

Informed Solutions
G-Cloud 15
Service Definition
InformedDECISION™ Knowledge Hub
Lot 2b Cloud Software

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Introduction

Company Overview

Formed in 1992, Informed Solutions is a leading international provider of digital transformation, technology, AI, data analytics, geospatial and location expertise, and systems integration services and platforms that support large-scale digital transformation.

Our clients are globally recognised public and private sector organisations operating in a variety of sectors, including Government, Civil Defence, Healthcare, Sustainable Environment, Land Asset Management, Citizen Engagement, Transport, and Energy.

We strive to live up to our values of Innovation, Excellence, and Integrity by thinking about things differently, always doing our best, and always acting in good faith.

We're a team of passionate problem solvers. We take pride in helping our clients accelerate and de-risk digital business change so that we can collaborate and codesign world-class digital services that solve complex business and safety-critical problems, particularly where place, location or geography are important.

Ever since we started out in 1992, we've maintained a clear focus on tech for good. We create economic and social value by helping to build a more inclusive, fair, and safe society through the ethical use of technology and data, and by investing in the digital skills of our people, partners, and clients.

We've been recognised through the years for international innovation in digital service design, most recently with two Queen's Awards for Innovation in 2018 and 2022, World Innovation, Technology and Services Alliances (WITSA) Awards in 2018 and 2022, and several prestigious UK and Australian technology sector awards.

The multi-award-winning, data and AI-powered platforms and services we develop draw on over 30 years' experience of delivering exceptional, innovative digital solutions. Our software and services help make the world a smarter, safer, healthier, and cleaner place and are used by millions of people every day in an increasingly connected, converged world.

Value Proposition

InformedDECISION™ Knowledge Hub is a SaaS AI knowledge management and AI-assisted retrieval platform that helps public sector organisations find, validate and reuse information held across dispersed systems and document stores. It provides a governed, permissions-aware way for users to search and interrogate approved knowledge sources and complex documents using retrieval augmented generation, natural language search, and conversational question answering, reducing time spent navigating multiple repositories and improving access to relevant evidence, guidance, and prior decisions.

The service supports regulated and high-assurance decision-making by returning traceable results with cited source references, enabling users to verify outputs and maintain defensible audit trails. Generative summarisation and workflow-aligned output templates help teams create comprehensive, consistent, decision-ready briefings, case summaries and decision notes, while retaining expert human oversight for quality assurance.



InformedDECISION™ Knowledge Hub integrates with existing platforms and repositories via secure APIs and connectors, improving knowledge access without requiring disruptive data migration or re-architecture. The service is delivered with security, privacy and governance controls aligned with public sector expectations, including encryption, audit logging, permissions-aware retrieval, and controls for the responsible use of AI.

Available as a standalone SaaS product or as part of the InformedDECISION™ suite, InformedDECISION™ Knowledge Hub enables faster information discovery across systems, document collections and email archives, reduces manual effort in collating, summarising and drafting decision artefacts, and supports faster, more consistent decision-making using trusted precedents, policies and evidence.

What the Service Provides

InformedDECISION™ Knowledge Hub provides a secure, AI-enabled knowledge discovery and retrieval service that enables organisations to unify, search and interrogate information held across multiple corporate systems and document repositories. The service indexes structured and unstructured content from connected sources without requiring changes to

underlying systems, enabling improved access to historic and operational knowledge while preserving information governance and data sovereignty.

The service provides semantic search, natural language querying and conversational question answering across approved knowledge sources. Users can ask questions in plain language, retrieve relevant documents, records and extracts, and receive grounded answers and summaries that are linked back to the underlying source materials. Responses are generated using retrieval over indexed content and configured guardrails, supporting use in regulated and high-assurance contexts where users must be able to verify evidence and understand provenance.

Knowledge Hub is configured and fine-tuned for each organisation's specific sector/domain, document types, terminology, structures and use cases, using the organisation's own content and data schemas. This controlled fine-tuning improves retrieval relevance, summarisation quality, and question-answering accuracy over time, while operating within defined governance controls and without using customer data to train shared or cross-tenant models.

InformedDECISION™ Knowledge Hub provides AI-assisted summarisation and decision-support tooling to help users synthesise large volumes of information efficiently. This includes generating case summaries, briefings and decision notes with cited source references, alongside capabilities to identify similar cases, prior decisions and supporting precedents. Workflow-aligned views and configurable output templates support consistent outputs across teams and roles, while retaining expert human oversight for review and validation.

