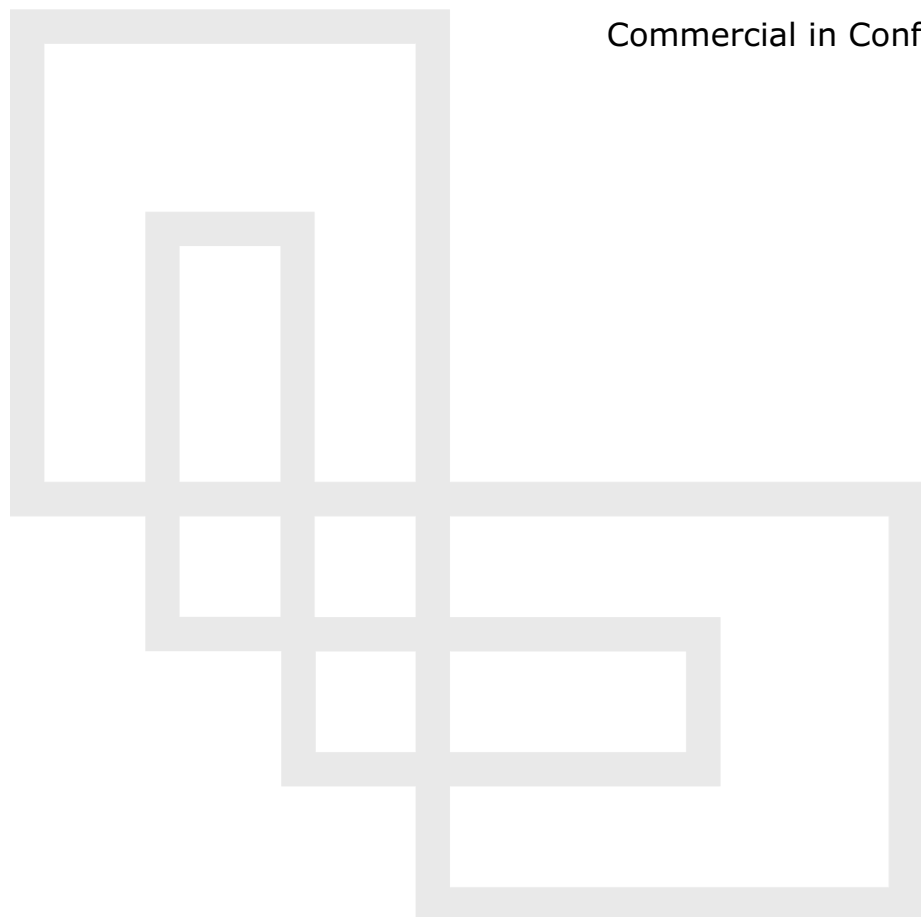




Legal Operations Platform Service Definition Document

28 January 2026

Commercial in Confidence



Lawcadia. end-to-end legal operations platform

An intelligent end-to-end legal operations platform built specifically for the legal industry.



Intake, Workflows + Contract Automation

Configure workflows and automate processes the way you want to. Receive instructions from the business, automate the creation of documents, plus self-service options.



Matter, Email + Document Management

In-house teams can collaborate seamlessly through enhanced SharePoint, Outlook & Word integrations, sharing of tasks, notes and documents, and all on the same platform. Clever productivity tools enhance efficiency and adoption.



External Counsel Management

Gain visibility and control over all legal spend, manage scope and budget, spend wisely using logic-based procurement, eBilling & rate card compliance, and communicate more effectively with legal providers.



Detailed Reporting + Metrics

Curate and configure unique dashboards, reports and more with a sophisticated BI reporting tool. Every data field in Lawcadia can be marked as reportable, allowing for rich and detailed reporting – demonstrating true value of the legal team.

one platform. many solutions



A platform based on plug-in architecture, allowing in-house teams or firms to configure the platform their way, under their rules.

