



**G-Cloud 15**

**Service Definition**

**CompliMind: AI-powered compliance and assurance platform for estates and facilities**

**CompliMind**

**Lot 2b Software as a Service (SaaS)**

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# 1. Introduction

## Company Overview

CompliMind Ltd. is a company based in Cambridge and London, developing artificial intelligence (AI) software to support organisations in managing compliance, audit and assurance obligations for estates and facilities. The team combines expertise in software engineering, AI and regulatory practice to deliver technology that simplifies governance and improves operational efficiency. CompliMind primarily supports NHS Trusts, with all design, development and support activities undertaken in the UK.

## Value Proposition

The NHS and wider healthcare system operate within large and highly complex regulatory frameworks including Health Technical Memoranda (HTMs), Health Building Notes (HBNs) and associated statutory and assurance requirements. The scale and pace of regulatory change make it difficult for estates and governance teams to maintain consistency and compliance across multiple sites and services. CompliMind simplifies this landscape by automating search, review and writing tasks within a single centralised platform. This reduces administrative effort, strengthens assurance and provides real-time oversight of compliance performance across organisations.

## What the Service Provides

CompliMind brings together national standards, organisation-specific documentation and intelligent tools to help users search, write, review and manage assurance and compliance materials in one secure and convenient environment. It enables faster, more accurate work while supporting collaboration, consistency and audit readiness across teams. CompliMind is available in three licence tiers: Light, Advanced, and Assurance Suite. Feature availability depends on the tier purchased, and optional modules and optional services may be purchased separately where required.

## Social Value

CompliMind delivers social value in line with the Government Social Value Model and relevant Procurement Policy Notes. Social value commitments are embedded into day-to-day operations and are overseen by a named individual acting as Social Value Lead. Delivery and progress are reviewed quarterly at leadership meetings, with an annual social value summary produced as part of internal reporting and made available to customers on request.

## *Kickstart economic growth*

CompliMind supports economic growth by creating high-skilled UK-based roles in AI, compliance and product delivery, and by strengthening early career pathways into the sector. By the end of 2026, CompliMind aims to create at least two new UK-based roles. Recruitment outcomes are tracked internally, including role type and career stage, and reviewed regularly by the founding team to ensure continued skills development. CompliMind aims to direct at least 50% of supplier spend to UK SMEs and sole traders. Supplier location and spend are tracked through finance processes, with supplier spend reviewed annually as part of social value reporting. To widen access to knowledge and education, CompliMind intends to host at least two masters or PhD student placements per year. Placement numbers and academic

level are recorded annually. CompliMind also plans to expand the Future Leaders scheme for early career NHS estates and facilities professionals, with participation tracked through attendance records and programme reporting. These activities support government priorities on economic growth, skills development and early career pathways as set out in the Social Value Model and National Procurement Policy Statement.

### ***Make Britain a clean energy superpower***

CompliMind aims to minimise environmental impact through hybrid-first working and digital delivery. Avoidable travel is reduced by default, with travel and expenses data reviewed annually to identify opportunities to further reduce carbon impact. Where travel is required, lower carbon transport options such as public transport are prioritised where practical. CompliMind plans to introduce a Cycle to Work scheme for employees, with uptake consistently monitored. The organisation maintains a paperless, digital-first operating model, reviewed annually to ensure continued reduction in resource use. The CompliMind platform is hosted on Microsoft Azure, and environmental performance is reviewed annually using publicly available Microsoft sustainability reporting, including its commitment to carbon negative operations by 2030. Environmental practices are aligned with government expectations on carbon reduction, including the principles set out in PPN 06/21 on Carbon Reduction Plans for major government contracts.

### ***Break down barriers to opportunity***

CompliMind aims to create fair access to employment and progression through inclusive recruitment and flexible working practices. Roles are offered with hybrid and flexible working options by default where feasible, with uptake monitored regularly. Recruitment is designed to be skill-based, using consistent and structured evaluation criteria. Recruitment outcomes, progression decisions and pay practices are reviewed at least annually by the founding team to support equitable opportunity and identify areas for improvement. These practices align with government priorities on fair access to employment, workforce inclusion and tackling economic inequality as reflected in the Social Value Model and National Procurement Policy Statement.

