

Informed Solutions
G-Cloud 15
Service Definition
InformedDECISION™
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

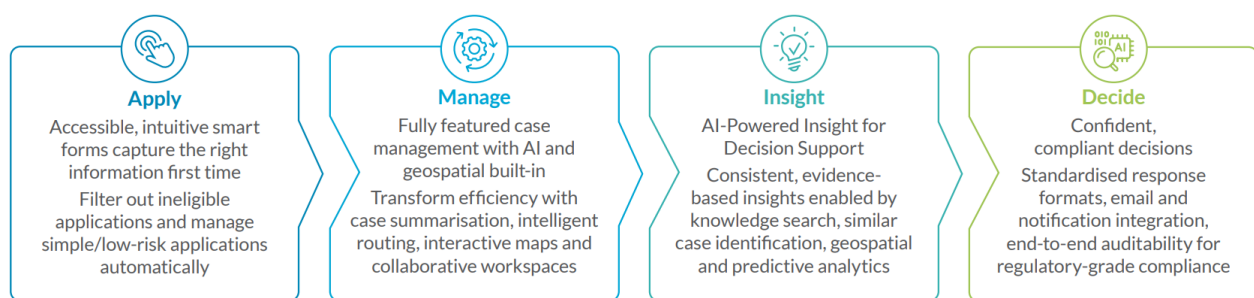
InformedDECISION™ is a secure, scalable, cloud-native, modular platform that transforms how organisations capture applications, manage cases, and make evidence-based decisions. It features intelligent forms, configurable case and workflow management and governed AI-assisted knowledge discovery to support consistent, transparent and auditable outcomes at scale

Built for high-impact, high-trust operations, where governance and auditability matter, it unifies data, documents, correspondence, insights and workflows across systems into a single operational environment. This enables organisations to streamline operations, strengthen data quality, and deliver consistent data-driven decision-making in regulated and high-assurance contexts.

InformedDECISION™ combines three integrated modules: **InformedDECISION™ Intelligent Forms Builder**, **InformedDECISION™ Geospatial Case Management**, and **InformedDECISION™ Knowledge Hub**.

Together, the platform supports right-first-time data capture through guided digital forms, maintains authoritative customer and case records with linked evidence and context, and enables faster, more consistent decisions through governed AI-assisted search, summarisation and reuse of trusted organisational knowledge and precedent.

The platform's geospatial capability extends this core value by embedding location and spatial context directly into case workflows, triage, and analysis where place, assets, or proximity are relevant, enhancing situational awareness, pattern detection, and decision confidence.



Intelligent Forms Builder improves right-first-time capture through low-code journey design, validation, dynamic branching, secure uploads and automated acknowledgements, ensuring high-quality, complete submissions for efficient downstream review and processing.

Geospatial Case Management then provides a single, authoritative case record and a map-based workflow environment, linking people, cases, documents, and places, allowing teams to review, prioritise, route, and manage work consistently using configurable workflows, business rules, dashboards, and map-based context.

Lastly, Knowledge Hub provides AI-enabled knowledge management across approved organisational sources. It offers governed, permissions-aware natural-language search, conversational retrieval, and AI-assisted summarisation. This enables staff to quickly find relevant evidence, guidance and precedents, with clear traceability to source materials to support confident, consistent and auditable decision-making.

Delivered as a fully managed SaaS service and proven in national public sector deployments, InformedDECISION™ helps organisations reduce avoidable manual effort, improve data quality and decision consistency, and operate more efficiently at scale—while maintaining the security, governance and transparency required for public sector services.