Module	Benefit	Features
Workflows and Automation	Configure workflows and automate processes the way you want to, not the way you're made to.	• Unlimited workflow customisation • Unlimited automation capabilities • Document automation • Capture all matter information at once • Easily manage legal requests • Automated triage and process streams • Complex approvals for internal sign-off • Create regulatory workflows to log key information and trigger actions • Configurable workflow labels
Matter Management	In-house teams can collaborate seamlessly through clever integrations, sharing of tasks, notes and documents.	• Create, allocate and prioritise matters • Project and task management • Microsoft SharePoint, Outlook and Word integrations • Integration with iManage • Manage capacity and overflow • Demonstrate team value to C-suite • Advanced search capabilities • Configurable matter statuses • Configurable document labels • Configurable email labels • Configurable activity labels
External Counsel	Gain visibility and control over all legal spend, manage scope and budget, spend wisely using logic-based procurement, and communicate more effectively with legal providers.	• External matter management • Spend management and reporting • eBilling and rate card compliance • Invoice review and billing rules enforcement • External counsel collaboration • Budget and scope management • Logic-based provider selection and management • Configurable scope labels

solution. workflows + automation

Market leading intelligent automation engine the whole business can use.



Receive

Collect the right information, first time, every time. Easily customise and configure intake workflows using no-code drag and drop capability.



Communicate

Centralise communications between the internal stakeholders, in-house team and external law firms.



Accelerate

Do more with less and take your team's service delivery to the next level.



Allocate + Approve

Automate triage and ensure internal approval compliance by embedding even the most complex processes.

solution. matter management

Collaborate and make the most of your resources with a system designed for in-house legal.



How You Work

Assign milestones to matters, prioritise workloads, allocate tasks, and save emails and files directly from Outlook. Save documents and versions from Word directly into the matter.



Single Secure Source of Truth

Ditch the double up and create, manage and track your internal legal matters from a single, easy to use application that upholds legal privilege.



Document Management

Manage files in a single, safe location, with automatic permissions; options to integrate with SharePoint, and knowledge management systems such as iManage.



Team Management

Manage your team's matter effectiveness through collaboration tools, capacity management, workload allocations and activity tracking.



Configurable Status Updates

Easily track and update the matter status, respond proactively, and keep the business updated throughout the matter lifecycle.



Reporting and Analytics

Automate your data collection and generate reports on your workload, matter status, critical deadlines and tasks.

solution. external counsel management

Enhance your law firm relationships with tools designed for transparency, productivity and collaboration.



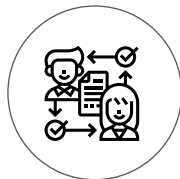
Better Instructions

Utilise consistent structured processes for instructing your law firms with feedback loop for continuous improvement. Instruct legal work or even request secondees.



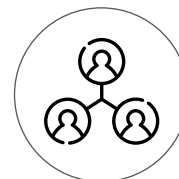
Budget and Scope Controls

Enjoy predictable spend with agreed budget, scope of work and fee structure for each matter, plus transparent process for communicating and agreeing changes.



Multi-level Approvals

Automated approval requests, notifications and escalations are available to ensure that the platform mirrors internal approval requirements at multiple decision points.



Collaborate and Manage

Share documents, tasks, activities, receive matter updates, and even project GANTT charts for your more complex matters.



Matter RFPs

Automated matter RFPs with visual comparison tables make it easy for in-house lawyers to obtain competitive quotes and proposals from preferred law firms.



Reporting and Metrics

Capture and present data and metrics across a plethora of quantitative and qualitative data points with beautiful, customised reports.

key feature. advanced search

Advanced Natural Language Search: Effortlessly locate data across the entire platform.

Users can easily search across any data field in workflows, within emails or documents, and also previous advice by law firms. Users can quickly locate critical information such as specific regulations, project details, or compliance requirements. With options to filter by document type, creator, and date, this tool simplifies navigating large datasets and improves workflow efficiency.

📘 Newly added items and files may take up to 24 hours to appear in the search results

🔍 Search 📄 Type 👤 Created By 📅 Created At

General Data Protection Regulation Documents All Anytime

Submit 🔄 Reset Filters

Showing 9 results

🔍

- All
- Workflows
- Matters
- Scopes
- Invoices
- Documents**
- Emails

 **Advice on legal issues associated with Project Magenta.docx**
Demo Matter /  Advice on legal issues associate... Created 28 Jan 202...
...Project Magenta, the software is likely to handle personal and sensitive data. Key Recommendations: **Data** Mapping and Processing:...

 **Project Magenta - Key Issues Summary 16.3.2022.docx**
Demo Matter /  Email Auto-Filing Demonstration ... /  Project Magent...
...state, and local **regulation**) - Any problems with such regulatory comp... or operations of the seller or...
🔴 Duplicate files found [Show/Hide Duplicates](#)

 **Due diligence checklist.pdf**
Demo Matter /  Email Auto-Filing Demonstration ... /  Due diligence checklist.pdf Created 28 Jan 2025 AT507811
...inspection reports prepared by any governmental agency or insurance carrier in connection with environmental or workplace safety and health **regulations** relating to any such facilities or properties. 4. Copies of all environmental and workplace safety and health notices of violations...

