# Quori Software and Support Service Definition Document

**Prepared For:**
G-Cloud 15 Framework

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# 1. Quori Software Overview

## 1.1 What is Quori?

Quori® is a global operational intelligence software system, powered by AI. It provides strategic and tactical advantage through enhanced situational awareness and predictions of future risk. Quori supports defence, intelligence, multinational and private sector clients worldwide, delivering strategic foresight, risk predictions, and real-time situational awareness.

### 1.1.1 How Does It Work?

Quori allows organisations to collect and analyse information from their operational environment and predict their most high-risk areas at least 24 hours in advance.

Continuously analysing millions of scenarios, Quori provides a live operational picture, highlighting risks that would take weeks of human analysis. The insights enable data analysis, intelligence fusion, and early detection of emerging trends and opportunities that can be exploited.

Quori users interact with a range of modules to generate predictions, report incidents, track assets, manage teams, and more. The Quori system analyses these different data points to find patterns and predict the future. Over time, Quori enables users to produce actionable intelligence and empowers organisations to respond confidently to emerging threats.

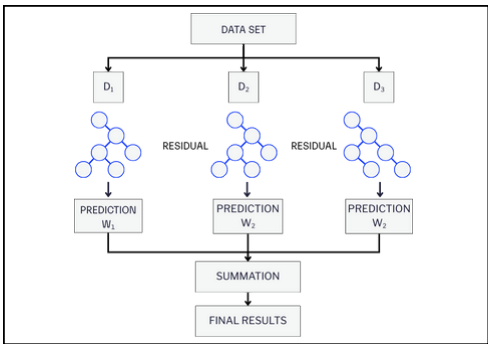
## 1.2 Quori System Foundations

Quori combines data feeds and field reports with machine learning and predictive analytics to deliver actionable, strategic, data-driven intelligence. The system allows organisations to collect and analyse information from their operational environment and predict their most high-risk areas at least 24 hours in advance.

## 1.3. Quori System Features

The Quori system can be tailored to each organisation’s specific needs. The core modules enable users to extract meaningful insights from data feeds and reports through semantic, temporal, and geospatial analysis.

## Predictive Analytics

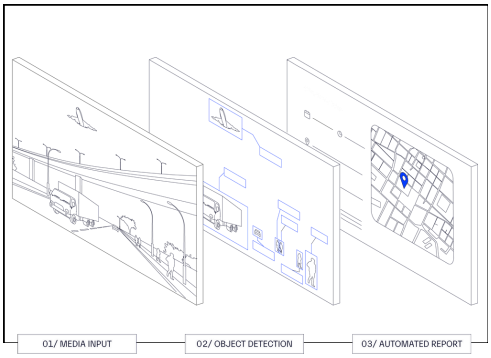



Quori employs machine learning algorithms to find patterns and predict future events. These statistical techniques include fuzzy logic, which mirrors human decision-making by incorporating variable sources of information to reach accurate conclusions.

## Dashboard

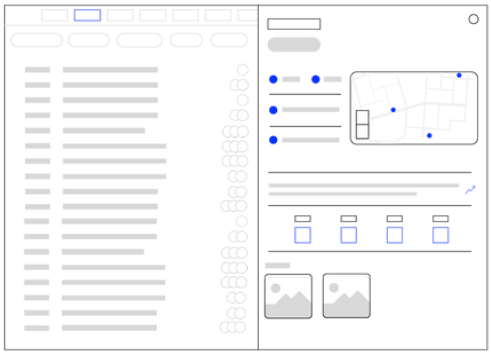
Gain true situational awareness. The dashboard gives a complete overview of your operational environment all in one place. It displays real-time activities from the system modules, including the latest cases, reports, visualized trends, and the geospatial map. Users can quickly explore what needs urgent attention.

## Computer Vision



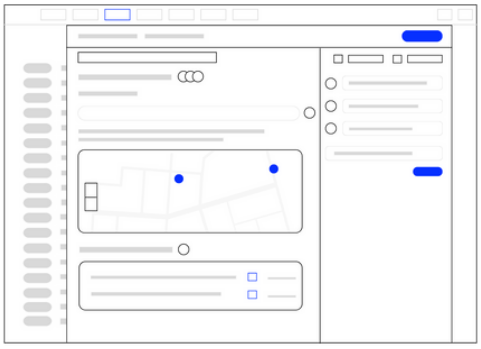

The Quori system uses computer vision to automatically detect, classify, and track people and objects from video and images and generate reports. This reduces manual work and unlocks more powerful insights from an organisation’s drone and CCTV footage.