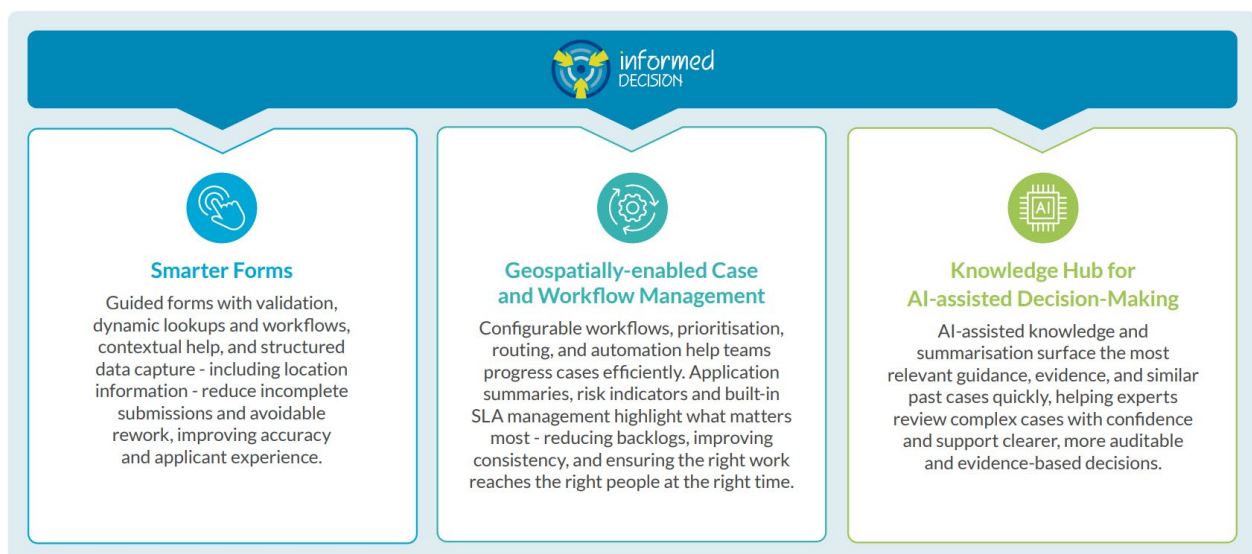
The platform is delivered with Secure-by-Design, Privacy-by-Design and NCSC aligned controls, including encryption, audit logging, role-based access control, and WCAG 2.2 AA accessibility.

InformedDECISION™ is available as a fully integrated cloud platform or as individual standalone modules. This allows organisations to modernise service delivery at their own pace, while retaining a clear and scalable path to unified, location-aware case management and intelligent decision support.

When required, the platform can integrate with existing enterprise systems through secure APIs and connectors, enabling InformedDECISION™ to operate as the primary system of record or to coexist alongside established tools as part of a phased transition.

What the Service Provides

InformedDECISION™ provides a secure, cloud-hosted, end-to-end platform for managing digital intake, location-based casework and evidence-led decision-making across public sector services. The platform brings together digital forms, geospatially enabled case management, analytics and reporting, and governed AI-assisted knowledge discovery into a single, integrated service, supporting configurable, traceable end-to-end workflows from submission and prioritisation through assessment, decision, reporting, and audit.



Build intelligent online forms with right-first-time data capture

InformedDECISION™ Intelligent Forms Builder provides low-code tooling for designing, publishing, and managing secure digital forms and customer journeys for public-facing and internal public-sector services. It enables organisations to create, update and adapt forms quickly without bespoke development, supporting rapid change in policy, process or eligibility criteria.

The service supports guided application and enquiry capture through configurable workflows, dynamic branching, validation rules and eligibility checks. Forms can automatically pre-fill and validate information by securely referencing data from existing organisational systems, their current application and previous submissions, reducing user effort and improving accuracy at the point of capture.

These controls help ensure submissions are complete, accurate and fit for downstream assessment and decision-making, reducing avoidable rework and follow-up.

Secure uploads enable applicants to submit supporting evidence, including documents, images, audio, video and location data, within a single, structured application journey. Users

can save progress and return to submissions, supporting complex or multi-stage applications and improving completion rates.

Configurable templates automatically generate acknowledgements, confirmations, and standard responses, reducing manual correspondence and improving transparency for users. Completed submissions are routed directly into case workflows, with optional AI-assisted application summaries to support faster initial review, triage and handover to operational teams.

Unified, geospatially enabled case management

InformedDECISION™ Geospatial Case Management provides a map-enabled case management environment for applications, incidents, sites, assets and investigations where location, boundaries, proximity or spatial context are critical decision factors.

The service maintains a single, authoritative, time-stamped case record that links customer details, case data, correspondence, documents, attachments, and spatial references. Interactive maps, configurable data layers and spatial views enable users to understand relationships, constraints, cumulative impacts and risk patterns that are not visible in non-spatial systems.

Configurable workflows, data fields and business rules enable consistent triage, prioritisation, routing and progression of cases based on geography, metadata and policy criteria. Dashboards and operational views provide visibility of workload, status and performance across teams and regions, supporting day-to-day operations and management oversight.

Evidence, precedent and decision support

InformedDECISION™ Knowledge Hub provides AI knowledge management, with governed, permissions-aware natural-language search, conversational retrieval, and AI-assisted summarisation across approved organisational sources.

The service enables users to search and interrogate policies, guidance, historical cases, documents and correspondence using plain language queries. Responses and summaries are grounded in approved sources and include citations back to the underlying material, supporting transparency, auditability and defensible decision-making.

Knowledge Hub can identify similar cases, prior decisions and relevant precedents to support consistency across teams and reduce duplication of effort. Workflow-aligned views and configurable output templates support the production of decision notes, briefings and summaries suitable for regulated environments, while retaining expert human oversight.

It supports more efficient use of specialist expertise where it adds the most value, by reducing time spent locating, cross-checking, and summarising information.

