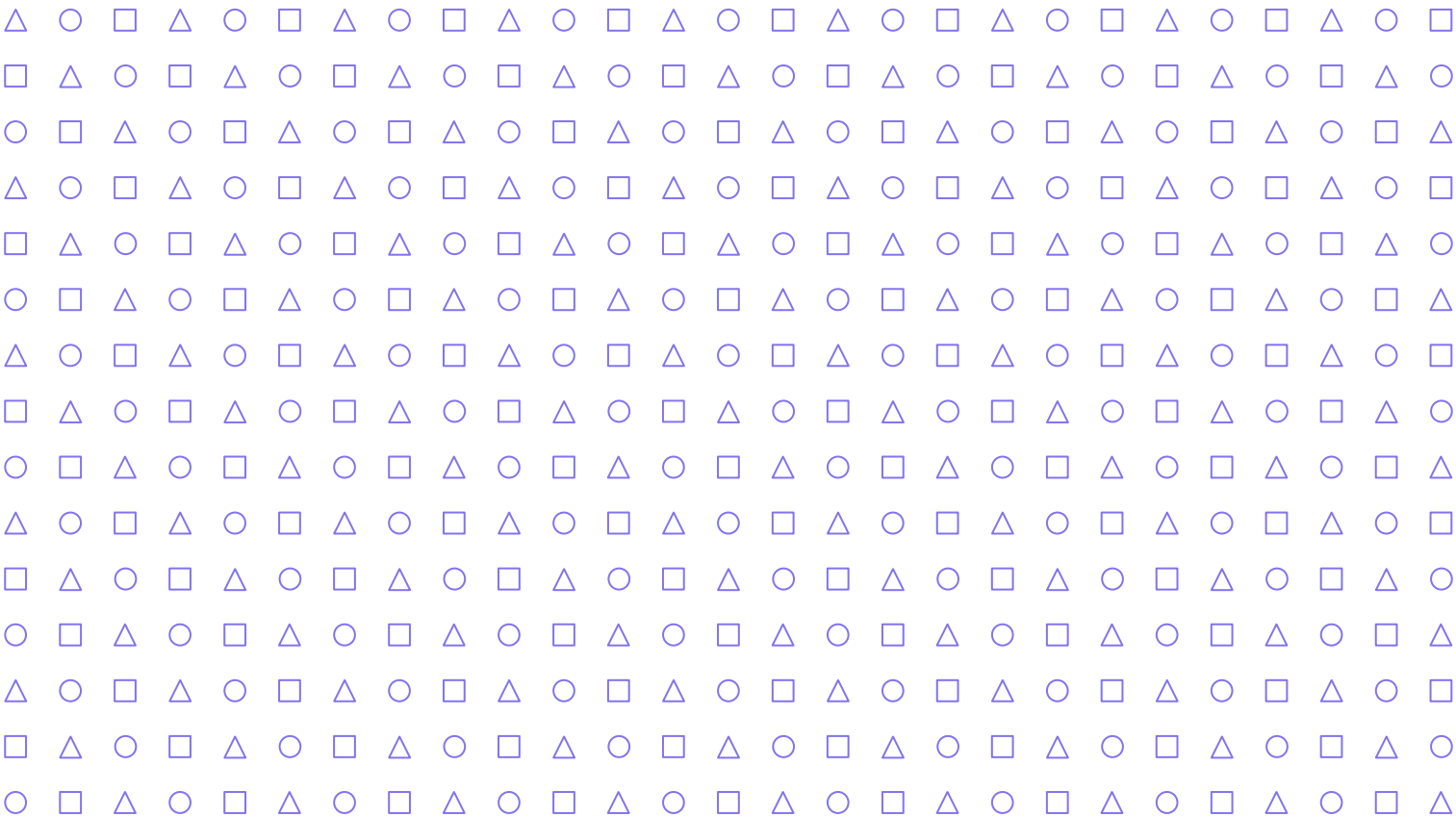




Service Definition Document

Rainbird Technologies Ltd.