### ***Build an NHS fit for the future***

CompliMind aims to strengthen NHS capability in governance, assurance and compliance across estates and facilities teams. The service is designed to reduce administrative burden and improve access to regulatory information, enabling staff to focus on safety, quality and improvement. Each customer user is provided with access to onboarding resources and guidance that support digital skills and effective assurance workflows. User onboarding completion and engagement with guidance materials are tracked internally and by customer Champions to inform service improvement. CompliMind intends to contribute to at least three national conferences per year and to deliver regular knowledge sharing sessions through the Fellowship and Future Leaders programmes. Conference participation and session attendance are recorded annually to support sector-wide capability building. Service impact and customer feedback are reviewed through routine account reviews and annual summaries. These activities support government priorities on NHS productivity, digital capability and long-term public sector resilience.

## **Overview of the G-Cloud Service**

CompliMind is provided under G Cloud Lot 2b Software as a Service as a browser-based platform supporting estates and facilities teams with compliance, regulatory support and administration. It is hosted on Microsoft Azure UK cloud infrastructure and accessed securely through any web browser with no local installation or customer managed infrastructure. The service scales automatically to meet organisational demand and receives feature and security updates without disruption. All customer data is stored and processed within UK jurisdiction on Microsoft Azure UK infrastructure. CompliMind is certified to ISO 9001, ISO 14001, ISO 27001, and ISO 42001 standards. Azure applies encryption at rest and in transit by default, using industry standard cryptographic protocols. Access is managed through role-based permissions, and maintenance, monitoring, technical support and initial training are included. Core platform capabilities are delivered according to the licence tier purchased.

CompliMind is available in three licence tiers designed to match different levels of need and organisational maturity. Light provides rapid access to regulatory knowledge and collaboration tools. Advanced adds structured AI-assisted document review and drafting to improve efficiency and accuracy. Assurance Suite extends this with organisation wide assurance visibility, governance, and reporting for multi-site compliance management. Full feature scope, optional add-ons, and indicative annual pricing by user band are set out in the pricing document.

### ***AI Search***

The AI Search function acts as a secure estates- and compliance-specific assistant. Users can ask questions by text or voice, upload documents or reference internal files, and receive concise, traceable answers drawn from verified sources such as HTMs, HBNs, HSE guidance and Building Regulations. Each answer includes citations from multiple documents, visible source excerpts and links to the original text for verification. The assistant can summarise or compare documents, interpret diagrams, draft correspondence and reports, and cross-reference answers with both public regulations and organisation-specific materials. It keeps a record of previous chats, allows exports for sharing with colleagues, and offers pre-suggested actions. Users can also upload personal or team documents for contextual analysis, ensuring that outputs are always evidence-based.

### ***AI Writing Assistant***

AI Writing Assistant capabilities are available in Advanced and Assurance Suites. The function supports the creation of operational and governance documentation including meeting minutes, action logs, reports, strategies, policies and SOPs. It aligns outputs with organisation templates and regulatory references, and can draw on existing documents such as agendas, transcripts or reports to generate new material. Users can pause and return to drafts, generate summaries or follow-up emails, and export documents or logs for distribution. The integrated AI Editor makes revisions easy, allowing users to simply type in their own changes or follow suggested actions. It combines the chat and writing function.

### ***AI Review Assistant***

AI Review Assistant capabilities are available in Advanced and Assurance Suites. The Review function enables automated and collaborative analysis of policies and assurance documents. Uploaded policies trigger automated suggestions for relevant comparison documents or standards. The platform identifies where a document meets, partially meets or fails to meet requirements, generates a compliance score, and provides detailed reasoning with supporting

source text. Each issue is highlighted within the document, with severity ratings and contextual recommendations for improvement. Users can leave comments, share documents, and download or export findings. The system also tests for internal consistency, flagging statements that may contradict other guidance, and checks spelling, grammar and readability.