Integrated analytics, reporting and insight

InformedDECISION™ provides integrated reporting, dashboards and analytics across forms, cases and spatial data to support operational management, compliance monitoring and policy insight.

Organisations can configure dashboards and reports using spatial and non-spatial data to monitor volumes, performance, outcomes, risk and trends. Reports can be scheduled on a tailored cadence and exported to support governance, audit, assurance and statutory reporting, with clear links back to underlying case records, evidence and spatial context.

Configuration, integration and adaptability

The platform supports configurable data models, workflows, business rules, reporting, and user access to align with organisational policies, regulatory frameworks, and service requirements, without custom development.

InformedDECISION™ can operate as a complete system of record or integrate with existing enterprise systems through secure, standards-based APIs, OGC web services, and connectors. Typical integrations include document management systems, CRMs, GIS platforms and operational databases, enabling organisations to align the platform with their wider information estate while maintaining a single operational view for casework and decision-making within InformedDECISION™.

Security, accessibility and governance

InformedDECISION™ is delivered as a fully managed SaaS service with security, privacy and governance controls aligned to public sector requirements. These include role-based access control, permissions-aware data handling, encryption in transit and at rest, audit logging and configurable retention policies.

The platform is designed to meet WCAG 2.2 AA accessibility standards and is aligned to GOV.UK and Scottish Design System, supporting inclusive access and consistent use across devices and assistive technologies.

It is delivered under Informed Solutions' ISO 27001, ISO 9001, and ISO 42001-certified management systems, supporting the secure, ethical, and transparent operation of digital services at scale.

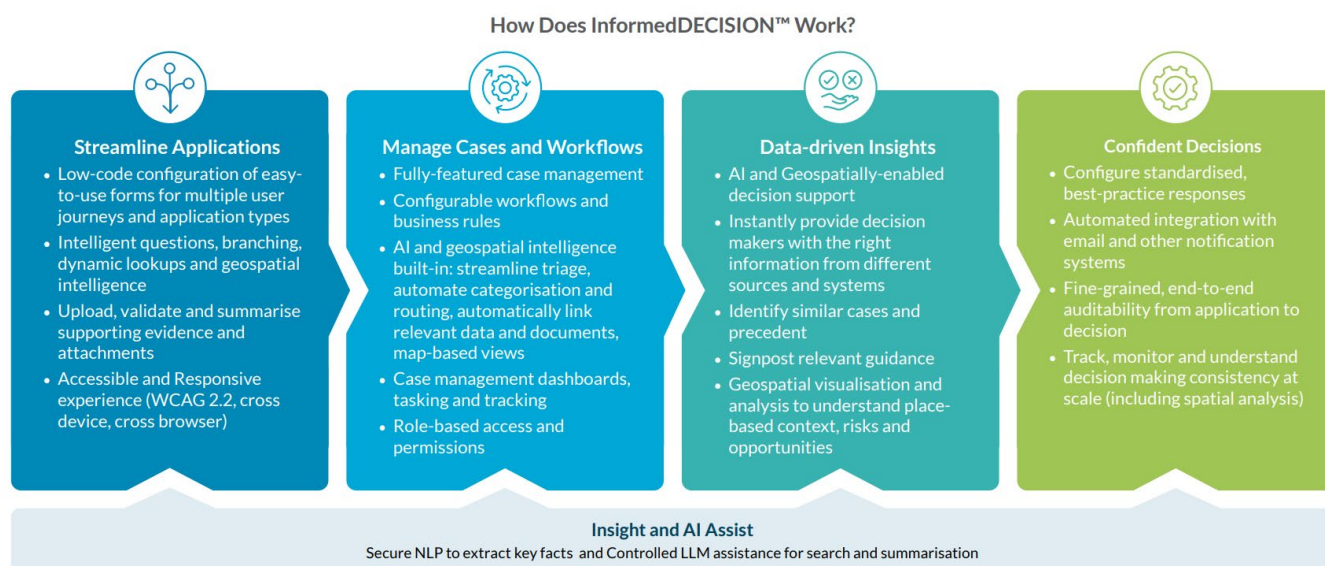
Social Value

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™ is delivered as a fully managed, cloud-hosted, modular Software as a Service platform, designed to support public sector organisations delivering complex, regulated and location-sensitive services at scale. The service provides an end-to-end digital platform for managing customer interactions, applications, cases and decisions where accuracy, auditability, spatial context and consistency are critical.



The service supports the full lifecycle of public-sector casework and decision-making, from digital intake and validation through assessment, prioritisation, and workflow management to decision-making, reporting, and audit.