## Reports



Harness the power of information. Record incidents and events in an easy, standardized format and ensure the whole team is up to date. Share key information, attach evidence, and mark the location of incidents with pinpoint accuracy. Use search and the tagging system to quickly find and categorize related reports. Lastly, you can flag the reports you care most about for later review.

### Cases

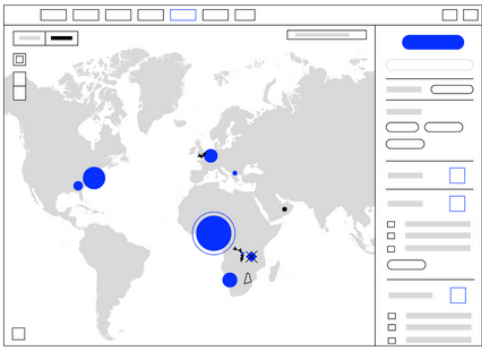


Bring everything together. Manage cases effectively by grouping reports and files, assigning tasks to multiple users, and delegating responsibilities. Keep track of each case's status and history of changes over time. Use the chat feature to share updates and chase anything that matters, ensuring that your team stays on top of their workload and can resolve cases efficiently.

### Assets

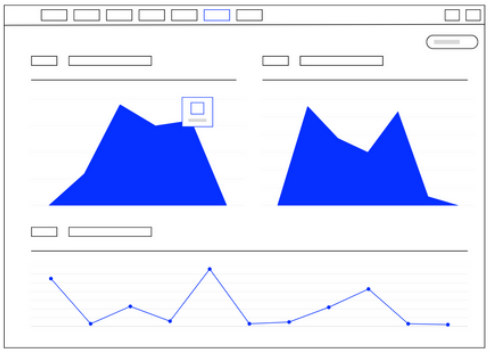
Be prepared for anything. Customizable to your needs, Assets enables you to monitor the status of your integrated security equipment, raise support tickets if needed, and track the movement of valuables. Additional capabilities, such as access logs, can identify when a user or vehicle enters a specific location in your operational environment.

### Mapping



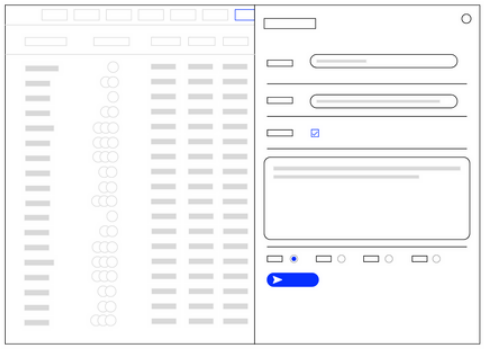
See the playing field. Mapping allows you to better understand the spatial distribution of your data and uncover hidden patterns. Monitor specific areas of interest with geofences and receive alerts when users enter or exit these zones. Track users in real-time to optimize routes, improve safety, and enhance productivity. Finally, heat maps predict your most high-risk areas, allowing you to respond effectively to potential threats.

### Insights



Uncover trends and emerging patterns. Insights allow you to see changes in your data and risk over time. You can personalize your Insights based on key metrics and compare trends using various filters that include week, month, year or a custom period of time. When you're ready, export your findings as images to use in presentations or share with your team. The Insights feature is designed to make data analysis easy and accessible to everyone.

**Alerts**



Stay connected and informed. The Alerts feature ensures users are promptly notified of anything that requires their attention. With its check-in requests, team leaders can rest assured that their team members are safe and up-to-date. In case of an emergency, the SOS feature allows users to quickly broadcast their location and receive help.

# 2. Quori Software Support Overview

## 2.1 Basic Summary

To help users learn how to use Quori, we assist with planning, set-up, quality assurance, performance testing, training, and ongoing support.

### 2.1.1 Support Features It Work?

- Set up assistance
- Cloud software support
- Service and user management
- Easy-to-use interface
- Training on how to use Quori
- Helpdesk support

## 2.2 Service Constraints and Levels

The Quori system is designed as an off-the-shelf solution so that customers can quickly get up and running and start extracting value straight away. The level of customisation is subject to customer needs and contract.