The service integrates with existing enterprise platforms and repositories via secure APIs and connectors, including document management systems, collaboration tools, case management platforms and databases. Metadata extraction and enrichment improve the usability and future value of information holdings, supporting stronger search, filtering and reuse over time.

InformedDECISION™ Knowledge Hub is delivered with ISO 27001, ISO 90001 and ISO 42001 certified security, privacy and governance controls aligned with the AI Playbook, the Cross Government AI Testing Framework, Service Standard and Technology Code of Practice.

These include permissions-aware retrieval that respects source-system access controls, encryption in transit and at rest, audit logging, configurable retention policies and monitoring.

Social Value

Our purpose is underlined by action and reflected in how we go about our work, the type of work we do, and in our contributions to the sustainable social, environmental, and economic development aims of the communities we are part of. A Tech for Good business since its inception in 1992, Informed Solutions' Commitment to Social Value is mapped against Crown Commercial Services' Social Value Model:

- **Kickstart Economic Growth:** We commit to recruiting and retraining those left unemployed by economic downturn through InformedACADEMY™, our ISO 9001-certified talent development framework. National partnerships with Manchester Digital, The Prince's Trust, Manchester Mind and Barnabus charities support local communities.
- **Tackling Economic Inequality:** We commit to creating new businesses, jobs, and skills, whilst localising our supply chains and increasing their resilience through upskilling and diversity initiatives.
- **Make Britain a Clean Energy Superpower:** A certified carbon-neutral company and Global Action Plan 'Business for Clean Air' Signatory, our ISO 14001-certified Environmental Management System ensures the reduction of carbon through day-to-day operations and in the delivery of contracts.
- **Break Down Barriers to Opportunity:** A GreatPlacetoWork®-certified company with a trust index score of 96%, we commit to identifying and tackling inequality in employment, skills, and pay in our workforce through our Equal Opportunities Policy, mapped to the 2010 Equality Act and the Modern Slavery Act 2015.
- **Wellbeing:** We actively promote an open health culture at Informed, implementing the 6 Standards in the mental health at work commitment, including inclusive and accessible recruitment and progression practices and flexible hybrid working conditions for all.

Overview of the G-Cloud Service

InformedDECISION™ Knowledge Hub is a cloud-hosted platform that provides secure knowledge discovery, conversational retrieval and AI-assisted summarisation for public sector organisations operating in regulated and high-assurance environments.

The service enables organisations to unify, search and reuse information held across existing corporate systems and document stores, supporting faster access to trusted evidence, guidance and historical decisions without requiring data migration or changes to underlying source systems. Knowledge Hub is designed to support defensible, transparent decision-making where auditability, provenance and human oversight are essential.

Knowledge discovery and conversational access

The platform provides semantic search, retrieval augmented generation, natural language querying and conversational question answering across approved organisational knowledge sources. Users can ask questions in plain language and retrieve relevant documents, records and extracts, with results grounded exclusively in indexed enterprise content.

Key capabilities include:

- Intelligent information retrieval across structured and unstructured data, returning results with cited sources and intelligent filters.
- Conversational question answering, grounded in approved enterprise sources, with configurable guardrails and answer provenance.
- Automated “Find similar” functionality to instantly identify and signpost related cases, prior decisions, precedents and supporting evidence.

Responses and summaries are generated using approved sources, with explicit references back to the original material. This enables users to verify outputs, understand provenance and identify where evidence is present or absent, supporting use in regulated decision-making contexts.

Up-to-date answers from evolving knowledge sources

Knowledge Hub uses automated integration and continuous indexing of connected repositories to support retrieval and summarisation over current organisational content, ensuring decisions are informed by the most up-to-date approved information without manual reprocessing.

AI-assisted summarisation and decision support

The service provides AI-assisted tools to help users synthesise large volumes of information efficiently. This includes generating summaries, briefings, case notes and decision artefacts that reference the underlying evidence.

Capabilities such as identifying similar cases, related decisions and relevant precedents support consistency and reuse of approved organisational knowledge. Workflow-aligned views and configurable output templates enable consistent outputs across teams and roles, while retaining expert human oversight for review and validation.