January 30, 2026



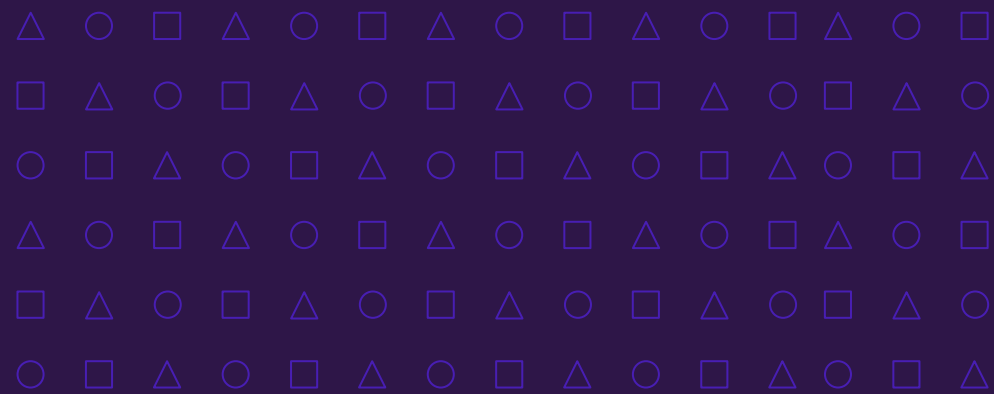


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1 Introduction and Service Overview

What the Service Is

Rainbird provides a cloud-based Software as a Service (SaaS) decision automation platform that enables organisations to capture, automate and scale expert decision-making. Rainbird operates as a knowledge representation and reasoning platform. It operates behind the scenes and is not an end user facing platform.

The Rainbird platform comprises the Rainbird Studio, an application for building and deploying knowledge representations, and a reasoning engine for automating decisions. It automates knowledge-dense complex decisions and provides outcomes that come with a clear, explainable rationale. The service allows public and private sector organisations to digitise knowledge and build and deliver systems that can synthesise expert advice, and make high-stakes decisions in regulatory environments based on their policies, procedures and processes. It centres on using knowledge to build structured models, which support consistent, transparent and auditable decisions at scale.

These models are executed consistently at scale to support decisions that have material consequences, such as financial determinations, eligibility assessments, compliance decisions and regulatory judgements.

Rainbird combines artificial intelligence techniques with knowledge representation and deterministic reasoning. Given the same inputs, the service will always produce the same outputs, avoiding the unpredictability and hallucination risks of Generative AI. Each recommendation is accompanied by a full explanation and audit trail showing how and why the outcome was reached. The platform enables organisations to model the knowledge that shapes how decisions are made, apply that logic consistently across large volumes of cases, and generate clear, explainable outputs that can be reviewed and challenged where necessary. The service is designed to support decision-making rather than replace human judgement, enabling users to understand how and why a particular outcome has been reached.

Access to the Rainbird Studio is typically provided to a small number of trained expert users, such as knowledge engineers or designated subject matter specialists, who are responsible for building, testing and governing decision models. End users do not interact directly with Rainbird, but rather with applications which themselves defer to Rainbird via API to make a decision. This can include CRMs ERPs, chatbots and Agentic AI. Decisions and their accompanying logical audit trails are then returned to the consuming application or service.

Purpose of the Service

The purpose of the Rainbird service is to help public and private sector organisations gain AI benefits without the risks, managing complex, high-impact decision-making in a consistent, transparent and auditable way. Many public sector decisions rely on scarce expertise, complex policy interpretation and evolving regulatory frameworks. These decisions are often difficult to scale, costly to assure and challenging to evidence.

Rainbird addresses these challenges by enabling organisations to capture expert knowledge and policy logic once, govern it centrally, and apply it consistently across large volumes of decisions. Although autonomous decisions are possible, Rainbird typically augments decision-making by providing recommendations and rationale that decision-makers can understand, challenge and override if appropriate.