### ***Regulatory Database***

The Regulatory Database underpins the entire platform. It contains a continuously updated, searchable library of all relevant regulations, standards and technical guidance alongside organisation-specific materials. The library is automatically refreshed daily to ensure accuracy and version control. Users can explore three layers of content: the regulatory library (national standards, legislation, codes and regulations), the organisational library (policies, procedures and relevant documentation), and the personal library (private files such as notes or working documents). The organisational and personal library can be maintained by users. Within any document, users can search, filter by category or domain, launch the AI assistant, extract summaries or ask targeted questions. The Wiki gives every user a single, dependable source of truth that replaces fragmented folders and outdated reference files.

### ***Usage Dashboards***

The Usage Dashboards provide a transparent overview of organisational usage of the platform. Administrators and Champions can view active user numbers, frequency of use and engagement with each core function, including AI Search, the AI Writing and Review Assistants and the Regulatory Database, across teams and sites. Usage trends are tracked over time to monitor adoption, identify teams that may benefit from further onboarding or training, and inform routine account reviews. Dashboard data can be exported to support internal reporting on service uptake and value.

### ***Group Governance***

Group Governance brings each governance group, such as a statutory safety group (water, ventilation, electrical, fire, medical gases or lifts), a project group or a committee, into one structured workspace. Each group has its own space holding its shared documents, agendas, minutes and papers, replacing separate folders and email chains. Actions are captured from minutes and from documents such as Authorising Engineer (AE) reports, assigned to owners with due dates, and tracked to completion with evidence attached. Minutes and chairs' reports are produced with the AI Writing Assistant in the group's template, and reports can follow the organisation's governance route from each group to senior committees. Each group has a dashboard of its documents, actions and status. Where the Training Module is enabled, this includes the group's AE, Authorised Person (AP) and Responsible Person (RP) appointments; where the PAM Module is enabled, it includes the group's PAM questions. Group files can be read from where they already sit, including SharePoint, rather than copied.

### ***Specialist AI Agents***

Specialist AI Agents are customisable compliance agents, each set up with defined instructions, reference sources and an output format for a recurring task, so that the task is carried out consistently each time. Agents operate within the same permissions, source citations and audit trail as the rest of the platform.

## ***Assurance Centre***

The Assurance Centre provides the organisation-wide view of compliance status and the single register of actions behind it. Compliance status dashboards cover domains, sites, teams and themes, with live RAG indicators showing areas of strength. Each entry links back to its supporting evidence in the platform, such as AE reports, audits, group minutes, policy reviews and PAM answers, so that reports to boards, auditors and regulators can be verified. A single action draws together actions from governance groups, AE reports, audits and PAM across the organisation, with each action recording its type, source, owner, due date, status and attached completion evidence. Progress is reported in real time with alerts, and assurance documents can be generated from the underlying data using the AI Writing Assistant. Dashboards and reports can be exported and distributed for governance and committee papers.

## ***Controlled Documents***

The Controlled Documents functions as a managed, version-controlled library for policies, procedures and SOPs that keeps documents current against regulation. Each controlled document is held with its owner, version, full change history and review date, with prompts issued before reviews fall due. Documents are reviewed against relevant regulations and standards, with the system identifying sections that are outdated, incomplete or inconsistent and producing a compliance score, source references and recommendations for revision. When regulations in the Regulatory Database change, affected documents are re-assessed and the sections needing revision are flagged to their owners. Users can compare successive versions to see what has changed and export review reports and change summaries for governance or audit committees.

## ***Associated Services***

In addition to the core CompliMind platform, several optional modules are available to extend functionality for organisations with broader assurance and governance requirements. These modules can be enabled independently or combined with the main service, and may be licensed separately or bundled with the Assurance Suite, as outlined in the pricing documentation.