## 2.3 Support Staff

We offer Level 3 support as standard. Level 3 support is the uppermost level of support in a technical support model accountable for resolving the most difficult problems. The title denotes expert-level support for troubleshooting. Tier 3 specialists are generally the most highly skilled specialists and may include the developers who created Quori system.

| SLA | Service Area | SLA description | Target |
|---|---|---|---|
| 1. | Level 3 support | Telephone response to faults after reporting. Telephone support is available during normal working hours. | Within 1 hour |
| 2. | Level 3 support | Response to fault (online) if telephone response does not address issue. | Within 8 hours |
| 3. | Level 3 support | Full fault rectification. | Within 24 hours |

## 2.4 Service Desk

Quori offers remote support services to ensure that users and system administrators receive full assistance throughout the contract period. Our embedded engineering teams handle Help Desk support through an online ticketing system to quickly prioritise and resolve issues. We take care of implementing, installing, monitoring, and testing all parts of the system to ensure proper operation.

## 2.5 Incident Response

Our robust Incident Response Plan (IRP) provides direction and focus for handling information security incidents. It builds upon the well-defined SANS Incident Response Framework: preparation, identification and assessment, containment and intelligence, eradication, recovery, and lessons learned. The IRP emphasizes the importance of reporting incidents, continuous improvement, and cyclical review to ensure Quori continues to follow best practices for quality assurance and effective incident response.

# 3. Information Assurance

## 3.1 Overview

Quori undertakes all appropriate measures to protect the integrity, availability, authenticity, non-repudiation and confidentiality of user data and the information system. Our Information Security Policy (ISP) provides all employees with guidance and direction on information security, including the minimum level of security to be achieved. Further information security requirements are referred to in our Information Security Management System (ISMS).

Quori is certified compliant with ISO 27001 and ISO 9001, and holds Cyber Essentials and Cyber Essentials Plus certification.

# 4. Business Continuity and Disaster Recovery

## 4.1 Data Centres

Quori uses cloud providers' storage solutions as its primary store for customer data. The system relies on the infrastructure of the cloud service providers to ensure that the data is replicated across multiple active hosts simultaneously. This design makes the platform resilient to single points of failure and automatically restores redundancy after hardware faults are resolved.

Maintaining a cloud-based approach helps Quori reduce the carbon footprint associated with power provision. The infrastructures of the underlying cloud service providers are committed to enhancing energy efficiency, transitioning to renewable energy, reducing embodied carbon, and using water responsibly. This supports Quori’s sustainability efforts and those of our customers and end users.

The underlying cloud service providers determine their separate service level agreements (SLAs), which can be found on their respective websites.

## 4.2 Hosting Options

Transparency is the key. Organisations must understand which data laws and regulations govern their data. We listen to our customers' data residency requirements and ensure our cloud provider’s data centres are located in their preferred region. We can store and process data in the UK or outside of the UK.

## 4.3 Disaster Recovery

As part of Quori’s operations, backups of essential and operational data are frequently carried out to ensure business continuity and minimum data loss in the event of an incident. Our Data Backup and Recovery Policy provides clear guidance on the corporate data backup policies and retention of these backups. The policy applies to all electronic data held within the Quori systems and all electronic data stored within the corporate file system (cloud or network).

# 5. Onboarding

Quori typically onboard customers in four phases. This ensures we understand the customer’s requirements and deliver consistent results:

- Scoping Phase
- Setup Phase
- Roll-Out Phase
- Support Phase

The level of customisation is subject to contract. During the setup phase, we aim to make changes within a two-week period.

# 6. Offboarding, Data Extraction and Data Removal

## 6.1 Overview

We believe in delivering exceptional service throughout a customer's journey with us. As such, we work hard to ensure the offboarding process runs as smoothly as possible. Exporting data from the Quori system is simple, and we provide data removal as standard, giving you peace of mind.

## 6.2 Data Extraction

If the customer wants to extract their data at the end of the contract, Quori can export all existing data on the system into raw formats. Quori will work with the customer to determine the best formats for their datasets and destination software systems.

## 6.3 Data Removal

As standard, Quori purges and destroys customer data from all computers, storage devices, and storage media that are to be retained by Quori at the end of the contract.

As part of Quori's audit log retention policy, we retain audit logs indefinitely by default.

## 6.4 Feedback

We are dedicated to creating powerful operational intelligence solutions that can be used by anyone, anywhere. From the start, Quori was designed to challenge inaccessible and over-engineered security, intelligence, and analysis solutions.

As such, we greatly value customer feedback and always strive to improve the Quori system, whether by adding requested features or improving our predictive analytics model.

# 7. Technical Requirements

Quori can operate on any smart device with access to a web browser, and the complementary app can work on any Android or iOS mobile device. The system has been designed to improve accessibility, even for non-technical users.

As part of our sustainability efforts, Quori integrates with an organisation’s existing security systems and equipment to reduce costs and eliminate unnecessary electronic waste.

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