

SERVICE DEFINITION DOCUMENT

PUBLIC SAFETY

Service Overview and Capabilities

Our platform can capture, transcribe, and analyse evidence from interviews, body-worn cameras, and surveillance systems at scale and in real time, enabling public safety organisations to manage large volumes of audio and video efficiently. The service supports live transcription and translation of audio and video in 35 languages, securely captures and stores content, and manages all transcription activity through a single request, editing, production, and release workflow.

A secure collaboration portal with role-based access controls enables authorised teams to edit media files and transcripts, while built-in tools support the scheduling and management of transcriptionists, analysts, and other operational staff.

The Platform can continuously monitor live content from multiple streams to flag predefined keywords and phrases in multiple languages. It can also automatically redacts sensitive information from transcripts, extract structured data such as names, dates, and case numbers from documents and media, and categorise content using AI-based document classification. This enables real-time collaboration, secure evidence management, and rapid analysis across all public safety workflows. We are able to put the transcription output into custom templates. Our platform can connect to any existing customer system using APIs and integrate into customer workflows.

Onboarding, Offboarding, and Data Access

We have extensive user documentation available publicly to help onboard new users. We regularly host webinars on how to use our application. For enterprise-level clients, we can do virtual, hands-on onboarding on request. At the end of the contract, if the user chooses to close their account, they will have to put in a request to delete their account. Users can extract their data on request. Data will be emailed to the user as a compressed file. On termination, all user data will be erased from the system permanently. Contact information and payment history (not including payment information) will be saved for accounting purposes. This process is free of cost.

Service Levels, Support, and Maintenance

We will maintain 99% uptime as per our SLA and guarantee 99.9% service availability, measured on a monthly basis, excluding scheduled maintenance. We conduct our scheduled maintenance on a region by region basis, during off-peak hours and weekends, ensuring that they are not done during working hours to no disrupt services. If there is any disruption, customers will be informed.

Support is provided 24/7 through web chats, phone, or email. Our support staff is available at all times to address queries and escalate them to the relevant staff as needed. Support is provided free of charge; however, on-site support is available for an extra cost. We provide a technical account manager or cloud support engineer on request. Our support team can quickly assist with any technical issues typically within 24 hours. For urgent matters, users can contact us via support chat, email, or phone, all of which are monitored 24/7. For non-urgent issues, we provide a ticketing system that offers regular updates every 24 hours until resolution.

We can build custom workflows for enterprise-level customers to fit their needs at an additional cost. The client would need to describe their customization requirements.

Technical Requirements, Hosting, and Security

For using our web-based platform, our requirements are that the computers have Windows, Linux, or MacOS operating systems and use Chrome, Edge, and Safari browsers.

All data is processed and stored within the United Kingdom, though the user has control over data storage and processing locations to a limited extent. We maintain a comprehensive data backup and disaster recovery plan and a business continuity strategy designed to restore core services within a defined recovery time objective in the event of a regional failure.

***Supported Languages:** Bulgarian, Catalan, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Galician, German, Greek, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Latvian, Lithuanian, Malay, Mandarin, Norwegian, Polish, Portuguese, Romanian, Russian, Slovakian, Slovenian, Spanish, Swedish, Turkish, Ukrainian, Vietnamese.