 **Sample Services Agreement for Company Pty Ltd.pdf**
Demo Matter /  Sample Services Agreement for Co... Created 28 Jan 2025 AT507809
...and C. To comply, at its own expense, with the provisions of all state, local and federal laws, **regulations**, ordinances, requirements and codes which are applicable to the performance of the Services hereunder or to Consultant as employer. D. To...

key feature. bi reporting

Highly configurable, multiple dashboards, and unlimited unique data-fields.

- All data fields in Lawcadia's workflows can be marked as reportable
- Multiple dashboards ensures that reporting can be tailored to meet the needs of the organisation
- Demonstrate the value of the legal function



security.

ISO 27001:2022 Certified

Keep your data safe with an ISO certified Information Security Management System, regular third-party security reviews, audits and penetration testing, along with ongoing security updates.

Secure Data Storage

Store your data safely and securely in the United Kingdom, with Amazon Web Services via shared or optional private cloud infrastructure (additional fees apply).

Access Controls, SSO + SCIM

Use Role Based Access Controls (RBAC) and other information barriers to restrict visibility and access to sensitive data and reporting across your entire organisation. We support Single Sign-On, SCIM (System for Cross-domain Identity Management) for automating the exchange of user identity information and can also enable multifactor authentication (MFA) as another layer of security for administrator roles.

Security Matters

You want to keep your data safe. So do we. Independent platform SecurityScorecard has rated Lawcadia with an “A” grading and a score consistently higher than competitors.

Privacy Compliant

Lawcadia is compliant with essential privacy and data governance regulations including GDPR and UK GDPR.

Cyber Essentials Plus Certified

Lawcadia is Cyber Essentials Plus independently verified to meet UK Government standards and protect against common cyber threats.

platform overview.

About the platform

Our platform is hosted across multiple geo-diverse regions and accessible via the internet delivering a hardened, secure and available solution wherever you may be.

Our network, hardware, connection, operating system, application and database layers are carefully considered, maintained, monitored and regularly assessed for compliance with industry best practices. Data is encrypted at rest and in transit whether being accessed via private or shared cloud.

Regional hub

The 'brains' of the platform manages access controls, application-level encryption and also stores information about your data. (e.g. IDs, data location, etc.) Hubs hosted in various key locations around the world and are critical node-points which process and route data to appropriate data cloud locations.

Secure web access

Our web front-end allows you to connect to our platform anywhere. Readily access and analyse your data with the tools you use to work every day.

Network Security

Data is encrypted at rest and in transit using AES256. Our network is also protected by CloudFlare's advanced detection and monitoring firewall services. CloudFlare helps protect data from attacks targeting deep internet infrastructure, with:

- DDOS Protection
- Web Application Firewall
- HTTP Strict Transport Security (HSTS)
- TLS 1.3

All information exchanged between users and Lawcadia cloud servers are encrypted with Extended Validation SSL certificate provided by Comodo Group.

Integrations

Our API-based platform can integrate with a variety of systems. e.g. Identity management, Outlook, Word, SharePoint, and iManage.

Shared Tenancy - default

The Lawcadia platform is deployed in a shared tenancy environment with strict handshake validation technology built-in, ensuring zero possibility of client data being shared between environments.

Private Cloud Infrastructure - optional

Lawcadia has an alternative Enterprise-grade hosting option, being Private Cloud Infrastructure, providing an additional layer of data security.

Key Benefits:

- Client instance is hosted on its own logical server, with dedicated S3 bucket and search index;
- Environment is managed by Lawcadia and under its strict ISMS controls;
- Each environment has its own encryption key, and the KMS can be client-managed (CMEK);
- Deployment in any AWS region of your choice (Note: Lawcadia requires data to be processed through one of its regional processing hubs, current options are Sydney, London or Oregon.)

Geographical Restrictions Enforcement

Lawcadia allows the ability for clients to control access to the platform based on the geographical location of users. By using this functionality, a client can permit or block users from accessing content, services, or data depending on their country. These restrictions are determined by the IP address of the user, which can be used to infer their location.

