



SERVICE DEFINITION

G-Cloud 15

AI Document Assurance & Compliance Platform

Software as a Service

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INTRODUCTION

Project teams across the UK construction industry face a common and growing challenge: demonstrating regulatory compliance efficiently, consistently, and at scale.

The development and delivery of designs, technical reports, and safety cases are becoming more complex as regulation increases, standards evolve, and assurance requirements tighten. At the same time, projects are delivered under significant time, cost, quality and resource pressures. The result is a recurring set of problems seen across sectors:

- Design and assurance documentation is often submitted late, incomplete, or inconsistently structured.
- Compliance evidence is fragmented across large volumes of documents.
- Regulatory interpretation may often vary between organisations, assessors, and reviewers.
- Assurance processes rely heavily on manual checking, professional judgement, and subjective interpretation.
- Regulator and approval bodies are increasingly used as de facto checking houses, rather than as final approvers.

Individually or cumulatively, these issues lead to delays, rework, resubmissions, inconsistent outcomes, and increased cost and risk for both suppliers and the public sector client/customer. Whether the context is a Gateway approval for a Higher-Risk Building (HRB), a highways design assurance review, a rail safety case, or a utilities compliance submission, the underlying problem is the same: there is no scalable, objective, pre-submission mechanism to test compliance quality before documents reach the regulator or approving authority.

The Building Safety Act 2022 and the introduction of Gateway 2 for HRBs have made this challenge particularly visible, where low approval rates by regulators/approvers have highlighted the consequences of poor-quality submissions. However, the same structural issues exist across other regulated domains, where compliance checking remains largely manual, time-consuming, and inconsistent.



truelens® is a secure, AI-powered compliance checking and assurance platform designed to address this challenge across regulated public-sector domains.

truelens® delivers prompt accurate service to organisations by reviewing designs, reports, drawings, and technical documentation before formal submission, identifying gaps, inconsistencies, and areas of non-compliance against defined regulatory criteria, standards, and guidance. truelens® acts as an intelligent pre-assurance layer, enabling teams to improve submission quality, reduce rework, and engage with regulators more effectively.

Using advanced AI techniques, including Agentic-AI, analytics, computer vision, and OCR, truelens® analyses large volumes of documentation quickly and consistently. Large Language Models analyse and evaluate regulatory frameworks, standards, and compliance logic relevant to the domain in scope, to produce clear, structured assessment outputs that mirror the way regulators and assurance bodies review submissions.

Key capabilities include:

- Secure upload and batch processing of large document sets.
- Automated identification of missing, weak, or inconsistent compliance evidence.
- Clear, auditable assessment reports aligned to regulatory expectations.
- Human-in-the-loop functionality, allowing professionals to add judgement, justification, and additional evidence.
- Outputs that can be retained internally or attached to formal submissions.

truelens® is not a replacement for professional expertise or regulatory decision-making. It is an enabler for teams to identify any shortcomings or missing information and allow formal submissions to be right first time, reducing reliance on regulator-led checking and improving overall assurance maturity.

The platform has been deliberately designed to be sector-agnostic and scalable, allowing the same core capability to be applied to any regulated environment such as transport, buildings, infrastructure, energy, utilities, and others clients may wish to explore with us.



In addition to the SaaS platform, truelens® will provide in-house optional consultancy services, supporting public-sector organisations and suppliers with onboarding, configuration, regulatory mapping, and process improvement.

By improving the quality, consistency, and transparency of compliance submissions across sectors, truelens® helps the public sector clients and customers achieve safer outcomes, timely and quicker approvals, delivering better value for money, ensuring that regulation drives enhanced compliance, better quality project delivery, and to programme.



THE SERVICE

truelens® is a Software as a Service (SaaS) platform that enables public-sector organisations and their supply chains to assess, improve, and evidence regulatory compliance before formal submission to regulators, approval bodies, or assurance panels.

The service is designed for any environment where teams must demonstrate and evidence compliance with complex regulations, standards, or guidance, including buildings, highways, rail, infrastructure, utilities, and other safety (or performance-critical) sectors. While specific regulations may differ, the constant underlying challenge is: large volumes of technical documentation that must be reviewed, interpreted, and validated under time pressure, often using manual and subjective processes.

truelens® addresses this challenge by providing a digital pre-assurance capability, allowing teams to identify issues early, improve submission quality, and reduce delays, rework, and regulatory friction.

At its core, truelens® delivers five key service capabilities.

