



G Cloud 15 Service Description

Neologik Platform

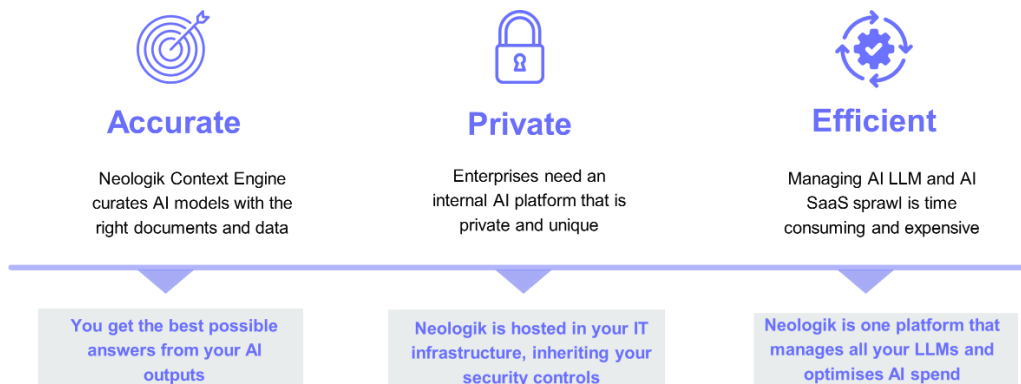
Neologik empowers customers to lead the AI era with a secure, private enterprise platform. One platform to manage all AI models, data and workflows - accurate, compliant, and cost-efficient.

1. Service Overview

Neologik provides an off-the-shelf, enterprise-grade AI platform that enables organisations to securely deploy, manage and govern AI-driven workflows within their own Microsoft Azure environment.

The platform supports data ingestion, large language model (LLM) integration, AI agent orchestration, workflow automation, and enterprise-grade governance.

The service is provided as a standard, subscription-based cloud software product and is suitable for public-sector use where data sovereignty, security and auditability are required.



2. Service Features

- Hosted in your IT infrastructure, inheriting your security controls
- Off-the-shelf enterprise AI platform
- Role-based access control and identity integration
- Data ingestion from multiple structured and unstructured sources
- Configurable AI agents and workflows
- Integrated large language model orchestration
- Supplier-managed updates and patching
- Preprocessing of content with keyword metadata
- Office document creator plugins
- MS Teams and Copilot Integration

3. Service Benefits

- Full customer control over data and security
- Rapid deployment with minimal technical effort
- Reduced operational risk through managed updates
- Improved productivity through automated AI workflows
- Scalable platform supporting organisational growth
- Faster insight generation from enterprise data
- Simplified compliance and audit readiness
- Flexible configuration without custom development
- Accelerated time-to-value for AI adoption

4. The Process

We deploy the Neologik Platform into your Azure Environment. Alongside the deployment, we provide Consulting and Professional Services to help you to identify your AI Strategy and Roadmap and configure your initial Agent/s on the Platform in a Proof of Value exercise.

The Neologik Platform and associated Support is provided on a **per Agent** license fee, subscription basis.

The associated Consulting and Professional Services are provided under a separate Commercial model (Fixed Price or T&M depending on Complexity). These Services are outlined under our Lot 3 Service Description; Neologik AI Services.

5. The Technology

Backed by Microsoft, Neologik combines deep engineering with enterprise-grade security and simplicity.



Preprocessing of content with **keyword metadata** and **multi-Agent orchestration** produce high-quality results.



Document Creator API. No other AI solution has document creation with template management.



It's **not a public** service, like ChatGPT: customers don't give up their data.



It's a **platform** which enables 100s of solutions, without many complex commercial and technical relationships.

6. Deployment Model

Deployed into the customer's Azure subscription

Uses customer-managed:

- Networking
- Identity
- Security policies

Supplier manages:

- Application software
- Updates and patching
- Platform roadmap

7. Service Management & Updates

- Platform updates and enhancements are delivered as part of the subscription
- Security patches applied as required
- Backwards compatibility maintained where feasible
- Release notes provided for all material changes
- Planned maintenance communicated in advance

8. Support Model

- Remote support as standard
- Support hours: [09.00–17:00 UK business days]
- Channels:
 - Email
 - Telephone

Incident Priority & Example SLAs

Priority	Response	Resolution
P1 – Critical	1 hour	4 hours
P2 – High	2 hours	1 business day
P3 – Medium	4 hours	3 business days
P4 – Low	1 business day	5 business days

9. Security & Compliance

- Data resides entirely within the customer's Azure environment
- Role-based access control
- Encryption in transit and at rest (Azure native controls)
- Audit logging and traceability
- Supports alignment with:

- ISO 27001
- UK GDPR
- Public-sector security principles

10. Onboarding & Training

- Platform onboarding session
- Admin and user training
- Technical documentation provided:
 - User guides
 - Admin guides
 - Configuration guidance

Note: Business Change & Adoption Training Services are also available; these are outlined under our Lot 3 Service Description; Neologik AI Services.

11. Exit & Data Portability

- Customers retain full ownership of all data
- Data export provided in standard formats
- Secure deletion of supplier access on contract termination
- Assisted off-boarding available as an optional service