In practice, Rainbird has enabled organisations to transition from manual, bespoke decisioning processes to scalable, repeatable and explainable automated decision services, cutting processing times dramatically and enabling expert resources to focus on high-value judgment tasks.

The service supports organisations to:

- Reduce reliance on scarce subject matter experts for repeatable decisions.
- Improve consistency, fairness and defensibility of decisions.
- Provide clear explanations for assurance, audit and appeal.
- Adapt quickly to changes in policy, regulation or operating models.
- Identify opportunities to improve policy through analysis of decision outcomes and overrides.

By improving the quality, transparency and consistency of decisions, Rainbird can help public sector organisations manage risk, maintain public trust and deliver better outcomes.



Intended Users and User Groups

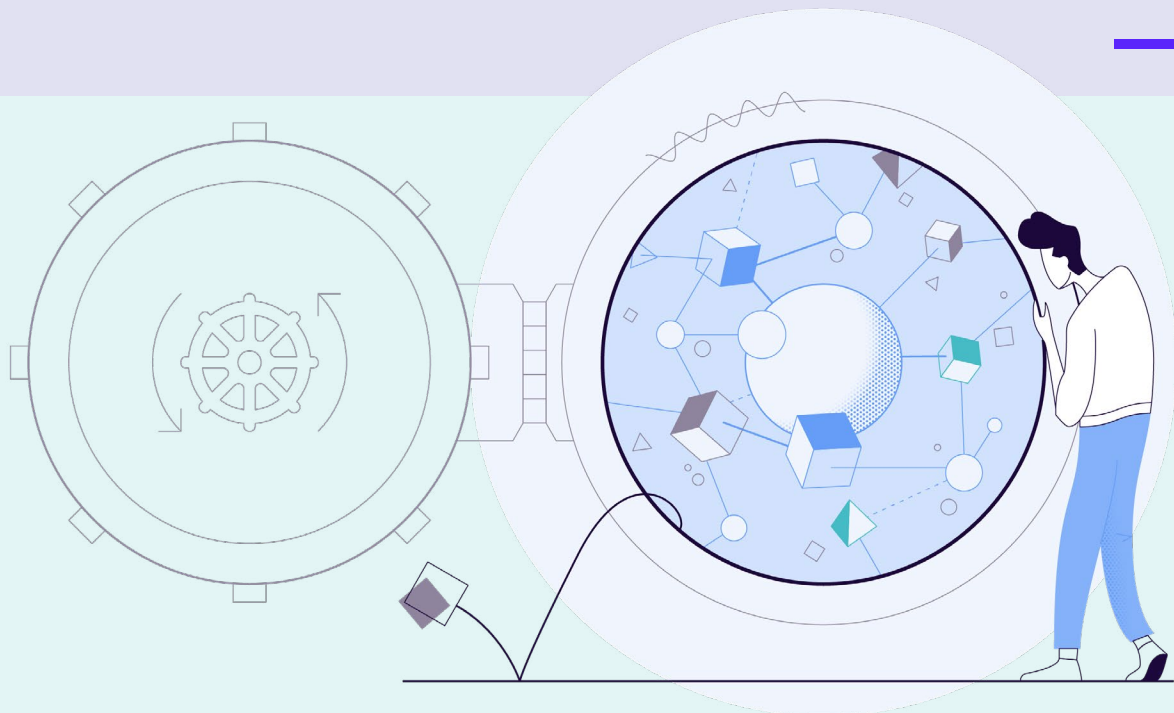
Rainbird is designed for use by public sector organisations, including:

- Central government departments and agencies
- Arm's length bodies
- Regulatory and oversight bodies
- Local authorities
- Public sector delivery organisations

The Rainbird Studio itself is accessed only by a limited number of trained expert users, such as:

- Knowledge engineers responsible for building and maintaining decision models
- Subject matter experts contributing policy, regulatory or operational knowledge
- Digital or transformation specialists governing decision logic

Decisions and explanations produced by the Rainbird reasoning engine are consumed by front-end systems used by policy teams, operational staff, caseworkers or citizens. These users benefit from Rainbird's recommendations without needing direct access to the Rainbird Studio. We provide Rainbird Academy to help train our customers on building transparent, automated decision-making systems using our decision intelligence platform.



