

TADAWEB SERVICE DESCRIPTION FOR G-CLOUD 15

ABOUT TADAWEB

At Tadaweb, we combine technology with human intuition and expertise, uniquely focusing on 'small data' to unlock unlimited exploration possibilities. Our platform leverages precise, expertly crafted queries to uncover powerful, impactful insights from diverse data streams, both publicly and commercially available, while maintaining full transparency and a focus on ethics.

Tadaweb's operating system for OSINT streamlines open-source investigations.

SERVICE FEATURES AND BENEFITS

SERVICE FEATURES

- Secure working environment & evidential data capture
- Managed attribution internet access to clear, deep and dark web
- Library of PAI & CAI OSINT collection workflows
- Automated, persistent monitoring of online sources
- Customer self-service auditability of user actions
- Geosearch functionality enabled by Esri
- Multiple formats for manual and API data export
- Video content capture and analysis, including speech to text
- Data enrichment eg. OCR, translation, object recognition, metadata extraction.
- AI-enabled summarization, analysis and conversational interface

SERVICE BENEFITS

- Managed attribution of online digital footprint
- Enables Internet Intelligence Investigations (iii) at depth and speed
- Library of workflows provides highly efficient collection and transformation of data
- Automated monitoring assures data capture in a volatile information environment
- Customisable administration and auditing functions to assure policy/legal compliance
- Integrated pivoting between keywords, individual selectors and geographic regions
- Interoperable with third-party capabilities
- Continuous product and source development keeps ahead of dynamic requirements
- Fully integrated investigative and monitoring functionality
- Collection can be seamlessly integrated into other data programmes.
- AI capabilities reduce analysts' cognitive load and accelerate time-to-insight

LICENCE TYPES AVAILABLE

BROWSE

The Tadaweb Browse licence is a secure, managed attribution browser providing access to clear, deep and dark web combined with strong evidence capture and audit capabilities that serves as the foundation for Tadaweb's integrated, small data OSINT platform.

INVESTIGATE

The Tadaweb Investigate licence combines all the benefits of the Browse licence with the ability to pivot through multiple sources, including curated dark web data sets, social media and subscription services, using "one-click" pre-configured collection and enrichment workflows.

MONITOR

The Tadaweb Monitor license combines all the benefits of the Browse and Investigate licenses with the ability to replay advanced collection strategies on a regular, enduring basis and receive alerts when valuable information is discovered. Reports are automatically generated in the format the user specifies and can be exported from the platform (PDF, DOC, CSV, etc.).

Users also have access to the repository of pre-configured collection and enrichment workflows that codify the expertise of their subject-matter experts and enable policy, tradecraft and OPSEC best practices across their organization.

TECHNICAL AND SERVICE DETAILS

SERVICE SCOPE

Tadaweb's Operating System for OSINT is accessed via a web browser so does not require a user to download any software, add-ons or extensions. Tadaweb is provided as a Software as a Service.

SERVICE CONSTRAINTS

Customer may need to whitelist the Tadaweb platform depending on internal policies and have the option to restrict access to the Tadaweb platform based on IP address.

USER SUPPORT

The technical support is provided at the first line by an aligned Customer Success Manager (“CSM”) and supported by other OSINT specialist UK Tadaweb team members, experienced in troubleshooting common issues. They are further supported by a dedicated product operations support team for escalation of acute issues and committed service reliability engineers who proactively monitor services and data sources.

Initial response is provided within 1 working day (Mon-Fri). A full response and further detail will be provided following an internal triage and communication on the response within 5 working days (Mon-Fri). As standard, no weekend response is committed but may be provided.

Support provision is both technical and service support – the level of support is defined by the criticality and complexity of the support required. Initial response to all technical and service questions will be given within a day. For technical support, incident resolution is within five days. Further service support can be purchased by the day.

At Tadaweb we are committed to continuous development of the platform. To do this, it is critical that product feedback is captured and submitted to the product development team. This will be facilitated through organised feedback sessions alongside the regular feedback cycle that the CSM will provide through the duration of the contract.

