require any bulky on-site hardware – your data is stored securely at our UK data centre, so you can be confident that it meets GDPR.



SEiNG saves your IT team time through its fully managed service, which includes set-up, training, automatic updates, system health monitoring, and even troubleshooting if things go wrong. This gives your team peace of mind that the system runs reliably, and everyone knows how to use it.

With no upfront fees or tiers, SEiNG pricing is simple. Your subscription payment is based on your number of cameras and required storage, and includes all features of the software, upgrades, and the managed service. As such, every SEiNG user can access the most secure, feature rich software, and top UK-based service.

Features & benefits

Key SEiNG features include:

- Compatibility with any ONVIF or RTSP CCTV camera, reducing e-waste, unnecessary cost, and avoiding vendor lock-in.
- Fully managed service to support stretched IT teams or those with little in-house expertise in delivering reliable Cloud systems. Includes ongoing system health monitoring.
- True Cloud, delivering maximum flexibility while removing the complexity and cost of on-premises systems.
- Hybrid options available if on-site storage is required.
- Access live and recorded footage across your sites, from any device, anywhere.
- AI-backed search including object detection, to find relevant footage in seconds.
- Analytics including object counting and tracking, for greater business insights.
- Custom alerts for a proactive approach to security.
- Securely share live or recorded footage with those who need it either via exports or view-only links.
- Create Cases to track and manage investigations, to boost collaboration with your team.
- Add maps of your sites to plot your cameras and fields of view, to optimise coverage.
- Manage your equipment, with tools to track device models, installation dates, and service needs across sites.
- Secure by design, with end-to-end encryption and a UK-based data centre.
- Robust access controls including SSO, 2FA, and roles for convenient yet secure access.
- Integration with remote monitoring stations, for added protection if required.

The full list of SEiNG features and benefits is available on our website.

Backup & Disaster Recovery

Our disaster recovery procedures ensure rapid restoration of service in the event of an outage, minimising downtime and maintaining operational continuity for all users. The plan covers immediate response, system restoration, and ongoing monitoring to prevent recurrence.

Response and Recovery Actions

- Immediate: On detection of an issue, senior management and IT teams are alerted, and the recovery process is mobilised. Critical services are prioritised.
- Within 3 Hours: Impacted users are notified; system performance is assessed; backup and restore processes are initiated; hardware and UPS status are checked.
- Within 8 Hours: Coordination with external service providers occurs, temporary or replacement hardware is installed if necessary, and telecommunications failover is implemented if required.
- Within 24 Hours: Systems are gradually restored to minimum operational capability, tested for integrity, and full support is provided to users.
- Ongoing: System performance is continuously monitored, user requests are addressed, and lessons learned are incorporated to improve future DR performance.

Backup Strategy

- Data and system configurations are backed up continuously to encrypted, geographically redundant locations.
- Backups are routinely tested for integrity and recovery capability.

Compliance & Security

- All data is protected in transit and at rest in accordance with GDPR, ISO 27001, and relevant NCSC Cloud Security Principles.
- Access to backups and recovery procedures is strictly controlled and monitored.