1. INTELLIGENT DOCUMENT INGESTION AND PROCESSING

truelens® enables users to securely upload and process large volumes of project documentation, including reports, drawings, schedules, calculations, and other supporting evidence and requirements.

Users can upload individual files or submit multiple documents for batch processing through a secure, browser-based interface. The platform supports common industry file formats and is designed to handle the scale and complexity typically seen in regulated public-sector projects.

Once uploaded, documents are processed using a combination of:

- Optical Character Recognition (OCR)
- Computer vision
- Natural language processing



This allows truelens® to read, structure, and analyse both text-based and graphical information, even where content is spread across multiple documents or poorly formatted. All data is protected using enterprise-grade security controls, including encryption in transit, and at rest.

This capability removes the need for manual document trawling and creates a structured digital view of the submission set, forming the foundation for automated compliance assessment.

2. AUTOMATED COMPLIANCE AND ASSURANCE ASSESSMENT

At the heart of truelens® is its AI-powered compliance assessment engine.

The platform uses Large Language Models against defined regulatory frameworks, standards, and assurance criteria relevant to the sector and use case. These may include legislation, statutory guidance, technical standards, or client-defined assurance requirements.

truelens® analyses uploaded documentation against this compliance logic to:

- Identify missing or incomplete evidence
- Highlight potential non-compliance or misalignment
- Flag inconsistencies across documents
- Assess whether information is presented in a way regulators and reviewers expect

The output is a clear, structured assessment that mirrors how an experienced reviewer or regulator would approach the submission. Importantly, truelens® provides objective, repeatable analysis, reducing reliance on subjective interpretation and individual experience.

3. HUMAN-IN-THE-LOOP REVIEW AND EVIDENCE ENHANCEMENT

Through a Human-in-the-Loop workflow, users can review the automated assessment outputs and actively engage with them. This includes:

- Adding explanations, justifications, or professional commentary
- Uploading additional supporting evidence
- Validating or overriding AI-identified findings where appropriate
- Recording decisions and rationale for auditability



This approach ensures that domain expertise remains central to the compliance process, while significantly reducing the time and effort required to identify issues.

truelens® is designed to enhance professional judgement, not replace it.

The result is an enhanced and strengthened submission, where compliance evidence is clearer, more consistent, and easier for regulators and approval bodies to assess.

4. REPORTING, OUTPUTS, AND SUBMISSION READINESS

Once review and enhancement are complete, truelens® generates structured compliance and assurance reports.

These reports provide a transparent record of:

- What was assessed
- What issues were identified
- How gaps were addressed
- What evidence supports compliance

Reports can be exported and retained for internal governance, shared across project teams, or submitted as part of a formal regulatory or assurance process. This supports improved traceability, accountability, and alignment with “Golden Thread” or equivalent information-management principles used across regulated sectors.

By enabling teams to submit higher-quality, better-structured information, truelens® assists the quality and efficacy of the submission which leads to reduced approval times, minimise resubmissions, and improve overall regulatory outcomes.

CONSULTANCY AND PROFESSIONAL SUPPORT SERVICES

In addition to the SaaS platform, truelens® can be complemented by optional in-house consultancy and professional services, delivered by OptimaBI, the parent organisation.



These services are designed to help organisations maximise value from the platform and improve their wider compliance and assurance processes.

Support may include:

- Service onboarding and configuration (e.g., on premise deployment via Docker)
- Regulatory and standards mapping
- Tailoring compliance logic to organisational or sector-specific requirements
- Process design and assurance maturity assessments
- Training and change management
- Data and information-management consultancy

This blended model allows clients, customers, professional advisors and procurers to adopt truelens® as a standalone digital service or as part of a broader transformation programme, depending on their needs, capability, and scale.

SUMMARY

Together, these capabilities enable truelens® to act as a digital compliance collaborative partner for public-sector organisations and their suppliers, improving the quality, consistency, and efficiency of regulatory submissions across sectors.

By combining automated analysis with human expertise and optional consultancy support, truelens® helps ensure that regulation requirements are met proactively, not reactively, supporting safer, better quality, more reliable and programme focused project delivery.



SERVICE SCOPE & USERS

truelens® is designed to be used across the public sector and its supply chain wherever complex documentation must be reviewed, interpreted, and evidenced against regulatory, technical, or assurance requirements. The service is deliberately sector-agnostic and can be applied consistently across different regulated environments.