User-friendly interface

InformedDECISION™ Knowledge Hub's intuitive, accessible user interface is designed to meet WCAG 2.2 AA accessibility standards and aligned with the GOV.UK and Scottish Design Systems for ease of use. The interface supports consistent use across devices, browsers and assistive technologies.

Configurable search views, filters and navigation options enable users to quickly locate relevant information without specialist skills. Summary and output templates can be tailored to organisational needs, supporting consistent presentation of evidence, findings and decision artefacts.

Configuration and model tuning

Knowledge Hub supports configuration to align with each organisation's sector/domain, document types, terminology, data structures and use cases. Models can be configured and fine-tuned using domain and organisation-specific content and schemas within the customer environment to improve retrieval relevance, summarisation quality and question-answering accuracy.

All configuration operates within defined governance controls. Customer data is not used to train shared or cross-tenant models.

Integration with existing systems

The service integrates with existing enterprise platforms and repositories through secure, standards-based APIs and connectors. Typical integrations include document management systems, collaboration platforms, case management systems, databases and other line-of-business applications.

Integration capabilities include:

- Connectors for common enterprise systems and stores (e.g. network file stores, SharePoint, Teams, Jira/Confluence, case management systems, SQL and NoSQL databases, document stores and geospatial information systems).

- Extraction of information from structured and unstructured content, including reports, documents and emails.
- Metadata extraction and enrichment, such as file type, dates, case identifiers, location tags, entities and classifications, to improve usability and long-term value, supporting stronger search, filtering and reuse.

Security, privacy and governance

InformedDECISION™ Knowledge Hub is delivered with security, privacy and governance controls aligned to Secure-By-Design and Privacy-By-Design principles. These include permissions-aware retrieval that respects source-system access controls, encryption in transit and at rest, audit logging, configurable retention policies and monitoring.

The service is delivered under Informed Solutions' ISO 27001, ISO 9001 and ISO 42001 certified management systems and aligns with the Service Standard, Technology Code of Practice, the AI Playbook and the Cross-Government AI Testing Framework. Controls support responsible and ethical use of AI, transparency, accountability and ongoing human oversight.

How it works

1. Connect: establish secure connectivity to agreed organisational data sources and define what content is in scope.
2. Ingest and index: ingest documents and records; enrich metadata; build a governed search index.
3. Retrieve: users ask questions in natural language, search, filter, and navigate results.
4. Ground and summarise: generate summaries and draft outputs that cite the underlying sources.
5. Operationalise: integrate outputs into workflows (case systems, document management, reporting, forms, portals).
6. Monitor and improve: track adoption, coverage, and quality; iterate schemas, and prompts/guardrails.

Benefits

Faster access to trusted knowledge

Enables users to search and interrogate information across multiple systems and document stores using natural language, reducing time spent locating and cross-checking evidence.

Reduced manual effort in information collation

Minimises repetitive effort involved in gathering, validating and synthesising information from dispersed sources through AI-assisted retrieval and summarisation.

Up-to-date answers from evolving knowledge sources

Supports retrieval and summarisation over current, approved organisational content as repositories and records change, reducing reliance on manual re-collation and revalidation.

Improved decision quality and consistency

Supports more consistent decision-making through reuse of approved precedents, policies and historical decisions, with cited evidence and traceability.

Decision-ready outputs for regulated environments

Produces summaries, briefings and decision artefacts grounded in source material and suitable for audit, assurance and formal decision records.

Greater transparency and explainability

Provides clear links between AI-assisted outputs and underlying sources, supporting explainable AI use and defensible outcomes.

Reduced risk of unsupported outputs

Grounds answers and summaries in approved sources with cited references, reducing the risk of outputs that cannot be evidenced.

Human-in-the-loop assurance

Retains expert oversight of AI-assisted outputs, supporting quality assurance and accountability in high-assurance contexts.

Scalable access across teams and content volumes

Supports secure use across large teams and growing information estates without increasing reliance on specialist data or technical skills.

Improved onboarding and knowledge retention

Makes institutional knowledge searchable and reusable, accelerating onboarding and reducing dependency on individual expertise.

Secure and compliant by design

Operates with GDPR-compliant data handling, permissions-aware access controls, audit logging and encryption, delivered under ISO 27001, ISO 9001 and ISO 42001 certified management systems.

Public sector use cases

InformedDECISION™ Knowledge Hub supports public sector organisations that need to retrieve, validate and reuse information from complex, dispersed information estates to enable consistent, transparent and auditable decision-making.