## ***Training Module***

The Training Module helps organisations curate, track and evidence workforce training related to estates and facilities compliance. It enables teams to map mandatory and role-specific training requirements, monitor completion rates and maintain a transparent audit record for internal or external review. A built-in Appointment Matrix allows organisations to record designated roles and responsibilities (for example, Authorised Persons or Responsible Persons), link them to required competencies, and track compliance against those expectations. Training completion, refresher intervals and evidence of certification can all be monitored in one place. The Hub provides dashboards showing compliance by department, role, or training type, supporting both operational oversight and strategic workforce planning. By consolidating these records, it ensures that assurance on training and competence is consistent, verifiable, and readily demonstrable.

### ***Capital Hub***

The Capital Hub supports compliance and assurance management across capital projects and programmes. It provides a structured environment for recording schemes, associated risks and supporting documentation throughout each project lifecycle stage. Users can link projects to statutory requirements, monitor progress against regulatory milestones, and maintain traceable records of approvals and evidence. Dashboards provide an overview of compliance performance across multiple projects and sites, helping organisations demonstrate due diligence and accountability. The Hub simplifies governance reporting, supports efficient document retrieval for audits, and provides assurance that capital developments meet required technical and safety standards.

### ***Premises Assurance Model***

The Premises Assurance Model automates preparation of statutory and regulatory submissions. It consolidates data from relevant sources across the organisation, aligns content to official reporting templates, and maintains clear evidence trails for every return. The module supports validation and version control to ensure that submissions are complete, accurate and compliant with the latest guidance. Users can generate drafts, attach supporting documents, and review changes collaboratively before final approval. The Hub enables faster, more reliable submission of national returns while maintaining the transparency, traceability and audit readiness required by regulators.

### ***PFI Module***

The PFI Module supports management and assurance of Private Finance Initiative contracts through configurable workflows designed around the organisation's specific requirements. It enables structured capture of condition data, compliance evidence and performance information across assets and sites, with automation used to streamline routine activities and reduce manual effort. Batch processing supports high-volume tasks such as bulk image assessment, condition monitoring and standardised reporting, ensuring consistency and efficiency at scale. The module generates comprehensive evidence packs that bring together data, images and commentary in a clear and traceable format suitable for internal governance, partner engagement or external review. Dashboards provide visibility of contract performance, compliance status and emerging issues, helping organisations demonstrate control, transparency and assurance throughout the lifecycle of their PFI arrangements.

### ***Custom Modules***

The Custom Module option allows organisations to extend CompliMind with functionality tailored to specific governance or assurance needs. It is designed for use cases of equivalent scope to existing hubs, such as sustainability reporting, risk tracking, or incident and safety management. Each module can be configured to capture relevant data, link it to applicable regulations or internal standards, and provide dashboards and audit trails consistent with the wider platform. This ensures that any additional assurance workflows operate within the same secure, transparent and evidence-based environment as the core service. Custom modules are developed in collaboration with the organisation to align precisely with operational requirements and reporting frameworks. They are priced separately and are not included in the base licence unless explicitly agreed.

## 2. Data Protection

### Information Assurance

CompliMind is hosted within Microsoft Azure UK South and UK West regions to provide secure, resilient infrastructure. The platform and its subprocessors operate under strict security and privacy controls consistent with NHS DTAC and the UK GDPR. CompliMind holds Cyber Essentials Plus certification and maintains a valid NHS Data Security and Protection Toolkit self-assessment, and is certified to ISO 9001, ISO 14001, ISO 27001, and ISO 42001 standards. The company is registered with the Information Commissioner's Office (ZB768535) and complies with the Data Protection Act 2018.

The data of each organisation using CompliMind is logically separated. All data in transit is encrypted using TLS 1.2 or higher, and all data at rest is protected through Azure-managed AES-256 encryption. Multi-factor authentication is applied to all admin accounts, and key material is held in secure configuration stores with regular rotation. Access to data is governed by a strict role-based access control model that enforces least privilege. Security events and administrative actions are logged centrally and high-risk events are reviewed and investigated by the engineering team. A documented incident-response process ensures that any breach or significant event is contained, investigated and reported to affected customers without undue delay. The service is not intended for special category data. Customers should avoid uploading special category data unless they have established a lawful basis and appropriate safeguards. Where a customer chooses to upload special category data, it will be processed only on the customer's instructions in accordance with the Data Processing Agreement.