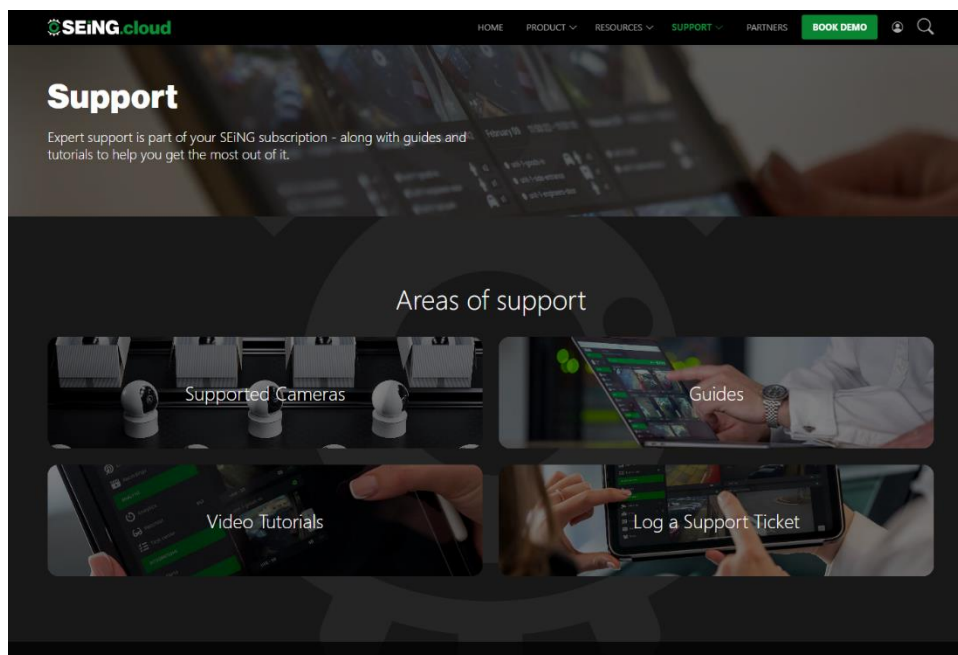
Support & Managed Service

SEiNG is fully managed service, providing end-to-end support throughout the customer journey.

Each customer is assigned a dedicated Account Manager to provide ongoing guidance and act as the primary point of contact. Our managed service and self-service support are included in the subscription, with optional enhanced services such as out-of-hours monitoring available at additional cost (get in touch for details).

Our proactive monitoring continuously checks system health, camera performance, and cloud infrastructure, resolving issues on behalf of the customer and only contacting them when necessary. Support is available via ticketing, email, phone, or by booking calls and reporting faults online.

Onboarding and offboarding support



We provide full onboarding support. We migrate your current CCTV system (single or multi-site) and move it to a host deployment. There are 3 ways we can get SEiNG up and running, depending on your existing setup. These are detailed on the below table.

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Deployment Method	What It Is	Best When...	Pros	Considerations
Direct IP Camera	Connects your existing IP cameras directly to SEiNG	You want a quick, no-hardware setup using what you already have	Easy to set up, no extra gear needed	Works best with compatible cameras and a strong network
Cloud Gateway	On-site device that manages multiple cameras and sends video to the cloud	You have lots of cameras or need better bandwidth control	Handles lots of cameras, option to buffer video if internet drops	Requires a small, simple local device to boost reliability and optimise bandwidth use
Cloud Camera	Cameras built to connect directly and securely to the cloud	You're starting fresh or want the simplest plug-and-play option	Super easy setup, scalable, secure	Higher upfront cost for new cameras

As part of our managed service, we handle setup and configuration, plus train the team on the system and workflows, to ensure rapid adoption of the platform, without costing IT time. If support is needed, customers can get in touch via their dedicated account manager by phone or email, or they can submit a ticket to report any faults online.

Our proactive support ensures the system is operational from day one, with any issues identified and resolved by our team. Users also have access to the support hub available on our website for guides, video tutorials, or to log a support ticket.

Should a customer choose to leave the service, we provide an electronic data extract for users at no additional cost. Users can export their video footage easily at any time.

Support response times

Response times based on priority of the incident raised. Initial response times based on priorities outlined below.

P1 – within 1 hour of case submission

P2 – within 4 hours of case submission

P3 – within 1 business day of case submission

P4 – within 2 business days of case submission

Phone support is available 9-5 (UK time), Monday to Friday.

Service constraints

Reliable internet connectivity is required for live view and cloud access. However, we can assist users in optimising bandwidth and finding solutions for limited connectivity.

Technical requirements

As a Cloud service, no application is required; SEiNG is designed to be accessible on any device, via an internet browser.

Supported browsers:

- Edge
- Chrome
- Opera

Stable internet is required for a reliable experience. If a customer has a remote site or unstable connection, we can work with them to maximise bandwidth.

Outage & maintenance management

We offer a 99.999% guaranteed availability, subject to software patching and updates.

Our service is designed for high resilience, ensuring continuous availability and secure operation. The platform is hosted in UK-based cloud data centres with redundant power, network, and storage systems. Core infrastructure and data are replicated across multiple nodes to prevent service disruption. Proactive system health monitoring identifies and mitigates potential issues before they impact users. Detailed information about our datacentre setup and resilience measures is available on request for procurement or security review purposes.

Service outage reporting is provided via email. If any devices go offline or experience issues, the system automatically generates alerts and notifies users by email. This ensures customers are promptly informed of outages and can take any necessary action.

Data Storage & Security

Alert Data take Cloud security seriously, following industry-leading guidance and standards.

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All data is stored in a GDPR-compliant UK data centre. Penetration testing is undergone at least every 6 months by a CREST-approved service provider. Data is encrypted in-transit and at rest. Our data centre has physical access controls, complying with ISO27001, and 24/7 CCTV coverage. We also protect data using obfuscating techniques and data storage sharding.

We are Cyber Essentials Plus Certified, demonstrating our commitment to top-tier security practices.