Casework, assessment and regulatory decision support

Supports teams responsible for assessing applications, submissions, cases or regulatory materials by providing rapid access to relevant policies, guidance, evidence and historical decisions. AI-assisted summaries, precedent retrieval and cited evidence help reviewers navigate large, complex document sets while retaining expert human judgement and accountability.

Typical use cases include planning and licensing assessments, regulatory reviews, inspections, assurance activities and compliance decision-making.

Evidence retrieval and audit-ready reporting

Enables organisations to locate and cross-reference evidence held across document stores, case systems and line-of-business applications. Cited summaries and decision artefacts support audit, assurance and reporting requirements by clearly linking conclusions back to source material.

Policy, guidance and precedent discovery

Supports consistent interpretation of policy by enabling staff to search, interrogate and reuse organisational policies, guidance and historical decisions using natural language, reducing variation between decision-makers across teams and regions.

Operational decision support and triage

Supports operational teams handling high volumes of cases or enquiries by surfacing relevant information, similar cases and supporting context to enable rapid triage and prioritisation, reducing delays and rework.

Knowledge retention and onboarding

Supports organisational resilience by making institutional knowledge searchable and reusable, enabling new staff to access historical decisions, guidance and context more quickly and reducing dependency on individual expertise.

Domain examples across the public sector

Knowledge Hub is applicable across a wide range of public sector domains, including:

- **Regulators and assurance bodies** – Evidence retrieval, precedent analysis and audit-ready decision records for inspections, authorisations and regulatory assessments.
- **Environment, planning and land management** – Access to historical planning decisions, environmental assessments, guidance and GIS-linked evidence to support casework and compliance.
- **Healthcare and public health** – Retrieval of policies, safety reports, incident histories and guidance to support clinical, regulatory and assurance decision-making.
- **Policing and public safety** – Access to operational guidance, intelligence summaries and historical decisions to support briefing, coordination and assurance activities.
- **Central government and agencies** – Policy interpretation, option appraisal, compliance reviews and evidence-based decision-making across programmes and services.

Associated Services

InformedDECISION™ Knowledge Hub is a standalone module in the InformedDECISION™ product suite.

The full InformedDECISION™ platform is an end-to-end case and customer management platform that transforms how organisations capture applications, manage cases, and make evidence-based decisions. Other modules include:

InformedDECISION™ Intelligent Forms Builder

InformedDECISION™ Intelligent Forms Builder is a low-code digital forms platform for designing, publishing and managing secure, accessible forms. The platform simplifies and improves the user experience in interacting with complex and/or high-volume public-facing services, enabling organisations to build application journeys and capture structured, decision-ready information efficiently and consistently.

User-centred design, intelligent validation and dynamic branching guide users through tailored journeys, improving data quality at the point of capture. AI application summarisation reviews form information and attachments, providing teams with an overview to support prioritisation.

API integration with case management, CRM, and back-office systems enables faster triage, processing, and decision-making, reducing administrative burden and improving service outcomes.

InformedDECISION™ Geospatial Case Management

A fully featured case management platform, with advanced location and geospatial analytics. InformedDECISION™ geospatial case management helps organisations manage location-based cases and assets. It connects application, case and asset data, documents, evidence and spatial datasets in a map-based workspace.

Interactive maps and real-time dashboards reveal trends, relationships and risks, supporting end-to-end casework, faster prioritisation, processing and decision making for more consistent, evidence-based outcome.

These modules are optional additions and can be procured separately via G-Cloud.

The full InformedDECISION™ platform with all modules is also available under our **“InformedDECISION™: AI case management and customer management platform”** G-Cloud listing

Optional additional implementation support and specialised consultancy is available in our G-Cloud Lot 3 **InformedDECISION™ Cloud consultancy and support listing**.

