

Cognni Service Definition – G-Cloud 15

1. Service Overview

Cognni is a secure, AI-powered knowledge management platform designed to help public sector organisations centralise, access and use the knowledge they already own. The service brings together research, reports, evidence and insight from across internal and external sources into a single, intuitive platform, enabling staff to work faster, reduce duplication and make confident, evidence-based decisions.

Cognni is delivered as a fully managed Software-as-a-Service (SaaS) platform, accessed through a web browser, with no software installation required. Each customer is provided with a dedicated, securely isolated instance that is fully branded and configured to their organisational needs.

2. Service Features

The service provides the following core features:

- Centralises research, reports and evidence into a secure knowledge platform
- Seamless integration with internal systems, external sources, newsfeeds and providers
- AI-powered search delivering instant answers grounded in verified organisational knowledge
- Generative AI capabilities with citations supporting accuracy, transparency and trust
- Custom branding and personalised experience aligned to organisational culture
- Intelligent categorisation automatically structures content for improved discovery and governance
- Automated alerts and notifications promoting relevant new knowledge to users
- Enterprise-grade security with granular permissions, audit and compliance controls
- Fully managed cloud service requiring no customer infrastructure or maintenance
- Accessibility-compliant interface enabling inclusive, user-friendly knowledge access for all

3. Service Benefits

Key benefits of the service include:

- Improves knowledge visibility, reducing duplication and enabling faster decisions
- Provides seamless access to trusted information from integrated sources
- Delivers instant, accurate answers; enabling better decisions with confidence
- Generates cited summaries, improving transparency, auditability and evidence-based decisions

- Boosts engagement through intuitive experiences aligned to organisational branding
 - Strengthens governance via structured categorisation and consistent content management
 - Automatically updates users, ensuring critical information reaches relevant users
 - Strengthens security with controlled access to sensitive organisational information
 - Lowers operational overheads through a fully managed cloud service
 - Supports inclusive working with accessible, equitable knowledge access for all
-

4. Technical Architecture and Delivery Model

Cognni is delivered as a browser-based SaaS platform hosted on Microsoft Azure public cloud infrastructure. Each customer is provisioned with a dedicated, logically isolated instance that is accessible only to authorised users.

The service is accessed securely over HTTPS using a modern web browser and supports desktop and mobile use through a responsive interface. No client software, agents or plugins are required.

Cognni is designed for high availability, resilience and scalability, with monitoring, alerting and security controls built into the platform. Data is encrypted in transit and at rest, and access is controlled through role-based permissions. The hosting and security approach is detailed further in the Security section and supporting documentation

5. Onboarding and Implementation

Cognni provides a structured, supported onboarding process designed to ensure rapid adoption and long-term success. Implementation is delivered in phases, covering discovery, configuration, deployment and launch.

This includes branding, taxonomy and category setup, integration configuration, content onboarding and user access configuration. Training is provided for administrators and users, supported by guidance materials and live sessions as required.

A typical implementation is completed over several weeks, depending on organisational complexity, integrations and content volume. Ongoing optimisation and support continue after go-live, with Cognni working as a long-term partner rather than a one-off supplier.

6. Training and Ongoing Support

Cognni is designed to be intuitive and easy to use, minimising the need for extensive training. Where required, Cognni provides online training sessions for administrators and key user groups, supported by clear guidance materials.

Support is provided via email and online ticketing during UK business hours. All customers receive the same standard support level, included in the licence fee. A named customer

success contact supports onboarding, adoption and ongoing optimisation, although this is not a formal technical account manager service.

Further detail on training, support and partnership is provided in the supporting documentation.

7. Service Constraints

Cognni operates with standard SaaS constraints. The service requires internet connectivity and a modern web browser. Occasional planned maintenance may occur outside core business hours, with advance notice provided. Integrations depend on the availability and accessibility of customer systems. No other material constraints apply.

8. Accessibility

The Cognni interface is designed in line with WCAG 2.2 AA standards. The platform supports keyboard navigation, screen readers, appropriate colour contrast and responsive layouts. Accessibility considerations are incorporated into ongoing development and testing to ensure inclusive access across desktop and mobile devices.

9. Security and Compliance

Cognni operates a comprehensive information security framework aligned with recognised best practices. The platform uses encryption in transit and at rest, network isolation, monitoring and alerting, and role-based access controls.

All staff involved in service delivery are BPSS-checked. Cognni does not connect directly to restricted public sector networks and is accessed over the public internet via secure connections. Detailed security and infrastructure controls are described in the Security & Infrastructure Overview document.

10. Commercial Model (Summary)

Cognni offers flexible licensing options, including per-user and enterprise-wide models. Pricing is tailored to organisational size, scope, content volume, configuration and integration requirements.

An implementation fee covers onboarding and initial setup. An annual licence fee covers platform access, hosting, maintenance, updates and standard support. Optional professional services may be provided by agreement. Full pricing details are provided in the separate Pricing and Commercial Approach document.

11. Measuring Success and Value

Cognni supports organisations in measuring adoption, efficiency gains and value through agreed success metrics. These may include engagement levels, reduction in time spent searching for information, reuse of existing knowledge and reduced duplication of research

activity. Reported outcomes from existing customers demonstrate significant efficiency and cost-reduction benefits, though results vary by organisation.

12. ESG and Social Value

Cognni is a B Corp-certified organisation, committed to high standards of social and environmental responsibility. The business operates with a focus on ethical governance, inclusive working practices and environmental sustainability. Cognni's platform also supports more sustainable ways of working by reducing duplication, information waste and unnecessary research activity.

13. End-of-Contract Process

At contract end, Cognni provides customers with a complete export of all content and data held within their platform instance, including documents, metadata and categorisation structures. Data is supplied in standard formats and transferred securely. Once receipt is confirmed, the instance is decommissioned and remaining data deleted in line with Cognni's data retention policies. Core data extraction is included in the contract price.