2 | Service Scope and Key Capabilities

Core Functional Capabilities

The Rainbird Platform provides a set of core capabilities designed to support complex, regulated decision-making:

- **Knowledge Capture and Modelling:** Expert knowledge, policies, procedures and regulations are captured in structured decision models that reflect how decisions are made in practice. Models can be drafted programmatically, and are designed around the customer's operating model rather than forcing changes to fit the technology.
- **Deterministic Reasoning and Decision Recommendations:** The service applies deterministic reasoning to evaluate data in the context of the knowledge model. The result is decisions where for a given set of inputs, Rainbird will always produce the same recommendation, supporting predictability, assurance and regulatory confidence.
- **Explainability and Rationale:** Every recommendation is accompanied by a clear explanation showing which rules, facts and reasoning steps contributed to the outcome. This supports audit, assurance, appeal handling and regulatory scrutiny.
- **Decision Audit and Traceability:** Rainbird maintains a full history of decision logic, changes and outcomes, enabling organisations to demonstrate compliance with internal governance and external regulation.
- **Testing and Validation:** Decision models can be tested and validated before deployment to ensure accuracy and alignment with policy intent.
- **Integration and Automation:** Rainbird is accessed through secure APIs, allowing other systems such as case management platforms, workflows, CRMs, financial systems, RPA tools, Agentic AI frameworks or bespoke applications to request trusted decisions and return them with a logical rationale that acts as an audit trail.



Alignment to Public Sector Use Cases

Rainbird is suited to public sector scenarios where decisions are complex, regulated and consequential. Typical use cases include:

- Eligibility and entitlement assessments.
- Regulatory and compliance decision support.
- Policy interpretation and application.
- Financial and benefits-related decisions.
- Risk assessment and triage.

Rainbird is typically embedded within existing digital services, providing high quality, precise, deterministic and auditable decision recommendations and rationale. We have been deployed across banking, financial services, insurance, tax, legal and healthcare domains with core value themes that include consistent, explainable decisions at scale, reduced manual assessment time and robust audit trails, all directly map to public sector decision needs, such as eligibility assessments, regulatory compliance checks, and operational risk assessment.



3 | Service Delivery Model

SaaS Delivery Approach

Rainbird is delivered as a fully managed Software as a Service under G-Cloud Lot 2b. The service is hosted in a secure cloud environment and integrated into customer systems via APIs.

The platform uses a cloud-native, microservices-based architecture deployed on managed Kubernetes services. It can be provided in single-tenant or multi-tenant configurations depending on customer requirements and can be deployed across major cloud providers including AWS, Azure and Google Cloud Platform.

Shared Responsibility Model

Rainbird is responsible for operating, maintaining and securing the platform, including infrastructure management, availability, monitoring and backup processes.

Customers are responsible for defining, approving and governing the decision logic encoded in the platform, and for managing how Rainbird recommendations are used within their services.