Available Configurability:

- IP Range Control - IPv4 and IPv6
- Country Whitelisting & Blacklisting
- Exclude Admin Role from Restrictions (not recommended for Production)
- Exclude Restrictions from Public API (not recommended for Production)

SCIM

Lawcadia supports SCIM which automates the exchange of user identity information, like names, emails, roles, and group memberships, from your identity provider (such as Okta or MS Entra). SCIM reduces manual entry, helps enforce access policies, and improves security while providing an efficient way to keep user information up-to-date across systems.

Lawcadia has SCIM setup implementation documentation for MS Entra and Okta.

platform architecture.

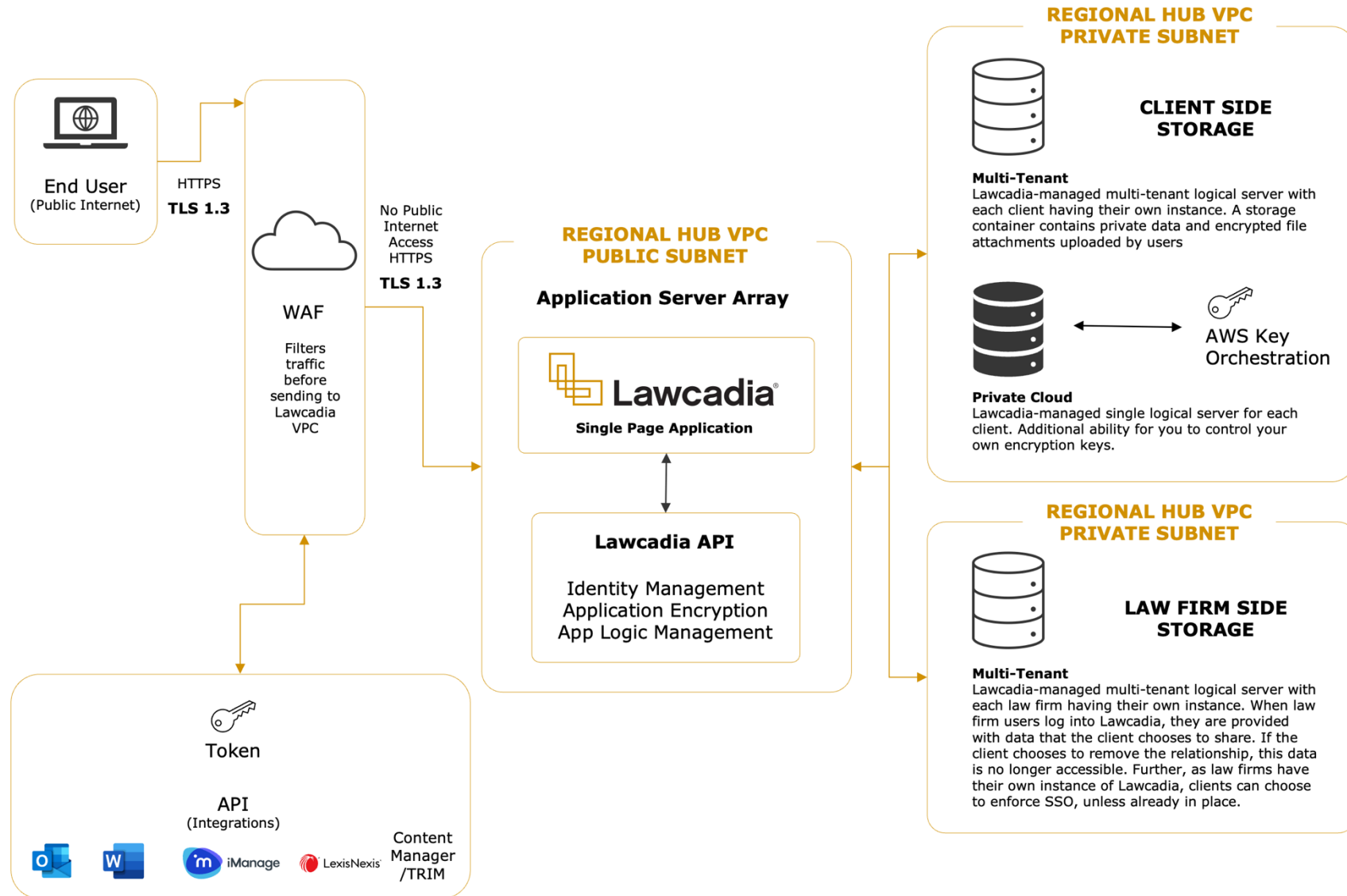
Core Platform

Type	Specification
Platform	VPC: Amazon Web Services (AWS), Sydney Region, London Region, and Oregon Region. App Server: PHP Ubuntu 22.04 LTS Database: • Relational: AWS RDS Aurora • Non-relational: MongoDB Monitoring: • Cloud: AWS HealthCheck & CloudTrail, CloudFlare WAF Logs • Network & App: NGINX Logs, PHP Activity Logs, API Logs, DeepFence ThreatMapper, AWS Firewall Logs Backup & Recovery: AWS Sydney Regions for APAC, AWS London Region for EMEA, and Oregon Region for the Americas.
Gateway and Web Application Firewall	CloudFlare WAF DDoS prevention up to 280 TDPS, OWASP top 10 protection, API Protection, Bot Management, Rate Limiting, Access Control, Threat Intelligence, Zero-Day Vulnerability Protection
Encryption	TLS 1.3 In-transit AES256 Dual-layer (AWS KMS for the Cloud level, and AES256 for the Application level) IPV6 Support HSTS Pre-load
Regional hub	AWS London Region. User Identity Provisioning handles user accounts and authority (e.g. SSO, SCIM, ID Federation) Access Control provides logical management of user permissions (e.g. Roles, Org Units, etc.)
Multi-tenant	Stores multi-tenant information, logically separated using MongoDB, hosted on AWS shared load-balanced instances running Ubuntu. Attachments are stored securely on AWS S3 logically separated shared buckets.

Enterprise Features

Type	Specification
Private cloud	Stores single-tenant information, on a dedicated instance using MongoDB, hosted on AWS dedicated load-balanced instances running Ubuntu. Attachments are stored securely on dedicated AWS S3 bucket. Custom dedicated AWS KMS key utilised for encryption, can be either Lawcadia or client-managed (CMEK).
Key orchestration	Support: AWSKMS (and others) Provision, rotate, revoke keys Cached in RAM (90 mins) and expire Re-request upon expiry
Administration	VPN hosted inside VPC SSL Encryption; Keyfile Authentication