INTENDED USERS

truelens® embraces collaborative working by supporting a wide range of professional users involved in the authoring, review, assurance, and approval of technical information. Users do not require specialist technical or AI expertise; the platform is designed for experienced professionals working with complex documentation.

truelens® Intended Users

USER GROUPS	TYPICAL ROLES	HOW TRUELENS SUPPORTS
Public sector authorities	Client teams, asset owners, programme managers	Improve submission quality, gain assurance before formal approvals
Regulators and approval bodies	Reviewers, inspectors, assessors	Receive clearer, more consistent, better-structured submissions
Developers	Project sponsors, development managers	Reduce approval delays and rework risk
Contractors and consultants	Designers, engineers, technical specialists	Identify gaps and compliance issues earlier
Infrastructure owners and operators	Asset, safety, and compliance managers	Maintain auditable compliance records
Assurance and governance teams	Technical assurance, risk, auditors	Support consistent, repeatable assurance processes

truelens® is accessed through a secure web interface and supports both individual project teams and centralised portfolio or assurance functions.



IN-SCOPE ACTIVITIES

The service supports a range of activities associated with regulatory compliance, assurance, and governance. These activities can be carried out at different stages of the project lifecycle.

In-Scope Activities

ACTIVITY	DESCRIPTION	TYPICAL OUTCOME
Pre-submission compliance checking	Review documents before submission to regulators or approvers	Fewer rejections and resubmissions
Internal Technical Assurance	Independent or internal review of technical information	Improved confidence and transparency
Regulatory readiness assessments	Test completeness and structure of submissions	Reduced approval times
Evidence structuring and validation	Link claims to supporting evidence	Clear audit trails
Portfolio level oversight	Compare risks and issues across projects	Better prioritisation and governance

The service does not replace statutory decision-making or professional accountability. Final approval decisions always remain with the relevant authority, regulator, or duty holder.

OUT-OF-SCOPE ACTIVITIES

To ensure clarity for buyers and other professional advisors, the following activities are explicitly outside the scope of the truelens® SaaS service:

Out-of-Scope Activities

ACTIVITY	CLARIFICATION
Statutory Approvals	Truelens® does not grant approvals or certifications
Design Production	The service does not create designs or calculations
Regulatory readiness assessments	Test completeness and structure of submissions
Legal sign-off	Legal responsibility remains with the customer
Professional judgement	Human expertise remains essential

Where additional support is required in these areas, optional consultancy services may be provided separately.



SERVICE DEPLOYMENT MODEL

truelens® is delivered primarily as a public cloud Software-as-a-Service (SaaS) platform hosted on UK-based infrastructure.

Where required by buyer policy, security constraints, or operational need, truelens® can also be deployed in alternative environments, including private cloud or on-premise deployments. These deployment models are typically delivered through a separately scoped engagement and may include additional consultancy, configuration, infrastructure, and support considerations.

This flexibility allows truelens® to be used in environments with higher assurance or isolation requirements while maintaining the same core functionality.

CONSULTANCY AND ADVISORY SUPPORT

Alongside the SaaS platform, buyers may choose to engage optional consultancy and advisory services delivered by OptimaBI. These services are designed to complement the platform and support organisations in embedding effective compliance and assurance practices.

- Regulatory mapping: translating regulations into practical compliance logic
- Assurance process design: defining repeatable review and governance workflows
- Platform configuration: aligning truelens® to sector or organisational needs
- Training and adoption: supporting teams to use insights effectively
- Change and capability support: embedding new ways of working

Consultancy services are optional, scoped separately, and can be used to support both initial adoption and ongoing improvement delivery.



SERVICE MANAGEMENT & SUPPORT

truelens® is delivered as a managed SaaS service, with clear ownership, defined support processes, and structured service management aligned to public sector expectations. The service is designed to be reliable, predictable, and easy to operate within existing organisational governance arrangements follows the collaborative principles of ISO 44001. Service management focuses on ensuring availability, performance, security, and user support throughout the contract term, while minimising operational overhead for buyers.

SERVICE OWNERSHIP AND MANAGEMENT

truelens® is operated and managed by the supplier, with responsibility for:

- Platform availability and performance
- Security, patching, and maintenance
- Incident, problem, and change management
- User support and service communications

A named service owner is responsible for overall service delivery and acts as the primary point of escalation where required. Buyers, and other professional advisors, may also be provided with a named contact or technical account manager for larger or more complex engagements.

SUPPORT MODEL

Support is designed to meet the needs of professional users working on live and/or planned projects and regulatory submissions. The standard support model is included as part of the SaaS subscription, with enhanced options available if required.