Data Protection

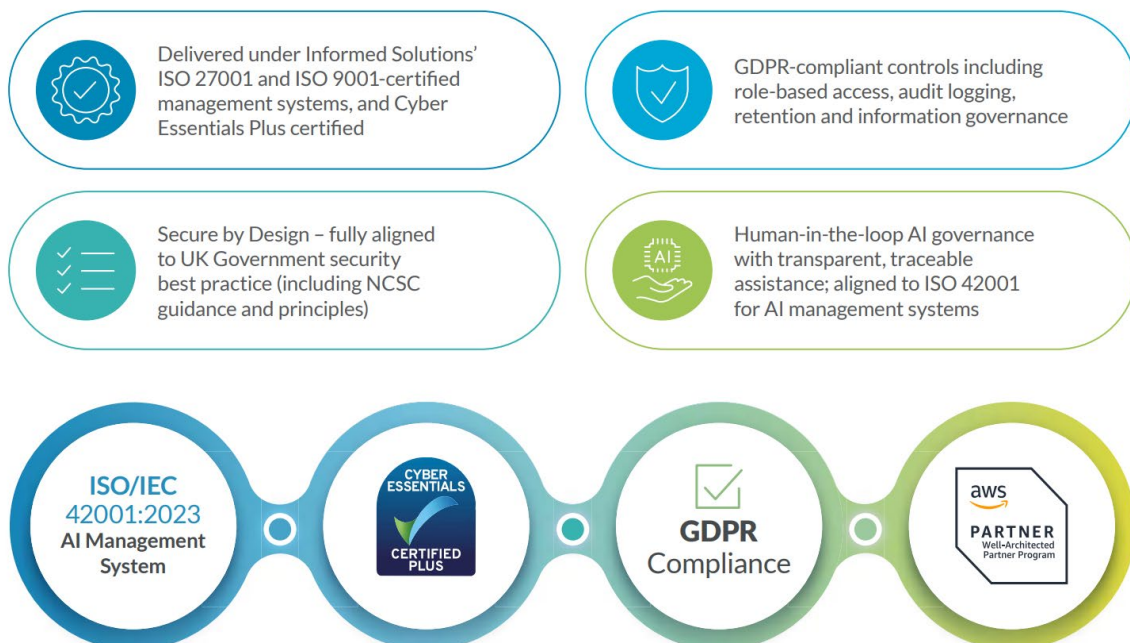
Information Assurance

InformedDECISION™ Knowledge Hub is fully compliant with GDPR and the Data Protection Act 2018 and is designed to be Secure-By-Design, Privacy-by-Design, and aligned with NCSC principles. The data provided by the buyer and users is protected by TLS Version 1.3 encryption in transit and AES 256 encryption at rest.

Users are authenticated using modern, standards-based identity and access management. The service can integrate with enterprise identity providers (including Microsoft EntraID) to provide Single Sign On. The solution enforces authentication policies including multi-factor authentication, conditional access and password standards, with Role Based Access Control (RBAC).

Full audit trail and configurable retention policies are available. All data is stored and processed in the UK by default, hosted on AWS. Annual penetration testing validates platform security.

At an organisational level, Informed Solutions holds ISO 27001 for Information Security, ISO 9001 for Quality Management, ISO 42001 for AI Management Systems, and Cyber Essentials Plus certification.



Data Back-Up and Restoration

All customer data is backed up and stored on a recurring basis to minimise risk of data loss. Data and configuration back-up are stored in secure AWS cloud storage.

Business Continuity Statement and Plan

Informed Solutions are committed to operational resilience and service business continuity. We commit to 99.9% uptime for our products, and elevated availability levels can be offered if required. A full Business Continuity Plan is available on request.

Privacy-by-Design

Privacy-by-Design and data protection principles are embedded into the platform's software engineering and design. Data privacy features include:

- Configurable data retention and deletion controls
- Complete deletion of personal data on request
- Role based access controls
- User identity authentication
- Real time audit information

Using the service

Ordering and Invoicing

Please contact opportunities@informed.com to discuss your requirements and arrange a demonstration.

Our Product Team will ensure the solution meets your business needs and define the appropriate licensing level for your organisation. Once the scope of the service is agreed, our team will document the order form and share with you for approval.

Our preferred invoicing is on a monthly basis, with 30-day payment terms, but we can also provide quarterly or annual invoicing and billing. Payment is through electronic bank transfer.

Pricing overview

Pricing is tiered by usage licence under a Software-as-a-Service model. There will be a one-time implementation fee and monthly hosting costs. Please see our Pricing Document for more information.

Availability of Trial Service

A Trial Service is not available. Product demonstrations and access to reference sites are available. We can offer pilots at discounted rates.

Onboarding and Offboarding

Onboarding

Our product team will work with your organisation to understand your business processes, use cases and requirements.

