



Axiom Software-as-a-Service (SaaS) License

G-Cloud 15 Service Definition
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Service Description

Axiom is a verification and coordination platform for organisations working with distributed teams in challenging environments.

It helps you verify people, devices, locations and evidence, then use that trusted information to communicate, coordinate and compensate teams safely and at scale.

Service Overview

Axiom enables public sector organisations to:

- Verify who is participating in a project
- Verify where activity is taking place
- Verify the photos, videos and documents they receive

On top of this verification layer, Axiom provides secure channels for messaging, tasking, mapping and payments.

Through a single app, used by field teams, coordinators and managers on mobile, tablet and desktop devices, organisations can:

- Onboard and verify users and devices
- Create secure messaging channels for specific projects, teams or operations
- Exchange messages and operational updates in real time
- Assign, track and approve tasks
- View where verified team members are operating on a map
- Collect verified media and documents as evidence
- Send digital payments to verified users when required

The service is designed for high-stakes, high-risk or hard-to-reach environments where trust, security and auditability are essential.

Service Features

VERIFY

- User verification options, including biometric enrolment
- Device checks to help ensure only trusted, up-to-date devices can access sensitive information

- Verified media and document submission from the field, with metadata to support authenticity and location checks

ENGAGE

- Secure one-to-one and group messaging between verified users
- Built-in translation to help verified teams communicate across many languages
- Task management: create, assign, track and approve tasks linked to verified users, channels or teams

VISUALISE

- Live geolocation of verified users on a map (where enabled)
- Channel-based map views so you can coordinate and share points of interest

PAY

- Digital payments to verified team members
- Support for USD-pegged stablecoins
- Payments linked to verified identities and activity

Service Benefits

- **Trust your network** – know who your users are, what devices they use and where they are operating
- **Trust your evidence** – receive photos, videos and documents from the field with verification and metadata to support integrity and location checks
- **Coordinate with confidence** – manage channels, tasks and updates in one place, based on a verified view of your teams and operations
- **See what's happening in real time** – visualise the location of verified users and key resources on a secure map view
- **Pay the right people** – send digital payments to verified users quickly and transparently, including in USD-pegged stablecoins where suitable
- **Reduce risk and overhead** – use identity, device and media verification to lower fraud, misreporting and manual checking effort

Service Components

AXIOM APP

Axiom is delivered through a single app for smartphones, tablets and desktop devices.

From the Axiom app, users can:

- Complete onboarding and identity verification (where enabled)
- Use a verified device to join the channels relevant to their role or project
- Send and receive secure messages and updates in one-to-one and group channels
- Receive, review and complete task assignments
- Share their live location (where enabled and permitted) so authorised staff can see where verified teams are located
- Capture and submit photos, videos and documents with enhanced metadata to support verification and audit trails
- Initiate and/or receive digital payments, depending on their role and permissions

Security

Security and verification are at the heart of Axiom – we protect both your teams and your data. Axiom is built with a defence-in-depth approach that includes:

- Encryption of sensitive data in transit and at rest
- Secure, access-controlled channels
- Hardened cloud infrastructure and network security controls
- Strong administrative access controls and role-based permissions
- Continuous system monitoring, logging and alerting

Axiom supports GDPR compliance requirements. Labrys operates information security practices aligned with ISO/IEC 27001 (information security management).

Customer Support

Labrys provides customer support as part of its SaaS licence.

Each customer is assigned a Customer Success Manager who provides:

- Initial platform onboarding and support with setting up verification policies
- Basic product training for administrators and key users
- Ongoing support with configuration and best practice

Customers can contact the Customer Success team through our online helpdesk. The helpdesk is staffed from 8:00 AM to 6:00 PM UK time, Monday to Friday, excluding UK bank holidays.

Enhanced support and training options can be scoped if required.

Technical Requirements

Axiom is delivered as a cloud-hosted Software-as-a-Service (SaaS) solution.

Users access the service through the Axiom app on:

- Smartphones
- Tablets
- Desktop or laptop devices

The mobile versions of the Axiom app are compatible with Android operating systems that are officially supported by Google Mobile Services (GMS). We guarantee support and product compatibility for devices running Android versions that are no more than three major releases behind the latest Android operating system version officially supported by Google.

Desktop and laptop use requires a modern, up-to-date operating system and web browser (for example, recent versions of Chrome, Edge or equivalent). Specific requirements are confirmed during onboarding and are based on standard enterprise device and browser configurations.