Support Model

AREA	DESCRIPTION
Support Channels	Email-based helpdesk and scheduled support sessions
Support Hours	UK business hours, excluding public holidays
Incident Handling	Logged, prioritised, and managed to resolution
User Assistance	Guidance on platform use, features, and outputs
Escalation	Defined escalation route to senior technical staff



Support focuses on helping users effectively use the service, interpret outputs, and resolve technical issues affecting availability or performance.

INCIDENT AND ISSUE MANAGEMENT

Incidents and service issues are logged, tracked, and managed through a structured process. Issues are prioritised based on impact and urgency, with appropriate response and resolution targets applied.

Where incidents affect service availability or data access, users are informed promptly, and updates are provided until resolution. Post-incident reviews may be carried out for significant issues to identify root causes and preventative actions.

CHANGE AND RELEASE MANAGEMENT

truelens®, in line with its accreditation and ISO standards principles, follows controlled change and release management practices. Updates and enhancements are tested prior to release and deployed in a way that ensures none or minimal disruption to users.

Material changes that could affect service use, security, or functionality are preplanned, beta-tested and when ready, communicated in advance. Routine updates and improvements are delivered as part of the SaaS model, without requiring buyer action.

OPTIONAL ENHANCED SUPPORT

Buyers may choose to procure enhanced support services, including:

- Extended support hours
- Priority incident response
- Dedicated technical account management
- Additional onboarding or training support
- Enhanced support arrangements are scoped and priced separately from the core SaaS service.



ONBOARDING & OFFBOARDING

truelens® is designed to be efficiently quick to adopt and straightforward to exit, ensuring buyers, and other professional advisors, can begin using the service rapidly and retain full control of their data throughout and after the contract term.

The onboarding and offboarding processes are structured, repeatable, and proportionate, aligning with public sector expectations for transparency and minimal lock-in.

ONBOARDING APPROACH

Onboarding is designed to enable users to become productive as quickly as possible, without the need for specialist technical resources. The standard onboarding process is included as part of the SaaS subscription.

Typical onboarding activities include:

- Account provisioning and user access setup
- Initial service configuration aligned to buyer needs
- Secure upload of initial datasets or documents
- Introduction to core features and workflows
- Provision of user guidance and documentation

Onboarding can be completed remotely and is suitable for both small teams and larger, multi-project organisations.

TRAINING AND ENABLEMENT

Training is provided to ensure users understand how to use truelens® effectively and interpret the outputs generated by the service. This may include:

- Online walkthroughs and demonstrations
- Role-based guidance for different user types
- Written user guides and reference materials

Additional or tailored training sessions can be provided where required, including sector- or use-case-specific examples, delivered remotely or on-site.



ONGOING ADOPTION SUPPORT

Beyond initial onboarding, truelens® provides ongoing support to help organisations embed the service into their normal ways of working. This may include:

- Support for new users joining the service
- Guidance on evolving use cases
- Periodic check-ins where required

Optional consultancy services can be used to support broader adoption, process change, or integration with existing assurance and governance frameworks.

OFFBOARDING AND EXIT MANAGEMENT

At the end of the contract, or upon termination, buyers retain full ownership of their data and can exit the service without penalty.

The offboarding process includes:

- Export of uploaded documents and generated outputs
- Provision of reports and audit information where required
- Secure deletion of customer data from the platform following confirmation

Data is provided in commonly used, non-proprietary formats to support reuse or migration to alternative systems.

DATA RETENTION AND DELETION

Following successful data export and written confirmation from the buyer, customer data is securely deleted in line with agreed retention periods and security policies. Deletion processes are auditable and designed to ensure no residual customer data remains within the service.



SECURITY & DATA PROTECTION

Security and data protection are core design principles of truelens®. The service is built to support public sector use cases where sensitive, commercially confidential, or safety-critical information must be handled securely and responsibly. truelens® is actively pursuing recognised cyber security certifications and ISO 27001 accreditation.

truelens® follows a defence-in-depth approach, combining technical, organisational, and procedural controls to protect customer data throughout its lifecycle.

DATA OWNERSHIP AND RESPONSIBILITY

All data uploaded to truelens® remains the property of the customer at all times. truelens® acts solely as a data processor, handling information on behalf of the buyer in accordance with contractual obligations and applicable data protection legislation.

Customer data is not reused, shared, or repurposed for secondary uses such as model training, analytics, or benchmarking without explicit agreement.