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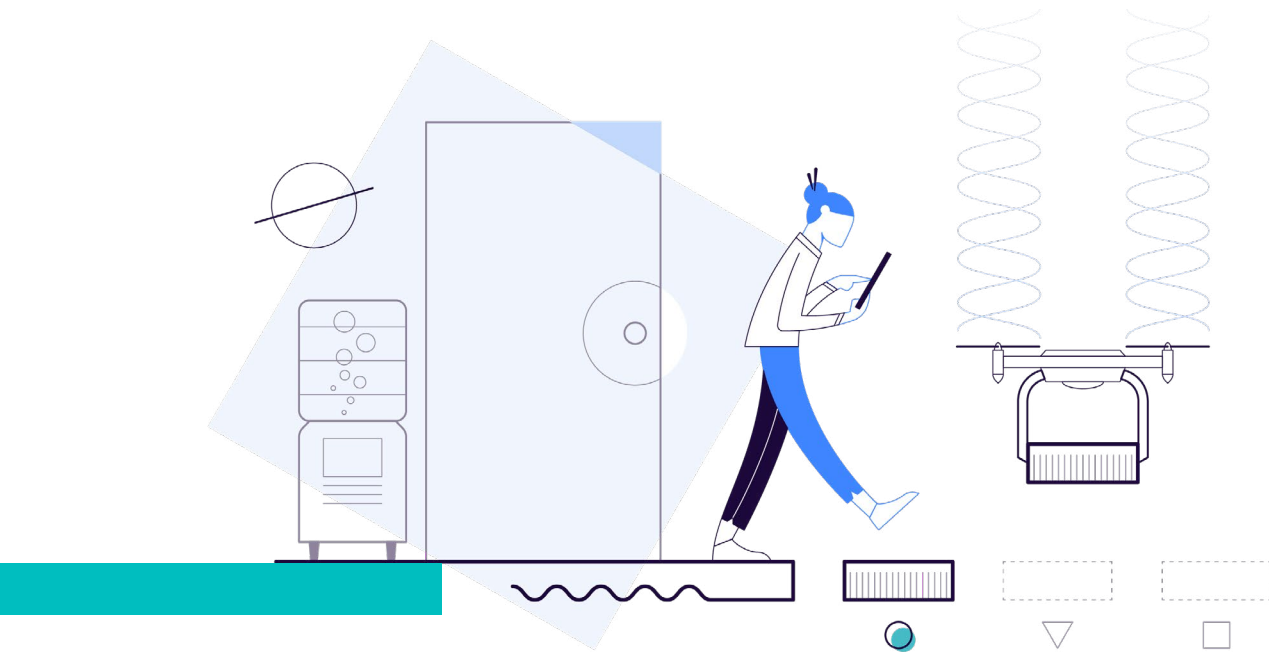
Data Backup, Restore and Disaster Recovery

Data Backup and Restore

Rainbird uses cloud-managed database services that perform automated backups with defined retention periods. Backups are encrypted and managed using cloud-provider security controls to protect confidentiality and integrity. Restore processes are in place to support recovery in the event of data loss or corruption, aligned with the platform's high-availability architecture.

Business Continuity and Disaster Recovery

The service is designed for resilience and continuity. Application components run across multiple availability zones, with automated failover and self-healing. Disaster recovery arrangements are documented, reviewed and tested to minimise service disruption and protect customer operations.



5 | Customisation and Configuration

Configuration Options

Rainbird is highly configurable by trained expert users without bespoke software development. Customers can configure:

- Decision models and knowledge structures
- Rules, thresholds and logic
- Governance and approval workflows
- Outputs, recommendations and explanatory detail

There is no end-user interface or branding customisation, as Rainbird operates solely as a back-end decision engine that enables other services to defer to Rainbird to make complex decisions.

Differentiating Capabilities

Rainbird is differentiated by its deterministic reasoning, explainability and auditability. Unlike black-box AI systems, Rainbird avoids hallucination risk and provides a full explanation for every recommendation. In previous contracts with private clients, our deterministic engine has replaced inconsistent manual assessments with repeatable logic, while providing full rationale for every recommendation. This is essential where decisions must be heavily backed by logic and present causal explanations.

The service is flexible and cloud-agnostic, which means it can integrate with any system and adapt to the customer's operating model rather than forcing change. Rainbird focuses on decisions with real-world consequences and supports regulated environments where trust, transparency and control are essential.



6

Onboarding and Offboarding Support

Onboarding Support

Onboarding is focused on enabling a limited number of trained expert users to build, test and govern decision models. Support includes access to a substantial on-line training Academy structured knowledge capture workshops, training, documentation and assisted model development.

