

Service Definition

AI Detection Service – TruePixel

1. Service overview

The AI Detection Service – TruePixel is a cloud-based service that identifies AI-generated, manipulated or synthetic content within documents and images. It is designed to help public sector organisations detect fraud, protect evidential integrity and increase trust in digital submissions. The service supports investigative, compliance and operational use cases and can be accessed through a secure web interface or integrated into existing systems via API. AIXON DIGITAL LIMITED provides the service as a managed offering and is responsible for delivery, support and assurance.

2. Service features and benefits

The service detects manipulated AI-generated documents and images using advanced AI models. It supports automated analysis of scanned documents, photos and digital files at scale. Detection results include clear confidence scores to support decision making. The service is delivered securely through the cloud and integrates with existing public sector systems. It is designed for high-volume processing without manual review.

The service enables users to quickly identify fraudulent submissions, reduce manual checking effort and improve confidence in digital evidence. It supports faster decision making, consistent checks across teams and scalable fraud prevention without increasing operational overhead.

3. How the service works

Authorised users submit documents or images through the secure web interface or API. The service analyses the content using AI detection models and returns results with confidence scores. Outputs can be reviewed by users or consumed automatically by downstream systems. The service is designed to fit into existing workflows such as case management or document processing systems.

4. Onboarding and trial

The service uses a lightweight onboarding approach. Users are provided with clear documentation and typically begin with a trial or pilot phase to evaluate the service and ask questions. Minimal configuration is required. Optional remote walkthrough sessions and API integration support are available if required.

5. Security and compliance

The service is hosted on Microsoft Azure and adopts Azure security controls for physical security, access management, monitoring and resilience. Security governance follows recognised best practice and secure-by-design principles. AIXON DIGITAL LIMITED is working towards ISO/IEC 27001 certification during 2026.

6. Support and service management

Support is provided via email and an online support portal. Incidents are logged, prioritised and managed through defined processes. Service levels include response and resolution targets based on incident severity. Incident reports are available on request.

7. Data management

Customer data is stored securely in the cloud. Users can export their data at any time via the service interface or API in standard formats. No proprietary formats are used.

8. Resilience and availability

The service is designed for resilience and high availability and benefits from Azure's redundant cloud infrastructure. The service targets 99.9 percent availability measured monthly, excluding planned maintenance. Geo-replication and automated recovery mechanisms support service continuity.

9. End of contract

At contract end, users can extract all their data at no additional cost. Following confirmation of contract termination, customer data is securely deleted from live systems and backups within 14 days. No exit fees apply.