### Data Back-up and Restoration

CompliMind employs automated backups, supporting rapid recovery in the event of data loss or corruption. Backups are encrypted and stored within UK Azure regions to maintain data residency. Recovery objectives are designed for low-hour Recovery Point Objective (RPO) and same-business-day Recovery Time Objective (RTO) for critical data. Customers can request a copy of the backup and restoration process or specify additional retention requirements before placing an order.

### Business continuity statement/plan

CompliMind maintains a documented Business Continuity and Disaster Recovery Plan that covers hosting, development and support operations. The plan defines the scope of continuity activities, identifies critical functions and interdependencies, and sets acceptable downtime limits for each service component. Continuity is achieved through geographically separate Azure regions, automated replication and fail-over, off-site backups and a distributed remote workforce model that allows core operations to continue even during site or regional disruption. Incident-response and communication procedures are established to keep customers informed in the event of an outage or security event. As a browser-based, non-clinical system, CompliMind does not form part of an organisation's internal network resilience but provides independent operational continuity for estates, facilities and governance functions. A more detailed continuity plan can be provided to buyers on request.

### Privacy by Design

CompliMind applies Privacy by Design principles throughout its development and operation. All new features undergo Data Protection Impact Assessment and internal design review to identify and mitigate privacy risks before release. The platform collects only the minimum personal information required to deliver its service. When AI processing is used, models

operate on inference-only and no data is retained or reused when processing. Access control and authentication are enforced through token-based security and role-based permissions. Each customer's data is logically segregated at tenant level so that information cannot be transmitted across organisations. All user and administrative activity is recorded for audit, providing a full trace of access and modification events. At contract end or on request, data is securely erased using NIST SP 800-88-aligned procedures, and written confirmation of deletion is provided.

CompliMind's architecture, policies and operational practices are reviewed regularly to maintain alignment with NHS Digital, DTAC and UK GDPR requirements. The company agrees to operate in ways consistent with the Government's Technology Code of Practice and to uphold the highest standards of information governance in all aspects of its service delivery.

## 3. Using the service

### Ordering and Invoicing

CompliMind can be purchased directly through the G-Cloud Digital Marketplace. Buyers are also welcome to contact the team via [contact@complimind.co.uk](mailto:contact@complimind.co.uk) to discuss their requirements before completing a Call-Off Order. A short requirements discussion is usually held to confirm the intended use, user numbers and any onboarding preferences. Orders are processed and invoiced directly by CompliMind, and standard billing is issued in accordance with the terms of the Call-Off Contract. Pricing excludes VAT and is billed annually in advance. Licences are provided per organisation, defined as one NHS Trust, NHS Foundation Trust, or equivalent public sector body, and do not automatically extend to ICS networks or wider NHS deployment. Pricing is based on the tier selected and the user band, with optional modules and optional services available where required. Full pricing is set out in the published pricing documentation.

### Availability of Trial Service

Demonstrations of the platform are available on request and can be arranged before purchase. These sessions allow buyers to explore the platform features and understand how it aligns with their compliance and assurance needs. A public product overview is also available via the CompliMind website.

In addition to demonstrations, a structured pilot option is available to organisations wanting to evaluate the platform in practice before full rollout. The Adoption Phase is an optional six-month onboarding period for unlimited users, with full access to Advanced tier features. The fee can be credited toward the first-year subscription if the organisation upgrades within six months.

### On-Boarding, Off-Boarding, Service Migration, Scope etc.

Onboarding is delivered through a structured and supported process. Following acceptance of a contract, a kick-off meeting is held with senior estates and facilities staff to confirm objectives and configuration requirements. Where relevant, the team can also meet with procurement or information governance representatives to ensure alignment with internal processes.