The CSM will then oversee the regular release of product updates to the customer. All planned changes to the platform are communicated in advance with the customer programme lead.

HOW USERS WORK WITH OUR SERVICE

Users access Tadaweb via a web browser interface. The supported browsers are the latest version of:

- Microsoft Edge
- Google Chrome
- Firefox

Due to being accessed via a web browser interface, a user is not required to download or install any third-party tools, plug-ins, add-ons nor extensions to their local device.

DATA IMPORTING AND EXPORTING

Users can export their data via multiple methods. Users will be able to export data as a single report, create custom reports or export selected reports via API.

The data formats that Tadaweb support for extraction are:

- CSV
- PDF
- Text
- Word

ANALYTICS

Usage metrics provide Tadaweb with access to non-sensitive data about user behaviour. Examples include the average load time of a certain page, average count and duration of user sessions, how frequently a new feature is used, etc.

No specific usernames, teams, operational focus, operational selectors or mission details are ever collected in the usage metrics. Tadaweb's product, engineering and commercial teams use this data to inform feature prioritization and development and customers use this data to understand how well their teams are utilizing the platform.

AVAILABILITY AND RESILIENCE

The availability of the platform is 99.9%.

Using Microsoft Azure datacentres provides an immediate level of physical resiliency and fault-tolerance. Tadaweb further uses zone-redundant storage, multiple availability zones, zone-redundant storage configurations within Azure blob, and high-availability options within CosmosDB. Further information is available on request.

Reporting of outages will be managed by our customer success team via email, telephone or in person. Internally within the platform, Tadaweb has dashboards, alerts, API calls and monitoring systems monitored by a dedicated SRE team. Tadaweb will strive to maintain open and transparent communication with the customer throughout the entire process. Regular updates, progress reports, and estimated resolution timelines are shared promptly.

SECURITY

Tadaweb abides by internationally recognised cybersecurity best practices and our staff hold and maintain the relevant security clearances for their roles.

SYSTEM REQUIREMENTS

- Browser: Chrome, Edge, or Firefox (latest version)
- 8GB RAM and Intel i3 or equivalent
- Minimum resolution to display platform properly: 1440x1024
- Optimal resolution: 1920x1080
- Internet Access: Websockets (all types) must be enabled for your browser and network
- Cookies and JavaScript enabled 2Mbps per user preferred, or 30 Mbps per batch of 20 users

ONBOARDING AND OFFBOARDING

Initially, new customers will begin with a kick-off meeting to provide an all-stakeholder introduction to Tadaweb and the Tadaweb platform and to give programme leads and user representatives a firm understanding of how the Tadaweb platform will enable their operations. It will then provide the chance for the customer team to raise implementation requirements and specify permissions to inform the subsequent technical discovery meeting.

This meeting will also introduce the customer stakeholders to the Tadaweb Customer Success Manager to help establish lines of communication between Tadaweb and the customer team. This will be followed by a technical discovery meeting focused on the initial implementation of the Tadaweb platform, the onboarding of users (including the administrator function) and any customer policy/security requirements that need to be incorporated into the training or product. The initial training design would have been refined during the kick-off meeting. The core design for the platform training is a course delivered in-person at Tadaweb's dedicated London training facility. Where necessary, this training can be adapted to be delivered remotely. This training focuses on the "user interface" of the platform.

Upon termination of the contract with Tadaweb, all customer content is available for extraction for 30 days following the end of the contract term.

TRAINING

The initial training design will have been refined during the initial kick-off meeting. The core design for the Tadaweb platform training is a course delivered in-person in our dedicated London training facility. Where necessary, this training can be adapted to be delivered remotely. Or for a Browse licence customer, the training will be delivered remotely. This training focuses on the “user interface” of the platform, introducing the platform features, and the effective ways of working on OSINT and iii investigations with the Tadaweb platform.

Following the basic training course, we can offer further training and workshops on specific requirements or thematic areas once suitable experience is gained with the Tadaweb platform.