By combining digital forms, geospatially enabled case management, analytics and reporting, and governed AI-assisted knowledge discovery within a single cloud service, InformedDECISION™ enables organisations to operate traceable, configurable and defensible workflows across teams, services and geographies for better, faster, evidence-based case management and decision making.

Cloud service model

InformedDECISION™ is accessed via a secure, browser-based interface hosted on AWS and does not require customers to deploy, host or manage underlying infrastructure or software components.

The service is fully managed by Informed Solutions, including platform operation, security management, updates and enhancements.

The platform is designed to scale securely across teams, services and case volumes, supporting both day-to-day operational use and high-volume or long-running programmes. Capacity, performance and availability are managed within the service, enabling

organisations to adopt and expand usage without infrastructure planning or operational overhead.

Modular platform, end-to-end capability

InformedDECISION™ is available as a fully integrated cloud platform comprising three integrated modules—**Intelligent Forms Builder, Geospatial Case Management and Knowledge Hub**—or as individual standalone modules. This enables organisations to adopt the service incrementally, modernising specific parts of the service lifecycle while retaining a clear and scalable path to unified, location-aware case management and intelligent decision support.

When deployed as an end-to-end platform, InformedDECISION™ acts as the primary system of record for applications, customer interactions, case data, evidence and decisions.

Where required, the service can integrate with existing enterprise systems through secure, standards-based APIs and connectors, enabling it to coexist alongside established tools as part of a phased transition or hybrid operating model.

Architecture and Integration

InformedDECISION™ has a flexible, scalable and secure microservices architecture. Built for cloud, it is fully compliant with AWS Well Architected Framework and assured by AWS architects through Foundation Technical Review.

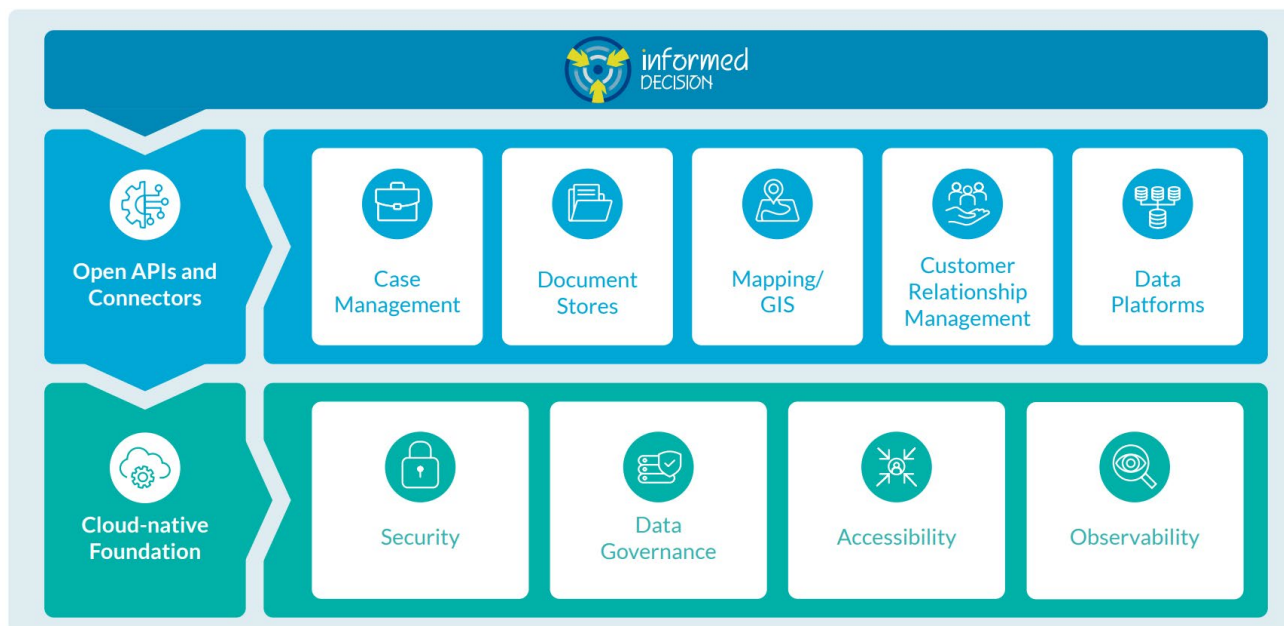


Figure 1 Platform Architecture and Integration Overview

Designed for regulated public sector use

The service is designed for use in regulated and high-assurance public-sector environments where transparency, accountability, and defensible decision-making are essential. Configurable workflows, business rules, audit trails, and permissions-aware access controls support the consistent application of policies and standards, while maintaining human professional judgement and accountability.