Each customer nominates CompliMind Champions from across departments who support local rollout and training. Champion sessions are delivered remotely by default. On-site sessions can be provided on request, subject to agreement, and may be chargeable as outlined in the pricing documentation. Following this session, users are invited to join the

platform and access automated onboarding tutorials, in-app tours and step-by-step guidance. CompliMind also provides tutorial videos and runs regular online onboarding sessions for new users. In-person training can be provided on request as an optional service and may be chargeable.

Customers may contact CompliMind at any time to discuss service exit or data export requirements. While no customers have ever offboarded from the service, CompliMind will work with each organisation to agree a secure data-export process and timeline.

When a customer provides notice of termination, CompliMind engages directly with the nominated Champions and relevant leads (for example, Estates & Facilities, Information Governance, or Procurement) to agree a clear exit plan and timeline. Customers are supported to export their data securely, with the default provision of all data in open-source, interoperable formats that can be readily reused or integrated into internal systems or successor platforms. Once data extraction is verified and approved, all user accounts are deactivated, and access to the service is withdrawn in accordance with the agreed schedule. CompliMind then performs a secure deletion of hosted data following NIST SP 800-88 standards and provides written confirmation of erasure for the organisation's records upon request.

If required, CompliMind offers an enhanced, chargeable Service Migration Support package that provides additional hands-on assistance for organisations transitioning away from the platform. This can include data mapping, document reformatting, migration-planning workshops, and coordination with any incoming vendors or internal IT teams.

## **Training**

CompliMind provides a range of training options designed to suit different user groups and experience levels. Training can be tailored to individuals, departments or sites and is delivered by the CompliMind team. Regular masterclasses are hosted online, allowing users to explore features in more depth and ask questions. Users can also access tutorial videos, platform tours and an interactive onboarding process that can be revisited at any time. Ad-hoc support and refresher sessions can be arranged on request, as outlined in the pricing documentation.

## **Implementation Plan**

A detailed implementation plan can be provided to the buyer on request. This typically includes project milestones, configuration steps, training schedules and key roles and responsibilities.

## **Service Management**

Service operations, uptime monitoring and issue resolution are managed by CompliMind's engineering team. The platform runs on Microsoft Azure UK data centres and benefits from Azure's 99.9% uptime SLA. CompliMind monitors performance continuously and maintains internal incident logs. Significant updates or changes are communicated in advance through in-platform notifications. Customers can also schedule technical review meetings during regular support hours. CompliMind holds Cyber Essentials Plus certification and adheres to internal security and quality management processes aligned with NHS DSPT and DTAC standards, as well as being certified to ISO 9001, ISO 14001, ISO 27001, and ISO 42001 standards.

## **Service Constraints**

The CompliMind platform is available 24/7. Support is provided Monday to Friday, 09:00-17:00 (UK time) via email, telephone or video call. Planned maintenance is rare and always

communicated at least two weeks in advance. The service is configurable through the interface but cannot be customised at code level to maintain consistency and data integrity.

### **Service Levels**

CompliMind operates entirely on Microsoft Azure, which provides a 99.9% uptime SLA across the core infrastructure services used by the platform (compute, storage, networking). CompliMind's own service availability is therefore dependent on Azure's performance and underlying commitments.

While CompliMind does not provide a separate availability guarantee, it actively monitors platform performance and incident trends to help ensure consistent and reliable operation. Incidents are prioritised by severity and managed by the CTO or a delegated engineering lead. All incidents are logged, reviewed, and tracked through resolution, with summary reports available on request.

### **Outage and Maintenance Management**

Service continuity and resilience are primarily supported through Microsoft Azure's redundancy, monitoring, and disaster recovery capabilities. CompliMind deploys updates using controlled release processes designed to minimise downtime and leverages Azure's health and diagnostic tooling to detect and address issues quickly.

Planned maintenance is scheduled outside of standard business hours wherever possible, and customers are notified in advance of any expected service disruption. In the event of an Azure outage or degradation, CompliMind follows its incident management and communication procedures to keep customers informed until service is restored.

