

G-Cloud 15 Lot 2b

Bramble Hub

Agentic AI & Multi-Agent Systems Platform

Service Definition

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Service Definition Document

Agentic AI & Multi-Agent Systems Platform

G-Cloud 15 Framework | Lot 2b: Application Development and Deployment

1. Service Overview

The Stealth Labs Agentic AI & Multi-Agent Systems Platform is provided with dedicated delivery team included in every subscription. No day rates, no consultancy fees - one predictable monthly subscription gives you the platform, the expertise, and the people to make it work.

The platform includes Michie.AI for AI-powered business transformation, Yochi for predictive intelligence and behavioural forecasting, and Document Intelligence for SharePoint content auditing. Higher tiers include dedicated security-cleared engineers and technical account managers as part of your subscription - not as billable extras.

Built on proven frameworks including LangGraph and LangChain, the platform integrates with existing infrastructure while meeting UK government security standards. Our team holds clearances to DV level with extensive experience delivering AI solutions across FCDO, MOD, and other sensitive environments.

2. Service Features & Benefits

2.1 Core Features

- Platform subscription includes dedicated delivery team - no separate consultancy fees
- Michie.AI hub for AI-powered business requirements, solution design, and transformation
- Yochi module for predictive intelligence, location forecasting, and behaviour analysis
- Document Intelligence for SharePoint content auditing, PII detection, and compliance
- Multi-agent orchestration engine for complex parallel workflow automation
- Natural language interfaces enabling non-technical users to work with AI agents
- Human-in-the-loop controls for governance and oversight at critical decision points
- Full API access for integration with existing enterprise systems and databases
- Explainable AI with complete audit trails for regulatory and compliance requirements
- Knowledge transfer and training included to build sustainable in-house capability

2.2 Benefits

- One subscription covers platform, delivery team, and support - no hidden costs
- Zero upfront costs with flexible monthly subscriptions starting from £1,500/month
- Dedicated security-cleared personnel included at Professional and Enterprise tiers
- Predictable budgeting - no day rate surprises or scope creep on consultancy
- Faster time-to-value with experienced team already familiar with the platform
- In-house AI capability through Michie.AI without expensive external consultants
- Proactive operational intelligence through Yochi predictive analytics
- Compliance risk reduction through Document Intelligence automated scanning
- Pilot costs credited against full subscription if converted within six months
- Volume discounts up to 15% automatically applied on larger commitments

3. Service Levels & Support

All support is included in your subscription - no additional support contracts required. We offer tiered support levels to meet varying operational requirements. All support is delivered by UK-based engineers with relevant security clearances where required.

Level	Standard	Professional	Enterprise
Hours	Mon-Fri 09:00-17:00	Mon-Fri 08:00-20:00	24/7/365
P1 Response	4 hours	2 hours	1 hour
P2 Response	8 hours	4 hours	2 hours
P3 Response	48 hours	24 hours	8 hours
TAM/CSE	—	Cloud Support Engineer	Technical Account Manager
Reviews	—	Monthly check-ins	Quarterly roadmap sessions

Priority Definitions: P1 = Service unavailable/critical impact; P2 = Major feature degradation; P3 = Minor issues/queries.

4. Onboarding & Offboarding

4.1 Onboarding Process

Onboarding and implementation support is included with your subscription tier. Our team handles environment setup, configuration, integration, and training as part of getting you live - not as billable extras.

- Discovery workshop to understand requirements and integration points
- Environment provisioning and security configuration
- Data integration and agent configuration
- User acceptance testing and validation
- Staff training and documentation handover
- Go-live support and hypercare period

4.2 Offboarding & Exit

We ensure a clean and compliant exit process:

- Full data export in standard formats (JSON, CSV, or as agreed)
- Configuration and workflow documentation export
- Secure deletion of all customer data with certification
- Transition support to successor supplier (up to 30 days)
- Decommissioning confirmation and audit trail

5. Data Backup, Security & Compliance

5.1 Data Backup & Restore

- Automated daily backups with 30-day retention
- Point-in-time recovery capability (up to 7 days)
- Geo-redundant storage across UK data centres
- Encrypted backups at rest (AES-256) and in transit (TLS 1.3)
- Regular backup integrity testing and restore drills

5.2 Security & Compliance

- UK OFFICIAL classification supported
- Alignment with NCSC Cloud Security Principles
- Cyber Essentials certified
- GDPR compliant with UK data residency
- Role-based access control with MFA enforcement
- Comprehensive audit logging and SIEM integration
- Security-cleared personnel (SC/DV) available at no additional premium

6. Business Continuity & Disaster Recovery

- Recovery Point Objective (RPO): 4 hours
- Recovery Time Objective (RTO): 8 hours (Standard), 4 hours (Enterprise)
- Active-passive failover across geographically separated UK data centres
- Documented DR plan with annual testing and reporting
- Incident management procedures aligned with ITIL best practice
- Communication protocols for major incident notification

7. Service Constraints

7.1 Planned Maintenance

Planned maintenance windows are scheduled for Sundays 02:00-06:00 UK time, with a minimum of 5 business days' notice. Emergency maintenance may occur outside these windows with best-efforts notification. Target service availability is 99.5% (Standard) to 99.9% (Enterprise), excluding planned maintenance.

7.2 Customisation

The platform is highly configurable through the web interface - your team or ours can tailor workflows, agent behaviours, and integrations to your requirements. Standard customisation is included in your subscription. For bespoke requirements, optional development services are available: custom agent development (£12,000 per agent) and specialist API integrations (£8,000 per integration). Your dedicated engineer at Professional tier and above handles most customisation needs as part of the subscription.

7.3 Dependencies

Service operation requires stable network connectivity from customer premises, appropriate API access to integrated systems, and timely provision of credentials and access rights during onboarding. The customer is responsible for the accuracy and quality of input data.

8. Commercial Information

Pricing is provided in the separate G-Cloud Pricing Document. The minimum contract term is 3 months for Pilot tier and 12 months for all other tiers. We operate a flexible commercial model and can discuss bespoke arrangements for larger or multi-year engagements. Volume discounts up to 15% are available and applied automatically based on annual contract value.

For further information or to discuss your requirements, please contact sammy@stealthlabs.uk.

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