Rainbird also provides ongoing support to help customers evolve models as policies, regulations and operating practices change.

Offboarding and Exit Support

Rainbird supports orderly offboarding, including secure export of customer data and decision models, knowledge transfer as required, and secure deletion of customer data following confirmation.

7

Service Constraints and Mitigation

Service Constraints

As a back-end decision intelligence engine, Rainbird does not provide end-user interfaces. End-user interaction is delivered by consuming systems. Deep platform customisation beyond configuration of decision logic is not necessary and therefore not supported within the standard SaaS offering.

Mitigation and Continuous Improvement

Rainbird works closely with customers to mitigate constraints through structured onboarding, clear governance and continuous improvement. The platform supports analysis of decision outcomes and overrides, enabling recommendations for policy or model changes without automatically altering regulated decisions.

8 | Service Levels and Support

Performance and Availability

Rainbird's platform and runtime engine is designed for enterprise-grade performance, scalability and mission-critical use. While uptime SLAs and availability commitments are agreed contractually, the underlying platform supports high availability and resilient deployment models suitable for regulated and high-throughput environments.

Rainbird's engine is delivered using a cloud-native architecture that supports scalable, resilient operation across multiple cloud environments. It is built to ensure that deterministic decision logic can be executed repeatedly and consistently at scale without unpredictable variation. The platform is proven in mission-critical processes across regulated industries, including financial services, insurance, tax, audit and healthcare, supporting consistent decisioning under heavy load.

The service is monitored using automated health checks, performance metrics and alerting, ensuring that performance degradations are identified and addressed promptly. Availability commitments are defined in Rainbird's published Service Level Agreement and reflect the requirements of enterprise environments. Failover mechanisms and scalable infrastructure arrangements support continuity of service as required by public sector and regulated customers.

Support Model

Rainbird operates a structured support model designed to assist expert users responsible for governing and operating decision models. Support is provided primarily through an email-based ticketing process during standard UK business hours, enabling trained users to obtain assistance with technical issues, model deployment questions, integration queries and governance concerns.

In addition to standard support, customers are typically assigned a named account manager or customer success manager who provides tailored support, points of contact and coordination for escalations or more complex organisational requirements.

Rainbird's support model is focused on enabling customers to integrate, operate and scale their decision intelligence usage safely and effectively. While on-site support is not included as part of the standard SaaS offering, Rainbird's engineers are available for additional professional services or consultancy engagements where customers require bespoke implementation assistance or deeper integration support.

Customers also benefit from Rainbird's extensive online training academy, documentation, developer guides, APIs, SDKs and community resources, which support integration, testing and optimisation activities.