### **Financial Recompense Model for not Meeting Service Levels**

CompliMind does not operate a formal service-credit or financial recompense scheme, as infrastructure uptime is governed by Microsoft Azure's SLA. In the event that availability is materially impacted by Azure or by related service dependencies, CompliMind will work with affected customers to assess the impact and agree suitable remedial or support measures as part of its service-management commitment.

## **4. Provision of the service**

### **Customer Responsibilities**

Customers are responsible for providing network access, suitable computer equipment and an internal contact to oversee use of the service. Each organisation is asked to nominate a small group of Champions from relevant teams to support internal rollout and act as first points of contact for colleagues. Customers must ensure that their users comply with applicable organisational policies and CompliMind's acceptable-use requirements. CompliMind acts as a data processor for account and usage information; the customer remains the data controller. The service is registered with the Information Commissioner's Office (ZB768535) and operates in full alignment with UK GDPR.

### **Technical Requirements and Client-Side Requirements**

CompliMind is accessible through all standard web browsers. The service is compatible with NHS network and browser standards and requires only HTTPS connectivity. No VPN or local installation is needed. The service performs best on desktop or laptop devices and is not yet

fully optimised for mobile use. Standard SharePoint-based document upload workflows are supported. Bespoke integrations with CAFM, DMS, or other systems are available as an optional service and may be chargeable. CompliMind will work with customer IT teams to agree on a secure transfer method and manage user permissions. All data is hosted primarily in the UK on Microsoft Azure infrastructure, with select subprocessors (Google Cloud, PostHog and Langfuse) based in the EU for analytics and monitoring. All subprocessors operate under Data Processing Agreements compliant with UK GDPR adequacy decisions. Azure applies encryption at rest and in transit by default using industry-standard cryptographic protocols. Multi-factor authentication is enforced for privileged access.

### **Outcomes/Deliverables**

On purchase, the customer receives user accounts, secure platform access, onboarding and training support, and continuous delivery of product updates. The service includes access to learning resources, guidance materials, and ongoing technical assistance. These elements support rapid adoption and help reduce time spent on compliance documentation, evidence management and assurance reporting, improving audit readiness, policy oversight and visibility of compliance progress and outstanding risks. CompliMind provides continuous updates through its release pipeline, ensuring users always have access to the latest tested and approved version.

### **Development life cycle of the solution**

CompliMind follows an Agile Scrum methodology with continuous deployment. The team operates in two-week development sprints that include sprint planning, retrospectives and backlog review. Each release undergoes structured internal testing and quality assurance before deployment. Customer feedback is gathered through user research sessions, pilot studies, feedback forms and regular meetings with CompliMind Champions. Insights from these sessions inform prioritisation and roadmap development.

### **After-sales Account Management**

Each customer is assigned a named Technical Account Manager who acts as the day-to day-technical point of contact, coordinates support and escalations, and helps plan adoption and optimisation. Regular check-ins are held with Champions and senior stakeholders to review usage and gather feedback. CompliMind shares release updates through newsletters, direct to user emails, website announcements, social media and in platform notifications. Remote onboarding, training, and ongoing support are included in all tiers. In-person training or masterclasses can be provided as an optional service and may be chargeable. Customers may also meet directly with the CTO or Head of Machine Learning to discuss technical or roadmap matters.

### **Termination Process**

Customers may terminate the service with written notice following completion of the minimum contract period defined in the Call-Off Contract. CompliMind may also terminate the service with not less than 30 days' written notice, or immediately in the event of non-payment or material breach, as set out in the supplier's standard terms. Upon termination, CompliMind will cooperate with the customer to ensure a secure and complete export of all user data in open, interoperable formats, and will provide written confirmation of deletion once migration is complete. Standard offboarding support is included at no additional cost.

## 5. Our experience

### Case Studies

#### ***Cambridge University Hospitals NHS Foundation Trust***

**Context:** Estates and facilities teams at this large teaching hospital were spending over 11 hours per week locating regulatory information spread across multiple systems. Fragmented access to HTMs, HBNs, HSE guidance and other statutory sources created inefficiency and compliance risk.

