

RI Platform

Service Definition (G-Cloud 15, Lot 2b SaaS)

1. Service Overview

RI Platform is a secure, cloud-hosted Software-as-a-Service (SaaS) platform for explainable time-series analytics. It enables organisations to analyse, monitor and understand complex systems and processes using advanced analytical methods that are transparent and interpretable.

The service supports a range of analytical capabilities, including forecasting, anomaly detection, causal and root-cause analysis, what-if analysis, and the creation of soft sensors derived from existing data. These capabilities are designed to help users identify emerging issues, understand system behaviour, and support evidence-based decision-making.

RI Platform is delivered as a multi-tenant SaaS offering and is accessed through a web browser, with optional programmatic access via APIs. The platform is modular and configurable, allowing functionality to be enabled or configured to specific use cases without requiring bespoke software development.

The service is suitable for OFFICIAL-level workloads and is typically used by analysts, engineers, data scientists and operational teams within public and private sector organisations. RI Platform can be used independently or integrated with existing data sources and systems as part of a broader analytics or decision-support environment.

2. Service scope and functionality

RI Platform provides a set of integrated capabilities for analysing time-series data and supporting explainable, data-driven decision-making. The service is designed to support both interactive analysis and repeatable, automated analytics workflows.

2.1 Core analytical capabilities

The service includes the following core analytical functions:

Forecasting

RI Platform enables users to generate forecasts for time-series data, supporting short-term and longer-horizon forecasting depending on the characteristics of the data and the use case. Forecast outputs include confidence information to support interpretation and decision-making.

Anomaly detection

The platform supports the detection of abnormal or unexpected behaviour in time-series data. This includes identifying deviations from expected patterns, trends, or operating ranges, helping users detect issues such as faults, degradation, or unusual events.

Causal and root-cause analysis

RI Platform provides tools to explore relationships between variables and identify variables associated with observed behaviour. This supports root-cause investigation by helping users understand which factors are most strongly associated with changes or anomalies in a system.

What-if analysis

Users can explore hypothetical scenarios by adjusting input variables and observing the resulting impact on model outputs. This supports planning, operational decision-making, and evaluation of potential interventions.

Soft sensors

The service allows the creation of derived or virtual measurements (soft sensors) where physical sensors are unavailable, unreliable, or costly. These soft sensors are generated from existing data sources and can be used alongside measured data.

2.2 Interactive analysis (RI Studio)

RI Platform includes an interactive, browser-based user interface that allows users to:

- Upload, explore and visualise time-series datasets
- Configure and run analytical models
- Inspect results, including forecasts, anomalies and causal relationships
- Compare scenarios and model outputs
- Save and share analysis within controlled workspaces

This interactive capability is typically used for exploratory analysis, investigation, and collaborative review.

2.3 Automated workflows (RI Pipeline)

The service supports automated and repeatable analytics workflows, allowing users to operationalise analyses once they have been validated. This includes:

- Scheduling or triggering analytics runs
- Applying consistent models across multiple datasets
- Producing outputs for monitoring, reporting or downstream systems

- Reducing manual effort and ensuring analytical consistency

Workflows can be configured through the service interface and, where required, via APIs.

2.4 Integration and APIs

RI Platform provides APIs that allow integration with external systems and data sources. Through the API, authorised users can:

- Ingest data programmatically
- Trigger analytics processes
- Retrieve results and outputs

APIs are designed to complement, rather than replace, the browser-based service.

2.5 Modularity and configuration

The platform is modular and configurable. Functionality can be enabled or disabled per customer or per workspace, allowing the service to be aligned with specific requirements while remaining a standard SaaS offering. Domain-specific configurations or extensions may be agreed as part of a call-off contract.

2.6 Out of scope

RI Platform does not provide:

- Bespoke algorithm development outside the configured service
- Physical sensor installation or hardware supply
- Unrestricted administrative access to underlying infrastructure

Any additional services are subject to separate agreement.

3. Service architecture (high level)

RI Platform is delivered as a cloud-hosted, multi-tenant Software-as-a-Service (SaaS) solution. The architecture is designed to provide logical separation between customers, scalable performance, and secure access to analytical capabilities.

3.1 Architectural overview

The service is composed of a set of containerised application components deployed within a managed cloud environment. These components include:

- A web-based user interface accessed via a standard web browser

- Backend services responsible for data management, analytics execution and workflow orchestration
- An API layer that enables programmatic access and integration with external systems

The platform is designed to scale horizontally to accommodate varying workloads and usage patterns.