An Account Manager will hold a kick-off call to co-define and prioritise your requirements, with phased configuration, implementation, deployment and user training.

Offboarding

Customers own all the data entered into the platform. During offboarding, data exports will be provided in standard open data formats for download or secure file transfer.

Access to the solution will cease at the contract end date.

Within 30 days of completing any contract termination activities, Informed Solutions will securely destroy all copies of customer data remaining on the solution.

Training

User training can be customised to your needs with virtual or in-person walk-throughs, in-person/virtual classes and train-the-trainer courses. Online training videos and training documentation are also available.

Implementation Plan

A detailed implementation plan is available on request.

Implementation plans are designed around the customer and their requirements.

Implementation typically involves:

- Discovery and scoping phase to define and prioritise your needs
- System deployment, integration with organisation systems and document stores
- System configuration tailored to user and business needs
- Quality assurance, performance and usability testing
- User training

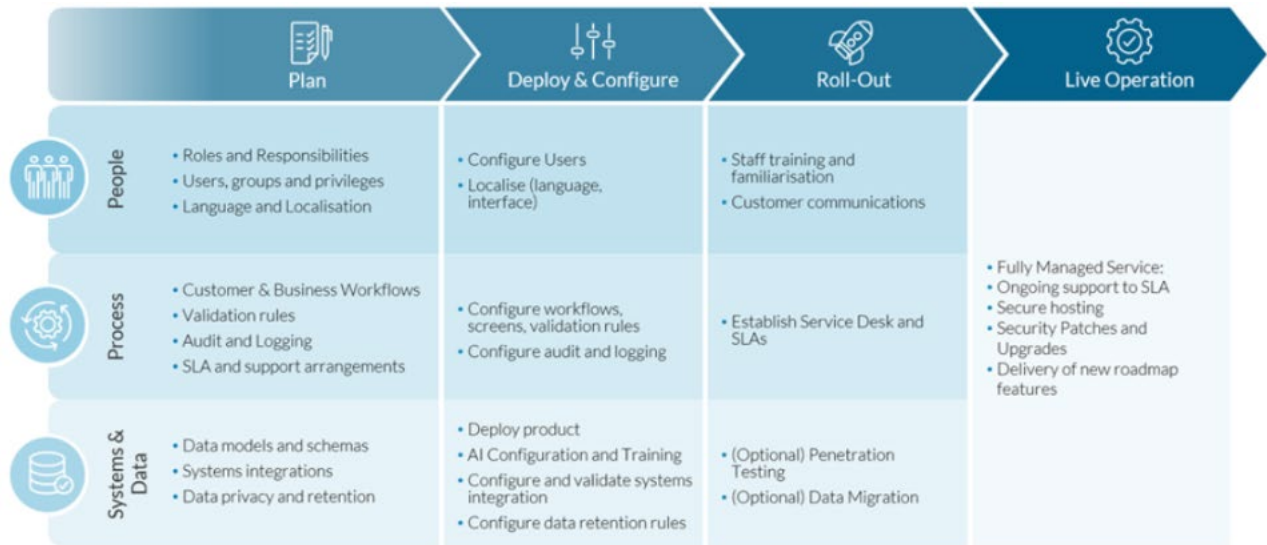


Figure 1 An overview of our agile implementation approach

Service Management and Service Constraints

Our web-based platforms support cross-browser and cross-device usage (desktop, mobile, tablet).

Support and working hours are 09:00 to 17:00 hrs Monday to Friday (UK time), excluding UK Bank and Public Holidays.