DATA PROTECTION AND PRIVACY

truelens® is operated in accordance with UK data protection legislation, including the UK GDPR and Data Protection Act 2018. Personal data is processed only where necessary to deliver the service and in line with defined purposes. The service supports:

- Data minimisation principles
- Purpose limitation
- Controlled access based on user roles
- Secure deletion at contract end

Privacy considerations are embedded into service design and operational processes.



TECHNICAL SECURITY CONTROLS

truelens® applies recognised industry-standard security controls, including:

- Encryption of data in transit and at rest
- Secure authentication and role-based access control
- Logical segregation of customer environments
- Regular patching and vulnerability remediation
- Multi-Factor Authentication and audit log export

The platform is fully compliant with OWASP security principles and secure enterprise cloud architecture best practice (e.g., rate limiting & DDoS protection, multi-tenant data isolation, comprehensive audit logging).

HOSTING AND DATA RESIDENCY

truelens® is hosted on secure, UK-based cloud infrastructure. All customer data is stored and processed within UK data centres, ensuring alignment with UK data residency requirements and public sector expectations.

The hosting environment is designed for high availability, resilience, and physical security, with strict access controls and monitoring. Customer data is logically segregated to ensure confidentiality and integrity.

ACCESS CONTROL AND USER MANAGEMENT

User access to truelens® is controlled through authenticated accounts and role-based permissions. Buyers are able to manage their own users and define appropriate access levels aligned to organisational policies. Audit logs record user activity, supporting traceability and investigation where required.

SECURITY MONITORING AND INCIDENT RESPONSE

truelens® operates continuous monitoring to detect potential security threats or anomalous behaviour. Security incidents are managed through defined incident response procedures, including containment, investigation, and remediation.



Where a security incident affects customer data or service availability, affected buyers are notified promptly and kept informed until resolution.

ASSURANCE AND TRANSPARENCY

truelens® maintains documentation describing its security architecture, controls, and operational processes. This information can be made available to buyers on request to support assurance, audit, or governance activities.

Security practices are reviewed and improved on an ongoing basis to respond to emerging threats and evolving public sector requirements.



SERVICE LEVELS & ROADMAP

truelens® is delivered as a managed cloud service with defined availability targets and clear expectations around service performance. The service levels are designed to support professional users working on time-sensitive activities, including regulatory submissions, assurance reviews, and governance processes.

truelens® is designed to be available when teams need it most; during critical review, assurance, and submission periods.

Service levels focus on availability, responsiveness, and transparency, rather than rigid technical metrics that do not reflect real-world use.

SERVICE AVAILABILITY

truelens® is designed for high availability and resilience. The service is available 24 hours a day, 7 days a week, excluding planned maintenance windows.

Service Availability

ASPECT	DESCRIPTION
Target availability	99.5% monthly service availability
Service hours	24/7 access to the platform
Planned maintenance	Scheduled outside UK business hours where possible
Advance notice	Users notified in advance of planned maintenance

Availability is measured at the platform level and excludes outages caused by factors outside the supplier's reasonable control.

PLANNED MAINTENANCE

Routine maintenance, updates, and improvements are an inherent part of the SaaS delivery model. Planned maintenance is scheduled to minimise disruption to users and, if avoidable, is planned and communicated many weeks in advance.



PERFORMANCE AND SCALABILITY

truelens® is designed to scale dynamically to accommodate varying workloads, including peak periods associated with large submissions or multiple concurrent users.

Performance is monitored continuously to ensure that increased demand from one customer does not adversely impact others. Logical separation of customer environments ensures fair and consistent performance.

INCIDENT COMMUNICATION

Where service incidents impact availability or performance, truelens® provides timely communication to users, including:

- Notification of the issue
- Regular status updates
- Confirmation of resolution

Post-incident reviews may be undertaken for significant issues to support continuous improvement.

SERVICE ROADMAP

truelens® is an actively evolving service. The roadmap is informed by regulatory change, user feedback, and emerging best practice across regulated sectors.

Near-term roadmap priorities include:

- Expansion of supported regulatory and standards frameworks
- Enhanced analytics and reporting capabilities
- Improved configuration and tailoring options
- Ongoing performance, security, and usability enhancements

Roadmap updates are delivered as part of the SaaS service, without requiring local upgrades or reinstallation by buyers. While the service roadmap provides transparency on direction of travel, it remains flexible to respond to changes in regulation, policy, and user needs.



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