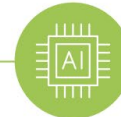
Security, Trust and Sovereignty

- Secure-by-design with role-based access, encryption in transit and at rest, and detailed audit trails
- GDPR-compliant controls including retention and records management support
- UK data residency / sovereign hosting options
- Alignment with NCSC and UK government secure-by-design best-practices
- Developed to leading assurance standards and certifications (ISO27001, Cyber Essentials Plus)



Data, Integration and Connectivity

- Secured, open-standards APIs and integration with case management, CRM, document management, email and mapping systems
- Connect data and documents into a single case record
- Intelligent ingestion of applications, attachments and datasets
- Location / place-based data support including Ordnance Survey and other national/location datasets



Automation, Insight and AI Assist

- NLP and secure, controlled LLM assistance for search and summarisation
- Case and document summarisation, key fact extraction, and entity recognition
- Sensitive data identification and redaction support
- Response and decision templates to standardise outputs and reduce drafting time

InformedDECISION™ 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 and NCSC principles. The platform incorporates security, privacy and accessibility controls as standard, including encryption in transit and at rest, audit logging, role-based access control and WCAG 2.2 AA-compliant user interfaces.

Benefits

Right-first-time digital intake and improved data quality

Supports accurate, complete and validated submissions through guided digital forms, dynamic branching, eligibility checks and secure evidence capture. This improves data quality at the point of intake and reduces downstream rework, clarification requests and avoidable delays.

Single, authoritative view of customers, cases and place

Unifies customer records, applications, cases, documents, evidence and spatial context into a single operational view. This reduces fragmentation across systems and enables teams to work from a consistent source of truth throughout the case lifecycle.

Faster triage, prioritisation and case progression

Enables earlier and more effective triage using validated data, configurable business rules, spatial context and dashboards. Teams can prioritise work based on risk, geography, eligibility and workload, accelerating case handling and improving service responsiveness.

Location-aware insight for better decisions

Embeds geospatial context directly into workflows, analytics and reporting, enabling teams to understand where issues are occurring, how cases relate spatially, and what cumulative impacts or risks may exist. This supports more informed, consistent and evidence-based decisions.

Improved decision consistency and transparency

Supports consistent application of policy and standards through shared workflows, templates, spatial context and access to precedents and guidance. Decisions are clearly linked to underlying evidence and context, strengthening transparency and defensibility.

Reduced manual effort and improved productivity

Reduces time spent on manual data entry, reconciliation, document handling and information searching through automation, integrated workflows and AI-assisted summaries. This allows specialist staff to focus their efforts where it adds the most value.

Decision-ready outputs for regulated environments

Produces structured case records, summaries, reports and decision artefacts that are suitable for audit, assurance and statutory reporting, with clear traceability back to source data, documents and spatial context.

Stronger auditability and governance

Maintains a complete, chronological and auditable record of submissions, case activity, evidence, decisions and outcomes. Built-in audit logging, permissions-aware access and retention controls support regulatory compliance and internal assurance.

Scalable service delivery across teams and services

Scales securely across teams, regions and service areas without increasing reliance on specialist technical skills. Supports both high-volume operational services and complex, long-running casework within a single platform.

Public sector use cases

InformedDECISION™ supports public sector organisations that need to manage complex services where decisions must be consistent, evidence-based, location-aware and auditable. The platform is suited to a wide range of operational, regulatory and service delivery contexts where applications, cases, sites or assets evolve over time and decisions depend on both structured information and contextual evidence.

Application intake, assessment and case management

Public bodies use InformedDECISION™ to manage end-to-end application and enquiry workflows, from digital submission through assessment, decision and outcome communication. **Intelligent Forms Builder** supports right-first-time capture of applications and supporting evidence, while **Geospatial Case Management** provides a single case record with workflow, status tracking and audit history. **Knowledge Hub** enables rapid access to guidance, precedent and prior decisions to support consistent assessment.

Typical use cases include licensing, permitting, grants, registrations, complaints and regulatory submissions.

Planning, land and development management

Planning and land-use teams use InformedDECISION™ to assess location-based applications that require spatial validation, policy interpretation and cumulative impact assessment. Map-based case management enables officers to view applications in the context of boundaries, constraints and neighbouring cases, while Knowledge Hub supports access to planning policy, guidance and historical decisions. Structured workflows and reporting support transparent, auditable determinations.

Regulatory, inspection and assurance services

Regulators and assurance bodies use the platform to manage inspections, authorisations and compliance casework where evidence, traceability and consistency are critical. Cases are managed with linked documents, correspondence and spatial context, while analytics and dashboards support workload oversight and performance reporting. Knowledge Hub supports consistent interpretation of regulatory guidance and precedent across teams and regions.

