

Service Definition

AI Detection Service – Humanly.app

1. Service overview

Guardian CRM is a cloud-based workflow and case management platform with built-in AI knowledge workers. It is designed to support housing quality, property surveys and compliance-led programmes by managing cases, evidence and decisions within a single configurable system.

The service enables organisations to capture survey data, documents and images, and apply AI-assisted review against defined standards and policies. Guardian CRM is well suited to delivery of programmes such as the Warm Homes Plan, Social Housing Decarbonisation Fund (SHDF) and wider housing compliance activities. AIXON DIGITAL LIMITED provides the service as a managed offering.

2. Service features and benefits

Guardian CRM provides configurable workflows, case management and automated surveys, combined with AI knowledge workers trained to reflect domain-specific expertise. These knowledge workers analyse photos, documents and contextual case data to support checks against compliance standards. The platform includes task routing, exception handling, audit trails and reporting.

The service reduces manual review effort, improves consistency and quality of assessments and supports scalable programme delivery. It enables faster surveys, clearer assurance and improved confidence in compliance outcomes without increasing operational overhead.

3. How the service works

Cases are created and managed within Guardian CRM using workflows configured to customer requirements. Data is captured through configurable, structured forms, surveys and evidence uploads. AI knowledge workers review submitted information in context, checking it against defined rules, compliance standards, quality standards, regulations, and law, and flagging issues, exceptions or providing educated perspective for human review.

Workflows can automate task progression, escalation and reporting, while maintaining full auditability. The service can integrate with existing systems where required.

4. Onboarding and trial

Onboarding follows a structured approach starting with configuration of workflows, data models and compliance standards. Customers may begin with a pilot or trial phase to validate processes and AI behaviour. Documentation and training are provided to support adoption, with minimal technical setup required.

5. Security and compliance

Guardian CRM is hosted on cloud infrastructure and adopts platform-level security controls for access management, monitoring and resilience. Customer environments are logically segregated. Secure-by-design principles are applied throughout service

delivery. AIXON DIGITAL LIMITED is working towards ISO/IEC 27001 certification during 2026.

6. Support and service management

Support is provided via email and agreed support channels. Incidents are logged, prioritised and managed using defined processes, with response targets based on severity. Service management includes configuration support, monitoring and controlled change management.

7. Data management

Customer data is stored securely within the service. Users can export case data, documents and reports at any time in standard formats. Guardian CRM does not impose proprietary data formats and supports customer data retention and deletion requirements.

8. Resilience and availability

The service is designed for resilience and benefits from cloud platform redundancy and monitoring. Automated recovery mechanisms support service continuity. Availability targets align with the underlying cloud platform, excluding planned maintenance which is communicated in advance.

9. End of contract

At contract end, customers can extract all case data and configuration information at no additional cost. Following confirmation of termination, customer data is securely deleted from live systems and backups within agreed timeframes. No exit fees apply.