

G-Cloud 15

Agentic AI platform

COMMERCIAL IN CONFIDENCE

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Section 1 Service definition

1.1 Service description

Hypercube's agentic AI solution is a cloud-hosted Software as a Service (SaaS) platform that helps public sector organisations manage complex programmes and projects by intelligently organising information, tracking change and supporting decision-making. Built using agentic AI techniques, the service ingests large volumes of unstructured content and turns it into a structured, searchable and actionable knowledge base. The platform is delivered as a fully managed, multi-tenant SaaS and requires no customer-managed infrastructure.

1.2 What the service does

The platform provides configurable, standard cloud software functionality that enables users to:

- Ingest documents, emails, spreadsheets and records from common systems.
- Automatically classify, summarise and index unstructured information.
- Detect changes and highlight downstream impacts across tasks, risks and timelines.
- Use natural-language queries to explore data and generate reports.
- Configure workflows, approvals and notifications using human-in-the-loop controls.
- View real-time dashboards showing status, risks and performance indicators.

1.3 Features and capabilities

Table 1-1 – Features and capabilities describes the core components of Hypercube's agentic AI platform.

Feature	Description
Data ingestion and connectors	Ingest documents, emails, spreadsheets; connect to shared drives and APIs.
Unstructured data processing	Extract, classify and index unstructured content automatically.
Search and natural language interaction	Full-text, semantic search and natural-language queries.
Change detection and impact analysis	Detect changes and highlight downstream impacts.
Workflow and task configuration	Configure tasks, approvals, notifications and workflows.
Human-in-the-loop controls	Require user review and approval for AI-assisted actions.
Dashboards and reporting	Real-time dashboards and configurable reports.

Feature	Description
Access control and auditability	Role-based access control and full audit logs.
API access and data export	Programmatic access and export in open formats.
Secure and resilient SaaS platform	Multi-tenant, encrypted, highly available cloud hosting.

Table 1-1 – Features and capabilities

1.4 Benefits

The platform provides public sector organisations with the following benefits:

- Quickly find information across documents, emails and records.
- Reduce manual effort by automating classification and indexing.
- Understand impacts of changes before decisions are made.
- Generate summaries and reports using natural-language queries.
- Improve oversight with real-time dashboards and status views.
- Standardise workflows and approvals across teams.
- Maintain control through human-in-the-loop AI decisions.
- Strengthen governance with role-based access and audit trails.
- Share and reuse data easily through APIs and open exports.
- Scale securely without managing infrastructure.

1.5 Service users

The service is designed for public sector organisations including central government, local authorities, arm's-length bodies and delivery partners. Typical users include operational teams, programme and project managers, analysts, and senior decision-makers.

1.6 Onboarding

Onboarding includes:

- Tenant setup and configuration.
- User and administrator access configuration.
- Online documentation and remote training.

1.7 Offboarding

Offboarding includes:

- Data export in open formats such as CSV and JSON.
- Secure data deletion and sanitization.
- Exit support aligned to G-Cloud requirements.

1.8 Service constraints

Service constraints include:

- Delivered exclusively as SaaS and accessed via a modern web browser.
- No on-premise or offline deployment supported.
- Customisation is configuration-based; underlying platform code is not modified per customer.

1.9 Service levels

Service levels include:

- Target availability: 99.9% per calendar month.
- Planned maintenance notified in advance.
- Incident and support management provided in line with agreed service hours.

1.10 Data backup and disaster recovery

The service uses managed cloud infrastructure with built-in resilience. Data is replicated across multiple availability zones and backed up regularly using encrypted backups. Disaster recovery processes are documented and tested.

1.11 Security

The platform follows recognised public-sector security good practice and is aligned to ISO/IEC 27001 principles. Controls include:

- Encryption of data in transit and at rest.
- Role-based access control and least-privilege access.
- Audit logging, monitoring and protective monitoring.
- Vulnerability management and regular penetration testing.
- Human-in-the-loop controls for AI-assisted action.

1.12 Hosting and data location

The service is hosted on UK-aligned public cloud infrastructure (AWS and/or Azure) using multiple availability zones for resilience. Data residency details are available on request.

1.13 Access to data on exit

Customers export their data at any time during the contract and at contract end via the user interface or API, using open and commonly used formats.

1.14 Support

Support is provided through a service desk with defined incident, problem and change management processes. Customers receive service status updates, outage notifications and post-incident reports where required.

1.15 Pricing

Pricing is based on a subscription model appropriate to Lot 2b cloud software. Standard onboarding, hosting, maintenance, support and data export are included. Optional premium features or higher support tiers are agreed separately.