Environment, infrastructure and asset-based casework

Organisations responsible for environmental management, infrastructure, estates or distributed assets use InformedDECISION™ to manage cases linked to sites, networks or physical assets. Geospatial Case Management enables location-aware triage, monitoring and prioritisation, while analytics reveal spatial patterns, hotspots and emerging risks. This supports proactive intervention, resource planning and defensible decision-making.

Operational triage and service coordination

Operational teams handling high volumes of enquiries or incidents use InformedDECISION™ to triage and prioritise work more effectively. Validated intake data, configurable business rules and spatial dashboards help teams identify urgency, clustering and risk. Shared case views and workflows support coordination across roles and teams.

Policy implementation and consistent decision-making

Policy teams and delivery organisations use the platform to ensure consistent application of policy, precedents, and standards across services. Knowledge Hub enables staff to interrogate policy, guidance and precedent using natural language, while case workflows and templates embed consistency into operational practice. Reporting supports outcome monitoring and the identification of variation.

Evidence management and audit-ready reporting

InformedDECISION™ supports services that must demonstrate clear links between decisions, evidence and outcomes. The platform maintains a complete, chronological case record with supporting documents, spatial context and decision artefacts. Configurable reports and exports support internal governance, external scrutiny and statutory reporting.

Knowledge retention and workforce resilience

Organisations use InformedDECISION™ to reduce dependence on individual expertise by making case histories, guidance, and precedents easily discoverable. This supports the onboarding of new staff, continuity during change and more resilient service delivery.

Domain examples across the public sector

InformedDECISION™ is applicable across a wide range of public sector domains, including:

- **Planning and regulation** – planning applications, permits, consultations and authorisations
- **Environment and natural resources** – land use management, environmental assessments and compliance
- **Infrastructure, transport and utilities** – asset- and site-based casework, inspections and incidents
- **Central government and agencies** – programme oversight, regulatory services and case-based decision-making
- **Resilience and public safety** – location-based incident management, preparedness and coordination

Associated Services

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. The individual platform modules are:

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 supports 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 an overview to teams 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

InformedDECISION™ Knowledge Hub

InformedDECISION™ Knowledge Hub uses natural language understanding for secure knowledge discovery, search and generative insights across your data. It integrates with your systems, enabling intelligent information retrieval, real-time question answering, and case summarisation using generative AI, helping users find information faster. AI decision intelligence provides recommendations and risk indicators, using historical precedents to support better consistent decision making across cases and applications.

These modules are optional additions and can be procured separately via G-Cloud. Our InformedDECISION™ listings are:

InformedDECISION™ Intelligent Forms Builder: low-code online forms builder

InformedDECISION™ Geospatial Case Management Platform

InformedDECISION™ Geospatial Case Management: case analytics and business intelligence analytics

InformedDECISION™ Knowledge Hub: AI search and knowledge discovery, AI summarisation

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

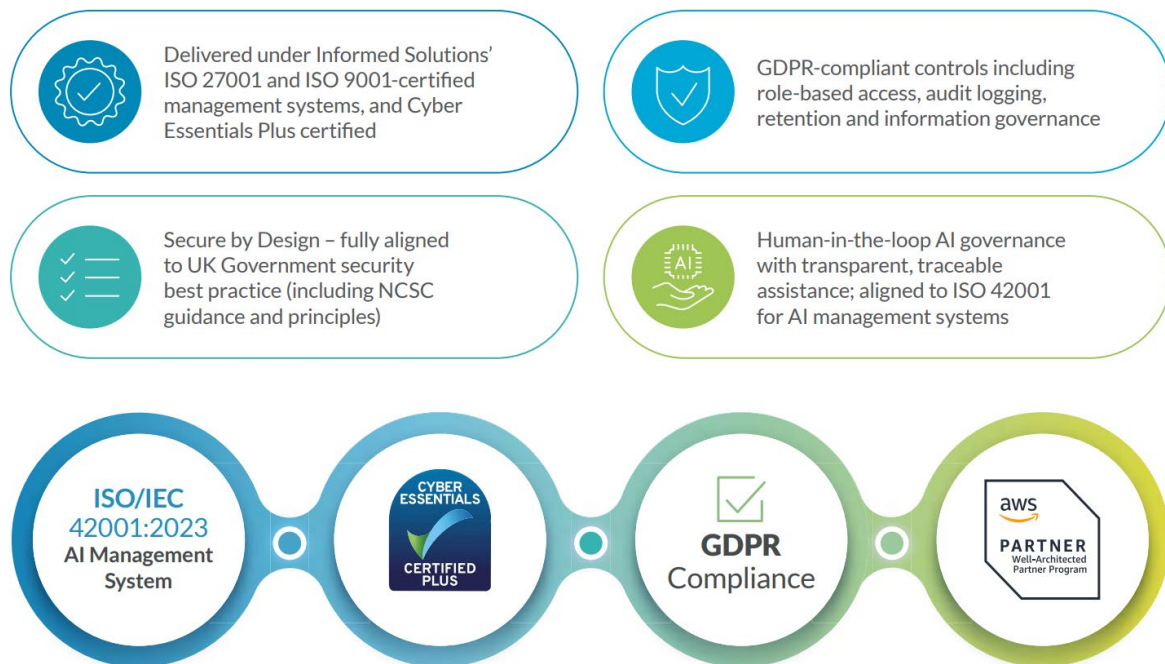
InformedDECISION™ is fully compliant with GDPR and the Data Protection Act 2018 and is designed to Secure-By-Design, Privacy-by-Design and NCSC principles.