3.2 Multi-tenancy and isolation

RI Platform operates as a multi-tenant service with logical isolation between customer environments. Each customer is provided with one or more dedicated workspaces within the platform. These workspaces are used to segregate:

- Data
- Analytical configurations and models
- Users and access permissions

Controls are in place to prevent one customer's activity from accessing or impacting another customer's data or workloads.

3.3 Data flow and processing

Customer data is ingested into the platform either through the service interface or via APIs. Analytical processing is performed within the platform's managed environment, and results are made available through the user interface and APIs.

Data remains under the control of the customer and can be exported in supported formats at any time, including at the end of a contract.

3.4 Deployment and scalability

The service uses container-based deployment and orchestration to support resilience and scalability. Resource usage is monitored and managed to ensure fair use across tenants and to reduce the risk of contention. Where higher capacity or dedicated arrangements are required, these can be agreed as part of a call-off contract.

3.5 Access and connectivity

RI Platform is accessed over secure internet connections using industry-standard encryption. No software installation is required on user devices beyond a supported web browser. APIs are secured using authenticated access and are subject to role-based access controls.

3.6 Hosting and location

By Default the service is hosted in third-party datacentres located in the United Kingdom. Other locations may be agreed in line with buyer requirements. Data storage and processing locations are transparent and can be confirmed as part of contract discussions.

4. Security and assurance

Security is a core design consideration for RI Platform. The service is designed to align with UK Government Cloud Security Principles and to support the secure handling of data for OFFICIAL-level workloads.

4.1 Governance and responsibility

Security governance is owned by Reliable Insights Ltd and overseen by senior management. Policies and procedures are in place covering information security, access control, incident management, vulnerability management, and secure software development. Compliance with these policies is reviewed regularly and updated as the service evolves.

4.2 Identity and access management

Access to RI Platform requires user authentication. Role-based access controls are applied to ensure users only have access to data and functionality appropriate to their role. Multi-factor authentication can be enforced where required. Management and administrative access is restricted to authorised personnel and protected using strong authentication controls.

4.3 Data protection

Data is protected throughout its lifecycle:

- **Data in transit** is protected using industry-standard encryption protocols.
- **Data at rest** is protected using encryption and access controls within the hosting environment.
- Logical isolation is applied between customer environments to prevent unauthorised access.

Customer data remains under the control of the customer and can be exported or deleted in line with contractual requirements.

4.4 Monitoring, logging and audit

The service generates logs covering user activity, system events and administrative actions. These logs support operational monitoring, security

investigation and audit requirements. Audit information can be made available to buyers in line with agreed access controls and retention periods.

4.5 Vulnerability and patch management

Potential vulnerabilities are identified through a combination of routine monitoring, supplier advisories and external security information sources. Patches and updates are assessed for security impact and deployed in a controlled manner, with priority given to issues assessed as high or critical risk.

4.6 Incident management

RI Platform operates defined incident management processes to detect, assess and respond to security incidents. Incidents are investigated promptly, and affected customers are informed in line with contractual and regulatory obligations. Post-incident reviews are conducted to identify corrective actions and improvements.

4.7 Secure development practices

The service is developed and maintained using secure software development practices. Changes are managed through controlled deployment processes, with code review, testing and separation between development and production environments. Security considerations are incorporated throughout the development lifecycle.

5. Service management and support

RI Platform is operated and supported by Reliable Insights Ltd as a managed Software-as-a-Service offering. Service management processes are designed to ensure reliable day-to-day operation, controlled change, and responsive support for users.

5.1 Service operation

The platform is monitored to ensure availability, performance and security. Routine operational activities include service monitoring, capacity management, patching, and controlled deployment of updates. Planned maintenance is managed to minimise disruption and, where possible, is scheduled outside core business hours.

5.2 Support channels

Users can access support through email or an online ticketing system. Support requests are logged, tracked and prioritised based on impact and urgency.

Telephone or onsite support can be provided where agreed as part of a call-off contract.

5.3 Support hours and response

Standard support is provided during UK business hours, excluding public holidays. Initial response times are defined based on the severity of the issue and agreed at contract level. Enhanced support arrangements, including extended hours or faster response times, can be agreed where required.

5.4 Onboarding and enablement

Support for onboarding new users is provided through documentation, guided setup and remote assistance. This may include help with initial configuration, data ingestion and familiarisation with the service interface and workflows.

5.5 Incident and service communication

Service incidents and outages are managed through defined incident management processes. Customers are informed of significant service issues via agreed communication channels, and post-incident information can be provided on request.

