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CITY TRAX



EDERA

The future of Information Request Management

Service Definition Document

Service Overview

EDERA is a secure, cloud-hosted information request management solution designed to help UK public sector organisations efficiently manage FOI, SARs, EIR and more.

EDERA uses AI-assisted workflows to reduce manual processing, improve statutory compliance, and lower the cost of handling information rights requests by 40–60%.

The service is suitable for central & local authorities, NHS bodies, police, arms-length bodies, and other UK public sector organisations.



SERVICE DESCRIPTION

EDERA provides an end-to-end platform for receiving, triaging, processing, and responding to information rights requests.

Key capabilities include:

- Centralised request intake and tracking
- Automated deadline calculation and reminders
- AI-assisted document review, redaction, logical determination, and summarisation
- Secure collaboration across departments
- Full audit trails to support ICO compliance

The service is delivered as a Software-as-a-Service (SaaS) offering and requires no on-premise infrastructure.

SERVICE FEATURES

- FOI, SAR, and EIR case management in a single platform
- Automated statutory deadline tracking and escalation
- AI-assisted document classification and relevance detection
- Configurable redaction tools (manual and assisted)
- e-discovery and content analytics features for incident response
- Secure document storage and version control
- Task assignment and workflow management
- Full audit logging and reporting
- Role-based access control
- Exportable response packs and disclosure logs

SERVICE BENEFITS

- Reduces request handling time and cost
- Improves compliance with statutory deadlines
- Minimises human error in document handling
- Supports cross-department collaboration
- Enhances transparency and audit readiness
- Scales with fluctuating request volumes

WHO IS THE SERVICE FOR

EDERA is designed for:

- Data Protection Officers
- Information Officers and Governance teams
- Legal and Democratic Services
- Records and Information Management teams

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DEPLOYMENT MODEL

- Cloud hosted (AWS UK region)
- Multi-tenant SaaS with logical data separation
- Accessible via modern web browsers
- No client-side software installation required

ONBOARDING & IMPLEMENTATION

Typical onboarding includes:

- Environment provisioning
- Configuration of request types and workflow options
- User and profile setup
- Data import (optional)
- Administrator and user training

Standard onboarding is completed within 2–4 weeks, depending on organisation size and configuration complexity

SERVICE LEVELS & AVAILABILITY

- Target availability: 99.9% monthly uptime
- Planned maintenance notified in advance
- Monitoring and incident management included

Service credits are available where availability targets are not met, in line with contractual SLAs.

SECURITY

EDERA is designed to meet UK public sector security expectations:

- UK data residency
- Encryption in transit and at rest
- Role-based access control
- Full audit logging
- Regular vulnerability scanning and patching
- Alignment with UK GDPR and Data Protection Act 2018.

DATA PROTECTION & COMPLIANCE

- Customer is Data Controller
- Supplier acts as Data Processor
- Supports UK GDPR rights handling workflows
- Data Processing Agreement available
- ICO-aligned audit trails and reporting.

SUPPORT & MAINTENANCE

- UK-based support
- Business hours support as standard
- Priority incident handling for critical issues
- Knowledge base and user documentation included
- Enhanced support options are available.

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PRICING APPROACH

EDERA is priced on a subscription basis, reflecting the scale, complexity, and operational impact of information rights workloads within public sector organisations.

Pricing is designed to:

- Align costs to actual organisational demand
- Support predictable annual budgeting
- Reflect the value delivered through automation and compliance risk reduction

PRICING MODEL

Pricing is subscription-based and aligned to the selected subscription period.

Additional discounts may be applied based on:

- Request volume
- Enabled modules
- Number of users

Indicative pricing bands and full details are available via the Digital Marketplace listing.

CONTRACT LENGTH

- Minimum contract term: 12 months
- Discounts for multiple terms
- Extension options available

EXIT MANAGEMENT

On contract termination:

- Customer data is returned in a standard, readable format
- Secure deletion of remaining data after an agreed retention period
- Exit support available if required

DEPENDENCIES

- Internet connectivity
- Modern web browser
- Customer-provided user access management

SERVICE CONSTRAINTS

- AI-assisted outputs are advisory and require human review

The EDERA service is suitable for central & local authorities, NHS bodies, police, arms-length bodies, and other UK public sector organisations.



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