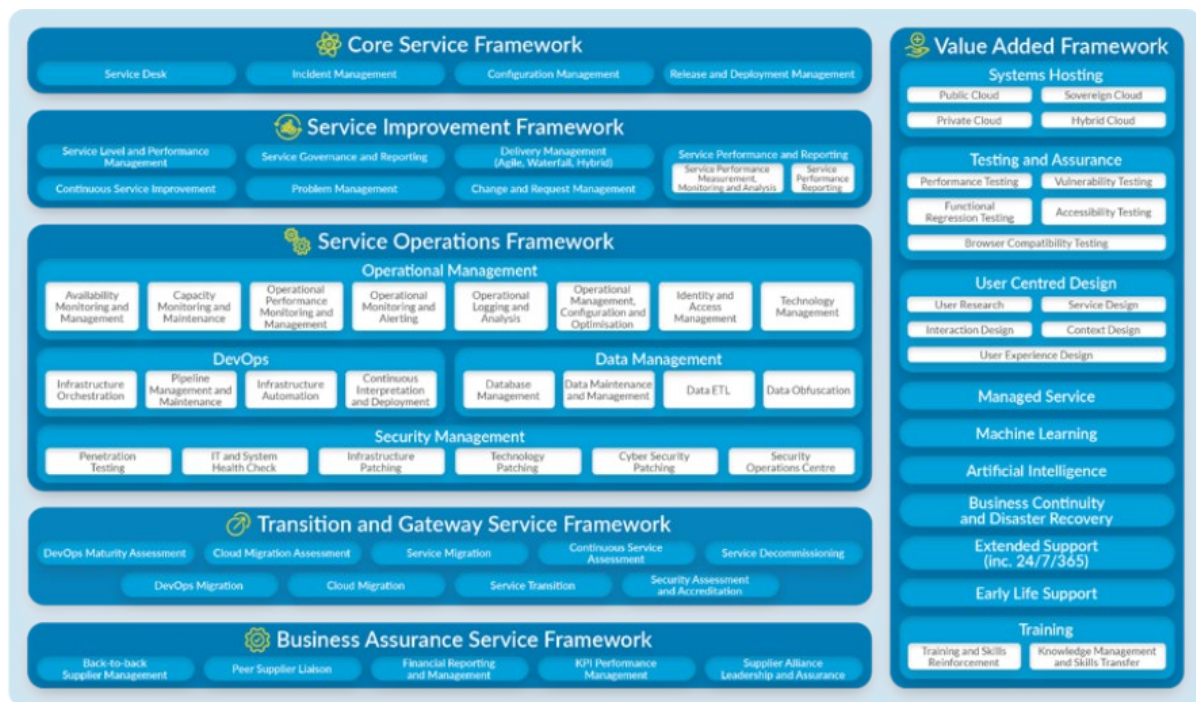


Figure 2 Our Delivery and Service Management Framework

Our service support model is ITIL-4 aligned, uses DevSecOps practices and is ISO 90001, ISO 27001, ISO 14001 and ISO 42001 certified.

Service Levels

We aim to keep platform interruptions to a minimum and within our agreed SLAs.

Service levels are 99.9% availability per month during Working Hours.

Working Hours are defined 09:00 to 17:00 hrs Monday to Friday (UK time), excluding UK Bank and Public Holidays.

Service uptime is automatically monitored. Alerts (SMS and email) are automatically raised in the event of downtime. Dashboards and APIs are available on request.

We provide first-level support through our online service desk accessible through PRISM Online Services Portal as the default communication method. Clients can report availability issues and operational issues.

Enhanced SLAs and support packages, including 24/7/365 support are available on request

Outage and Maintenance Management

Our ITIL aligned Helpdesk is manned during Standard Service Hours, 09:00 to 17:00 hrs Monday to Friday, excluding UK Bank and Public Holidays. The client will provide all the necessary incident information into PRISM and the Helpdesk will log the progress of each request.

Calls received by Informed Solutions will be ranked by the Client according to the severity of the impact to Client's business as defined below:

- Level 1 - Emergency, where the Software Solution, or a significant portion of the Software Solution, is totally inoperative; use of the Software Solution is severely impacted; or where unrecoverable data loss or data corruption has occurred
- Level 2 - Serious, where the Software Solution is useable, but is functionally degraded or restricted. The potential impact on the Client's business may be significant, restricting normal use by some of Client's staff;
- Level 3 - Inconvenient/Minor, where the Software Solution is useable, but one or more functions may not operate as expected, resulting in minimal impact on Client's business.

Response and Resolution Times

Level 1	Description	Initial Response	Escalation Level 1	Escalation Level 2
1	Emergency e.g. Loss of entire software environment or irrecoverable data loss or corruption	1 hour	4 hours	3 days
2	Serious e.g. Loss of major functional component	4 hours	8 hours	10 days
3	Inconvenient/Minor e.g. A function does not operate as expected	8 hours	5 days	30 days

Initial Response: Client receives acknowledgement from the Informed Solutions Service Desk that their incident has been received and resolution activities have commenced.

Escalation Level 1: In the event of the Initial Response not resolving the incident, Informed Solutions will escalate the incident internally or with the relevant third party to seek resolution.