Identity management	Supports Single Sign-on through SAML 2.0 (and others), MFA (via Email or SMS). All major identity providers are supported such as; Azure AD, OKTA, OneLogin, Auth0, Google IdP. Grant and revoke, authenticate user access - Role-Based Access Control (RBAC) SCIM for role and group memberships
OAuth	Supported Protocols: OAuth 2.0 Authorisation Features: Token-based access control for secure API consumption, Seamless integration with major identity providers, Encrypted token storage using AES256, Expirable short-lived tokens with configurable lifetimes, Token issuance and revocation capability and logging for audit and compliance. API Access: All Lawcadia APIs are available for secure and streamlined integration.

Platform Architecture Diagram



Platform delivery

Lawcadia have a structured, yet tailored, approach to each implementation.

Phase 0 Discovery	Phase 1 Design	Phase 2 Setup
• Process mapping • Workflow identification and structure • Permissions structures • IT setup and support	• Project planning • Sandbox setup • Workflow design and feedback • Weekly project calls • Communication to law firms (if applicable)	• Production environment provisioned • SSO setup and configuration • Org Unit setup

Phase 3 Testing	Phase 4 Training	Phase 5 Go-live
• Legal team workflow testing and adjustments • Business user testing intake workflow • External engagement workflow testing (if applicable)	• Training sessions for the in-house legal team • Training drop-in sessions for business users • Training for external law firms • Training for Client Admin users	• Bulk internal matter upload • Proactive support • External engagement scope upload (if applicable) • BI Reporting dashboard setup

platform support.

Support can be requested by the following methods and timeframes:

Phone: 8:30am - 5pm BST

Web chat: 8:30am - 5pm BST

Email: 24/7

Live support is provided during business hours: 8:30am - 5pm BST

This outlines the support process for Lawcadia.

1. Client requests direct support from Lawcadia via email, web chat and phone.
2. A support ticket is created.
3. Support is provided, the outcome logged, and ticket closed.
4. If escalation is required, the ticket is escalated to the technical team.
5. At the point of escalation, the ticket is classified according to severity criteria and managed according to the table below.
6. The client will receive a notification with the support ticket status update.

Second Level Support SLAs

Lawcadia's standard platform uptime SLA is 99.9% excluding scheduled downtime, which is usually conducted outside of business hours.