5.6 Third-party access

Where authorised by the buyer, third parties engaged by the buyer may be granted access to support services, subject to appropriate access controls and permissions.

6. Onboarding, pilots and demonstrations

RI Platform is designed to be straightforward to adopt, with onboarding and enablement support provided to help users begin using the service effectively.

6.1 Onboarding

Initial onboarding typically includes:

- Creation of customer workspaces and user accounts
- Configuration of access controls and permissions
- Guidance on data ingestion and supported formats
- Introduction to the service interface, analytics capabilities and workflows

Onboarding is delivered remotely using documentation and direct support, with additional onboarding support available by agreement as part of a call-off contract.

6.2 Documentation and self-service resources

Users are provided with documentation that describes how to access and use the service, including guidance on configuring analyses, interpreting outputs, and managing workflows. Documentation is made available in accessible formats and is updated as the service evolves.

6.3 Demonstrations

Demonstrations of RI Platform can be provided to prospective buyers.

Demonstrations typically use representative or synthetic datasets and predefined scenarios to illustrate the service's capabilities and typical use cases.

Demonstrations do not require access to buyer data and are non-production in nature.

6.4 Pilot and proof-of-value engagements

Where appropriate, pilot or proof-of-value engagements can be agreed with buyers. These are time-limited and scoped activities intended to validate suitability for a specific use case. Pilots may use predefined datasets or buyer-provided data, subject to agreement, and are delivered under controlled, non-production conditions.

6.5 Transition to live service

Following successful onboarding, demonstration or pilot activity, buyers may transition to live use of the service under a call-off contract. Configuration, data and workflows established during earlier stages can be reused or adapted as required.

7. Data management and exit

RI Platform is designed to give customers control over their data throughout the lifecycle of the service, including during onboarding, day-to-day use, and at the end of a contract.

7.1 Data ownership and responsibility

All customer data ingested into RI Platform remains the property of the customer. Reliable Insights Ltd acts as a data processor in accordance with the terms of the contract. Customers retain responsibility for determining what data is uploaded to the service.

7.2 Data ingestion

The service supports ingestion of time-series data through the user interface and APIs. Supported data formats include open formats such as CSV and JSON, with

additional formats available where agreed. Data ingestion processes include validation checks to support data quality and integrity.

7.3 Data storage and processing

Customer data is stored and processed within the service's managed cloud environment in accordance with agreed data residency requirements. Logical isolation is applied between customer environments to prevent unauthorised access. Data is protected using encryption and access controls.

7.4 Data export

Customers can export their data and analysis outputs at any time during the contract. Data can be exported in open, machine-readable formats, including CSV, to support reuse in other systems. Export can be performed through the service interface or APIs, subject to access permissions.

7.5 End-of-contract data extraction

At the end of a contract, customers are provided with the opportunity to extract their data and outputs within an agreed period. Support for data extraction can be provided as part of the contract or as an additional service where required.

7.6 Data deletion and sanitisation

Following confirmation that data extraction is complete, customer data is securely deleted from the service in line with defined data sanitisation processes. Deletion methods are designed to ensure that customer data cannot be recovered once removed.

7.7 Exit support

Reasonable assistance with service exit, including data extraction and confirmation of deletion, can be provided by agreement. Any additional support beyond standard data export is subject to the terms of the call-off contract.

8. Commercial model

RI Platform is provided as a subscription-based Software-as-a-Service (SaaS) offering under the G-Cloud 15 framework.

8.1 Pricing structure

Pricing is agreed on a per customer basis as part of a call-off contract and is based on the scope and configuration of the service. Pricing may take into account factors such as:

- Number of users or workspaces

- Enabled platform components and functionality
- Data volumes and analytical workloads
- Support levels and service options

All pricing is transparent and documented within the call-off agreement.

8.2 Contract duration

Contracts are typically agreed for a fixed term defined in the call-off contract. There is no mandatory minimum contract duration unless explicitly stated in the agreed terms. Contracts may be extended or renewed by mutual agreement.

8.3 Payment terms

Payment terms are defined in the call-off contract and are aligned with standard public sector procurement practices. Invoices are issued in accordance with agreed milestones or billing periods.

8.4 Trials, pilots and proof-of-value

Demonstrations and pilot engagements may be provided to support buyer evaluation, as described in Section 6. These are typically time-limited and non-production in nature. Availability and scope of such activities are agreed with the buyer and do not imply an entitlement to a free or open-ended trial.

8.5 Additional services

Optional services, such as enhanced support, onboarding assistance, training, or bespoke configuration, may be offered where required. Any additional services are priced separately and agreed as part of the call-off contract.