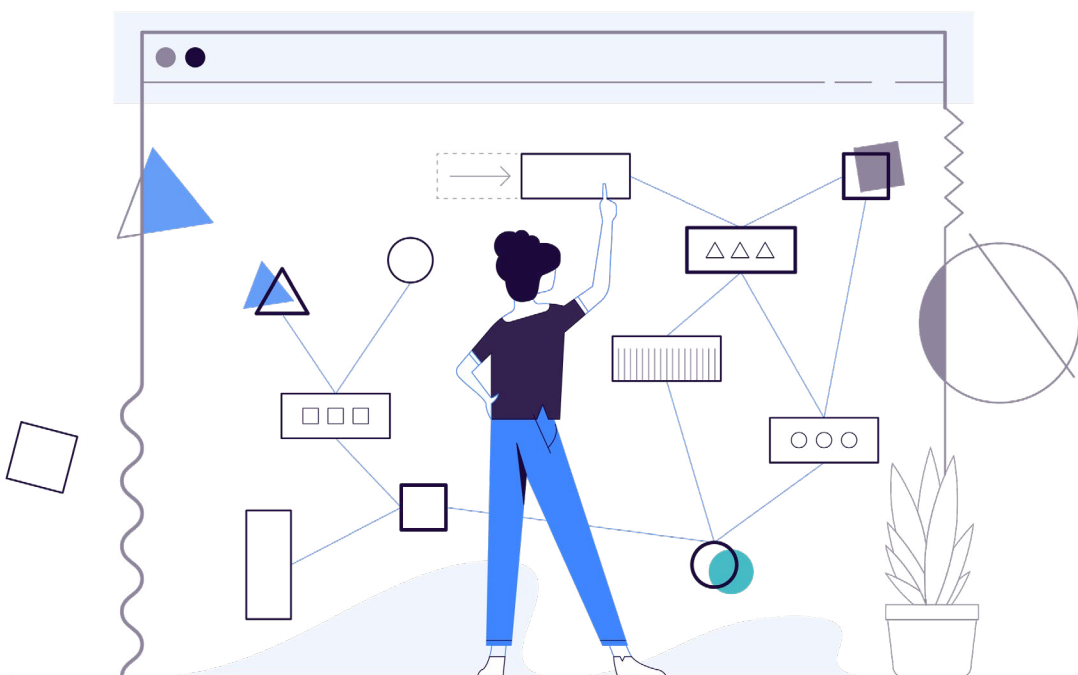
9 | Security and Compliance

Rainbird's technology is designed with security and compliance controls suitable for regulated environments and public sector use. Key security controls and standards include:

- Enterprise-grade security posture built for mission-critical workloads and high-stakes decisioning environments.
- ISO 27001 certification, demonstrating a formal, independently audited information security management system covering policy, risk management, access controls and incident handling.
- Deployment flexibility, including hosted, private cloud or self-hosted options, allowing organisations to align with their own security and governance models.
- Secure API-based integrations, enabling Rainbird to be embedded in customer systems without exposing core logic or data streams.
- Full auditability and explainability by design, with deterministic reasoning and traceable evidence trees that support regulatory compliance and transparency requirements.

Encryption and Access Control:

- Data is encrypted both in transit and at rest using industry-standard cryptographic controls, protecting sensitive information against unauthorised access or interception.
- Role-based access and governance controls ensure that only trained expert users can build or modify decision models, minimising risk and maintaining control over sensitive logic.



Audit Logging and Traceability:

- Every decision generated by Rainbird includes a regulator-ready audit trail and evidence tree showing the logic applied and the source of each inference. This is critical for compliance with data protection and decision accountability standards.

Data Protection Compliance:

- Rainbird's deterministic, explainable approach supports GDPR principles, especially around transparency, accountability, and meaningful explanation of automated decisions. While GDPR requires organisations to handle personal data lawfully and transparently, Rainbird's architecture helps deliver evidence of how automated decision logic has been applied.
- Customers retain control over how personal data is processed and are responsible for ensuring lawful bases and appropriate data protection controls are in place when Rainbird is integrated into their systems.

Security Testing and Continuous Improvement:

- Regular security assessments, including penetration testing and configuration reviews, are conducted as part of Rainbird's ongoing risk-management practices.
- The platform's support for version control, testing and reporting ensures that changes to decision logic are governed and can be audited.



10 | Summary of Our Service

Rainbird provides a secure, explainable and deterministic AI-powered central decisioning platform. It operates behind the scenes to provide secure and precise logic-based reasoning, delivering decisions recommendations with an audit trail to other systems, supporting consistent, transparent and auditable decision-making in complex public sector environments. The Rainbird Platform continues to help many clients across the UK.

Our No-code / Low-code Studio application consistently enables organisations to encode complex expert knowledge into structured, explainable models that can be applied at scale. Our Reasoning engine ensures deterministic, repeatable recommendations with clear rationale and full audit trails, supporting enhanced consistency, transparency and accountability in decision-making.

Across multiple implementations, Rainbird has demonstrated the ability to reduce manual workload, accelerate processing times, improve governance and provide reliable, traceable outcomes in environments where decisions carry regulatory, financial or operational consequences. By embedding expert reasoning into automated services and maintaining full explainability, Rainbird supports better operational control, improved assurance and informed policy refinement.





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