Support SLAs are set out below (can be contracted if subscribed to Premium or Enterprise Support):

Severity Level	Response Time	Workaround Time	Fix Time	Defect Update Frequency
1 (Critical)	30 mins	1 hour	4 hours	Every 30 minutes until the Workaround Time is complete, and then every 2 hours
2 (Urgent)	30 mins	3 hours	24 hours	Every hour until the Workaround Time is complete, and then every 4 hours
3 (High)	60 mins	n/a	3 Business Days	n/a
4 (Low)	60 mins	n/a	20 Business Days	n/a

Severity Level	Description
1 (Critical)	A critical Defect. Examples include Defects that: 1. cause complete or widespread unavailability; 2. functionality or performance is severely impacted so that work cannot continue; 3. prevent critical business processes from occurring or critical transactions from being processed; 4. seriously impact an essential component (including an essential component being missing), or prevent an essential component from being accessed; 5. cause widespread data loss or corruption or invalid results; 6. prevent an entire business area or more than 10% of users from performing normal business processes; 7. cause a senior executive to be unable to perform a key function of their role; or 8. have the potential to have a significant negative impact on the Customer's reputation or financial position.
2 (Urgent)	A major Defect that is not a severity level 1 Defect. Examples include Defects that: 1. cause significant loss or degradation of functionality or performance; 2. cause some data loss or corruption or invalid results; 3. have a serious impact on business processes or transactions, but operations can continue in a restricted fashion; or 4. limit accessibility (such as poor response times or some users cannot log in); or 5. prevent more than 50% of a business area or more than 5% of users from performing normal business processes.
3 (High)	A minor Defect that is not a severity level 1 or 2 Defect. Examples include Defects that: 1. cause some loss of functionality or performance, but operations can continue with minimal impact; 2. have some impact on business processes or transactions, but operations can continue with minimal impact; or 3. cause some users to be unable to perform their normal work.
4 (Low)	A trivial Defect that is not a severity level 1, 2 or 3 Defect. Examples include Defects that: 1. are a cosmetic problem (such as an error on a screen layout or a formatting error in a report); or 2. have minimal or no impact on the functionality or performance or business processes.

support levels.

This outlines the support levels and professional services provided by Lawcadia.

SUPPORT LEVEL	STANDARD	PREMIUM	ENTERPRISE
<u>Standard Support</u>			
Self-help Resources	Included	Included	Included
Live Phone Support	Included	Included	Included
Live Webchat Support	Included	Included	Included
24/7 Email Support	Included	Included	Included
Law Firm Support	Included	Included	Included
Support SLAs		Included	Included
<u>Premium Support Extras</u>			
Troubleshooting with Client Admin		Included	Included
Client Admin support – First & Second level		Included	Included
End-user process flow assistance		Included	Included
Permission Management		Included	Included
Organisational Unit changes		Included	Included
Major Release Sandbox Access		Included	Included
Feedback into Major Releases		Included	Included
<u>Enterprise Support Extras</u>			
Dedicated Support Email Address			Included
24hr Response Time			Included
Dedicated Support Number			Included
Monthly SLA Reporting Stats			Included
Enhanced capture via feedback			Included
Issue Management			Included

PROFESSIONAL SERVICES	STANDARD	PREMIUM	ENTERPRISE
Implementation Services (incl. Project Manager Platform setup & configuration (excl. TCA) Workflow design & development User acceptance testing (UAT) User training Go-live services (i.e bulk matter upload)	Day Rate	Day Rate	Day Rate
User Training On-Going (1 hour session)	Per Session	Included	Included
Client Admin Support	Day Rate	Included	Included
Workflow or BI Reporting Configuration	Day Rate	Included	Included
Custom Platform Changes or Integration Development	Day Rate	Day Rate	Day Rate

Technical Configuration Assistance (TCA) Single Sign-on (SSO) System for Cross-domain Identity Management (SCIM) IP Range (Whitelist/Blacklist) Private Cloud Infrastructure Setup SharePoint Integration	Day Rate	Day Rate	Day Rate
Project Manager Required for Integration Development Recommended for workflow design & development	Day Rate	Day Rate	Included

platform. sla's

Service Level Description	Measure	Service Level Metric
Availability of Lawcadia.com / Lawcadia.co.uk	24 x 7 x 365	99.9% – excluding outages due to scheduled maintenance, Force Majeure Events, any act or omission of a Corporate Client or any Authorised User (including any breach of these Terms of Service), or any suspension that is permitted under these Terms of Service
Scheduled Maintenance	8:30am – 5:30pm AEST	No scheduled maintenance which involves downtime will be scheduled during normal business hours without your prior approval.