Escalation Level 2: In the event of the first level of escalation not resolving the incident the matter will be brought to the attention of an Informed Solutions" Managing Director who will initiate further action.

Maintenance

We conduct routine maintenance, patching and improvements to ensure the Platform.

These include:

Small Service Improvements: Low complexity work, such as basic functional or cosmetic enhancements. Small Service Improvements are undertaken to fix minor bugs and provide minor enhancements and will not impact functionality.

Emergency Service Improvements: These require urgent and immediate response and are prioritised above all other requests. They may be of any size or complexity, their defining characteristic being urgency and priority. These improvements will be handled on a case-by-case basis through direct communication and may include deployment during normal working hours

Our Service Desk will send an email to the authorised Client representative with a description of the fix and the deployment time.

We make every reasonable endeavour to carry out any planned maintenance outside of Working Hours. Where this is not practical, we use reasonable endeavours to provide reasonable advance notice to the Client of any potential disruption caused by such planned maintenance, which must be performed during Working Hours.

Provision of the Service

Customer responsibilities

Customers shall adhere to the software's service terms and policies.

Customers will ensure the maximum number of users it authorises to access and use the software shall not exceed the applicable numbers agreed in the Call-Off contract. Licences must not be used by more than one assigned individual user. Licence reassignment requests must be presented to your Account Manager for review and approval.

Customers will take reasonable steps to prevent unauthorised access to the software. Each user shall keep a secure password and username for their use of the software. Each user shall keep their password and username confidential, and shall not disclose their username and/or password to any third party.

Customers will notify their Account Manager immediately of any known or suspected unauthorised use of the System or breach of its security and will use their best efforts to stop said breach.

Customers acknowledge that the Software's AI capabilities are designed to support (and not to entirely replace) human decision-making. Customers accept that the software outputs should be reviewed, interpreted and relied upon in conjunction with an adequate level of decision-making by a skilled and sufficiently trained professional in the relevant field.

After-sales Account Management

An Account Manager will be assigned to manage your customer account. Check-ins, touch points and communication cadences will be agreed during kick-off.

Our online support desk is available during Standard Service Hours, 09:00 to 17:00 hrs Monday to Friday, excluding UK Bank and Public Holidays.

Termination

Termination for convenience: Licence Agreements shall be effective from the Commencement Date and shall continue for the Initial Term and shall continue to be in effect thereafter unless or until terminated by either party giving to the other written notice according to the Notice Period or unless terminated in accordance with the remainder of this clause.

Termination for cause: Either party shall be entitled to terminate this Licence Agreement immediately on written notice where the other party shall:

- commit any material breach of any of the provisions of this Licence Agreement and shall fail to remedy such breach (where capable of remedy) within 30 days of notice in writing from the party not in breach specifying the breach and requiring it to be remedied;
- and/or pass a resolution for its winding up or have a receiver or liquidator appointed over the whole or any part of its assets, or (being an individual) becomes bankrupt or makes or attempts to make any composition with its creditors or take or suffer any similar action in consequence of debt or if the party ceases or threatens to cease trading.

Our Experience



Case Studies

NatureScot, Scotland's national nature agency, reviews thousands of complex planning and development applications to ensure nature is safeguarded. As demand grew, their team had to manage an ever-increasing volume of incomplete and poor-quality submissions – tying up valuable resources, driving rework and delaying responses.

We worked with NatureScot to deploy and configure the InformedDECISION™ Knowledge Hub, indexing hundreds of thousands of detailed, unstructured historical documents. We integrated this with data from their Case Management System, GIS and corporate policy/guidance to provide a unified knowledge hub which is transforming how they manage casework.

The solution produces AI-assisted application summaries, identifies similar cases and precedents, and enables case officers to deep-dive into corporate knowledge on technical topics, case types and previous decisions in real-time. It enables faster, more consistent decision-making whilst retaining expert human-in-the-loop oversight. As a result, NatureScot's expert case officers spend less time trying to find data held across multiple systems and more time focusing on high-value, high-impact decision-making. Knowledge Hub has delivered the following benefits:

- **50% reduction** in time spent on **initial application review**, driven by improved data quality, filtering and summarisation.
- **40%-85% reduction** in manual effort (depending on case complexity) required to **gather and collate information from** different sources and systems to support evaluation and response to applications.

Contact Details

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