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 as default and is 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 made available in standard open data formats available via 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

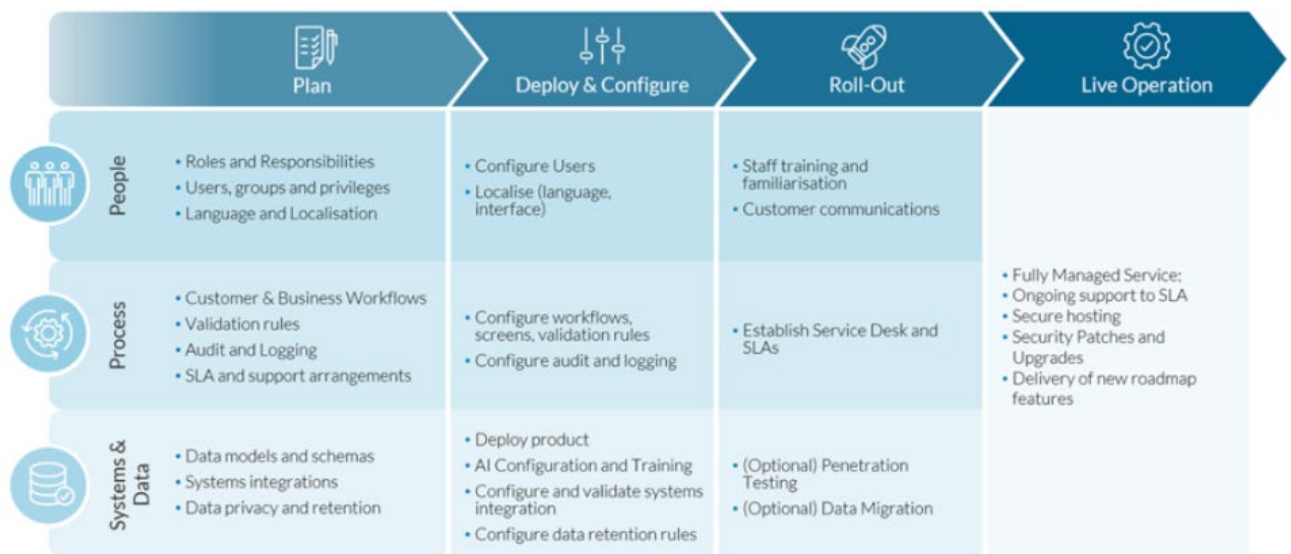


Figure 2 An overview of our agile implementation approach

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.