**Action:** CompliMind was piloted to centralise regulatory content, enable natural-language search and provide concise, citation-linked answers. The deployment integrated guidance from NHS England, HSE and UK Government repositories within a single interface, allowing staff to filter by discipline such as fire safety, water safety and ventilation. Sixty-three users across estates, compliance and technical roles participated in the pilot.

**Outcome:** The pilot reduced search time by 35% and improved the accuracy and relevance of results by 53%. Each user saved up to four hours weekly, freeing capacity for safety and maintenance work. Staff reported higher confidence and reduced stress from simplified information access, while managers highlighted enhanced assurance and audit readiness. The platform's success has informed continued adoption across other NHS trusts and provided a model for digital compliance modernisation within the public sector.

#### ***Somerset NHS Foundation Trust***

**Context:** The estates and facilities team at Somerset NHS Foundation Trust faced mounting compliance demands, fragmented information systems, and manual assurance processes that slowed progress. Key documents and policies were stored across multiple folders and email chains, making it difficult to confirm the latest version or verify compliance. Safety Group minutes and action logs were managed separately, requiring extensive coordination and follow-up across teams.

**Action:** CompliMind was introduced to consolidate information and streamline safety and governance workflows. 75 users across capital, estates and facilities teams now operate within a single connected environment using consistent templates and processes. The platform enables rapid search and review of statutory guidance such as HTMs, HBNs and Building Safety Act references, and supports automated policy evaluation with transparent citations and contextual recommendations.

**Outcome:** The trust now handles over 1,000 regulatory queries each month through CompliMind, with each response traceable to its authoritative source. More than ten Safety Group chairs use the system to create, share and track minutes and actions through integrated logs, reducing duplication and improving follow-up consistency. The platform has released 300+ hours per month previously lost to administration, allowing staff to focus on assurance and proactive risk management. Senior leaders report stronger governance visibility, faster policy reviews and higher staff confidence in the accuracy of compliance documentation.

#### ***Swansea Bay University Health Board***

**Context:** Swansea Bay University Health Board is preparing for a PFI handback scheduled for mid- to late 2029, creating a fixed deadline to return assets, resolve outstanding contractual obligations, and plan future service provision. The handback team faced the challenge of reviewing very large volumes of complex PFI contract documentation, with each document containing detailed legal and technical obligations linked to estates, facilities and service

delivery. Tracking obligations manually was time consuming and error prone, particularly as standards such as HTMs and HBNs continued to evolve. The complexity of legal terminology and technical language further slowed review cycles, increasing the risk of missed obligations, inconsistent interpretation, and avoidable delays.

**Action:** CompliMind was introduced to centralise access to PFI contract documentation and support structured analysis of handback obligations. The platform enabled the team to search across contracts and reference files using natural language, identify and extract key obligations, and surface relevant regulatory and technical context. CompliMind supported continuity across the handback programme by enabling clear action tracking and consistent interpretation, reducing reliance on manual review and fragmented working practices. The system was adopted by the PFI handback team to support faster, more reliable contract review and coordination across estates, facilities, capital projects teams and external contractors.

**Outcome:** The handback team gained greater control and clarity over the review process, with significantly faster review cycles and improved understanding of contractual obligations. Time spent on manual document analysis was reduced by approximately 35%, allowing the team to focus on decision-making rather than document searching. Communication and alignment across internal teams and contractors improved, reducing delays and lowering the risk of missed or misinterpreted obligations. Stakeholders reported higher confidence in the accuracy and consistency of contract analysis, supporting a more controlled and lower-risk approach to PFI handback planning and delivery.

## Clients

CompliMind works with a growing list of organisations across the UK including nine NHS trusts and several safety-critical industry partners. Engagement spans capital projects, estates and facilities, governance, compliance, health and safety, procurement, hospital operations and PFI handback teams within healthcare settings. References can be provided on request.

## Contact Details

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