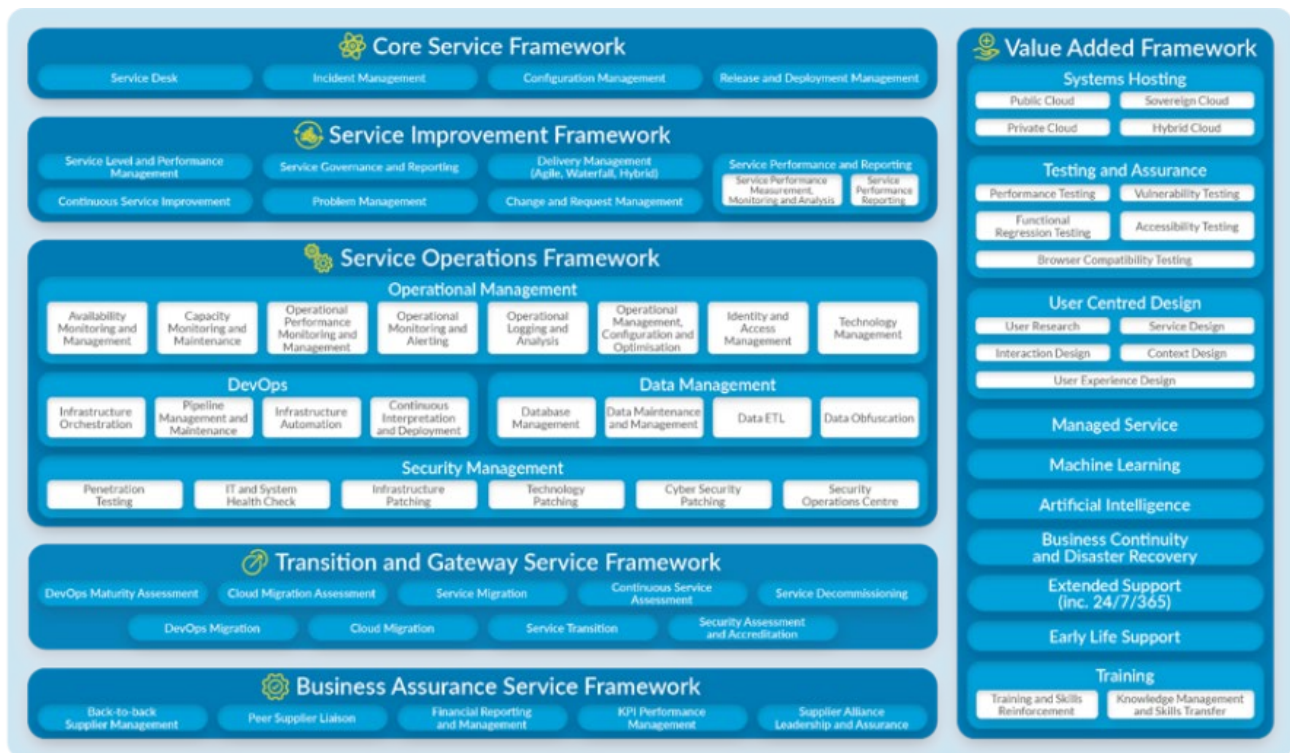


Figure 3 Our Delivery and Service Management Framework

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 containing a description of the fix and the time for deployment.

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 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



InformedDECISION™: Helping NatureScot make smarter, faster environmental planning decisions

NatureScot plays a vital role in developing national environmental policies that support government initiatives to increase biodiversity and achieve net-zero goals. At a regional level, it supports sustainable land use by providing guidance, permissions and statutory consultation responses to local authorities, developers, estate managers, and landowners to protect and maintain Scotland's natural environment.

However, the volume and complexity of land use and development applications were rapidly increasing, stretching staff capacity and slowing response times. Each application required a detailed investigation, with critical data scattered across disconnected legacy systems and held in multiple formats. This made it time-consuming for case officers to locate, collate and cross-check the evidence needed to support timely, defensible decisions.

"We needed to improve efficiency and support decision making for land use enquiries," says **David Genney**, Protected Areas and Surveillance Manager at NatureScot. "We also needed to free up staff time spent on casework to resource an accelerated response to nature and climate emergencies."

Deploying InformedDECISION™ at NatureScot

Our multidisciplinary team worked with NatureScot to co-design and deploy InformedDECISION™ as part of the CivTech Challenge, using a collaborative agile implementation approach that combined discovery, user-driven configuration, and integration with existing systems to ensure the platform met NatureScot's operational, technical, and environmental needs.

Our user-centred designers and business analysts worked closely with case officers, policy leads, and data specialists to map existing processes, identify pain points, and determine where AI, automation, and geospatial intelligence could add the greatest value. These insights informed the configuration of streamlined workflows and case handling.

Our data scientists worked with NatureScot to configure and fine-tune the platform's AI-enabled case management capabilities for its specific business, user and compliance needs. This included implementing robust governance for data access and AI model outputs to ensure transparency and trust in AI-driven insights. The resulting capabilities supported faster triage and more consistent, evidence-based decision-making.

In parallel, our team configured the platform's connectors to securely link to NatureScot's existing case management, document management, and GIS systems. Secure-by-Design practices ensured data privacy and security.

This delivered a joined-up operational view of case records, documents and spatial data, improving efficiency, reducing duplication and increasing confidence in data integrity and consistency.

Case officers now process applications faster and more consistently, supporting the full lifecycle of consents, statutory consultations, and regulatory advice across Scotland's Sites of Special Scientific Interest and other protected areas.

By automating triage, case summarisation, and information collation, InformedDECISION™ enables NatureScot's experts to focus on complex cases and strategic environmental priorities. This has strengthened data-driven environmental decision-making, improved staff efficiency and transparency, and contributed to better protection of Scotland's natural heritage

Outcomes and impact

InformedDECISION™ has delivered measurable and transformative results:

- 25% of applications identified as not requiring consultation, reducing unnecessary workload
- 50% reduction in the time to triage cases
- Up to 85% reduction in the time taken for core elements of evaluating and responding to applications

InformedDECISION™ has now been deployed nationally and was recognised at the **2024 Scottish Planning Innovation Awards, winning the Digital Category Award for innovation** in geospatial case management and planning technology.

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