

Informed Solutions

G-Cloud 15

Service Definition

InformedDECISION™ Geospatial Case Management

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, 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™ Geospatial Case Management is a SaaS platform that helps public sector organisations manage complex, location-based casework by bringing together applications, case data, documents, evidence and spatial datasets in a map-enabled workspace.

It enables teams to see what is happening, where it is happening and how cases relate to sites, assets, boundaries and risks, improving situational awareness and supporting faster, more consistent, evidence-based decisions.

The platform provides a unified, time-stamped case record with linked documents and geospatial context, reducing manual reconciliation across disconnected case systems, GIS tools and document stores. Location-aware capture and spatial validation improve data quality at the point of intake, helping teams identify duplicates, resolve eligibility issues earlier and reduce avoidable rework.

Geospatial dashboards, overlays and analytics reveal patterns, hotspots, trends and cumulative impacts that are difficult to detect in traditional case management tools. This supports faster case triage and prioritisation, better targeting of inspections and interventions, and improved consistency in how cases are assessed across teams and regions.

The platform integrates with existing CRM and GIS platforms, through secure APIs and connectors, enabling an integrated view of all case data, improved workflows and better operational awareness.

Available as a standalone SaaS product or as part of the InformedDECISION™ suite, InformedDECISION™ Geospatial Case Management enables organisations to manage complex, location-based cases, improving data quality at intake, accelerating triage and prioritisation, and supporting faster, more consistent, evidence-based decision-making through map views, shared spatial context, linked records and auditable workflows.

What the Service Provides

InformedDECISION™ Geospatial Case Management provides a secure, cloud-hosted service for managing complex, location-based casework where spatial context, evidence and auditability are critical. The service brings together case data, documents, evidence and geospatial information into a single, map-enabled workspace, enabling organisations to manage applications, incidents, assets and investigations consistently from intake through to decision and reporting.

Unified geospatial case records

The platform maintains a single, time-stamped case record for each application, site, asset or incident, linking structured case data with documents, correspondence and spatial context. Each case is anchored to location, boundaries or assets, enabling users to understand relationships, proximity, overlap and cumulative impact that are not visible in non-spatial systems. This reduces fragmentation across case management tools, GIS platforms and document repositories.

Location-aware capture and data quality controls

InformedDECISION™ supports location-aware case creation and submission, including map-based capture, spatial validation and automated checks against authoritative datasets. Spatial rules, metadata validation and configurable business rules help ensure that submissions and case updates are complete, accurate and eligible at intake and throughout the case lifecycle.

Controls include enforced formats, required fields, pre-filled and auto-completed data from connected systems, and validation of attachments and records added by case officers. This reduces duplication, errors and downstream rework, improves data quality over time, and enables more efficient triage and decision-making in regulated environments.

Map-based casework and situational awareness

The platform provides an interactive, map-enabled workspace where users can view, filter and analyse cases alongside relevant spatial datasets. Configurable layers, overlays, boundaries, heatmaps, and thematic views enable teams to identify spatial patterns, trends, hotspots, and risks across cases, assets, or regions. This supports faster prioritisation, better targeting of inspections or interventions, and improved situational awareness for operational and strategic decision-making.

Geospatial analytics and business intelligence

InformedDECISION™ Geospatial Case Management provides integrated geospatial analytics and business intelligence capabilities to support evidence-based operational and strategic decision-making.

The service enables analysis across cases, sites, assets and regions by combining spatial data with case metadata and operational attributes. Interactive analytical views support identification of spatial patterns, trends, hotspots and anomalies, with GIS layers, helping organisations understand emerging risks, pressures and cumulative impacts.

Capabilities include configurable analytical dashboards, spatial visualisations such as heatmaps, clusters and boundary-based analysis, and KPI views aligned to operational, regulatory or policy objectives. These analytics support prioritisation, resource planning and targeted intervention without requiring specialist GIS or data science expertise.

Analytical outputs are grounded in live case records and linked datasets, ensuring consistency with the underlying evidence and supporting transparency and auditability in regulated environments.

Configurable workflows, triage and business rules

InformedDECISION™ Geospatial Case Management supports configurable data fields, metadata schemas, workflows and business rules to align with organisational policies, regulatory requirements and operational processes. Case types, attributes, classifications and statuses can be configured to reflect how different applications, incidents or investigations are managed.

A configurable rules engine enables automated validation, eligibility checks, prioritisation and routing based on business rules, geography, case metadata, attachments and risk indicators. This supports consistent case triage and progression, reduces manual handling, and ensures that required information is captured and maintained throughout the case lifecycle.

Workflow views and status tracking provide clear visibility of workload, case progression and exceptions across teams and regions. This supports operational oversight, capacity planning, and timely intervention while preserving a single, authoritative, and auditable case record.

Search and filtering

The platform provides search and filtering across both spatial and non-spatial attributes, enabling users to locate cases, sites or assets using location, metadata, status or free-text search queries. Natural language search supports intuitive discovery of cases and related records without requiring specialist query skills.

Reporting and management information

InformedDECISION™ Geospatial Case Management provides configurable reporting to support management information, governance, compliance monitoring and statutory reporting requirements.

Reports can be defined using spatial and non-spatial data from across the platform and scheduled on a tailored cadence to support routine operational reporting, assurance activities and business intelligence needs. Outputs maintain clear links to the underlying case records, evidence, and spatial context.

Reports and datasets can be viewed within the platform or exported to support audit, assurance, and external reporting obligations, ensuring that reported outcomes remain traceable, defensible, and aligned with source information.

Document and attachment handling

The service supports secure file attachment to case records, enabling organisations to manage supporting evidence within a single, chronological case file. Documents, images, audio and video can be uploaded and associated with cases, sites or assets, preserving context and traceability throughout the case lifecycle.

Secure uploads include automated virus and malware scanning and metadata capture to support safe handling and efficient review. Supported formats include PDF, DOC/DOCX, XLS/XLSX, CSV, JPG, PNG, and TIFF, as well as geospatial formats such as GeoJSON, KML, and ESRI Shapefiles (SHP/SHX/DBF). Attachments are indexed and linked to the relevant case record, maintaining a complete and auditable evidential trail.

User-centred interface and accessibility

InformedDECISION™ Geospatial Case Management provides an intuitive, user-friendly interface that makes complex geospatial information accessible to users without specialist GIS expertise. The service supports consistent use across roles, including applicants, case officers, case managers and specialists.

The interface is designed to meet WCAG 2.2 AA accessibility standards and public-sector design best practice. Clear visual hierarchy, configurable views and contextual guidance help users understand spatial relationships, constraints and evidence without requiring technical training.

The design is informed by Informed Solutions' 30+ years of experience delivering user-centred data and geospatial visualisation platforms for the public sector, ensuring user-friendly spatial insights can be routinely used in day-to-day casework, rather than remaining the preserve of specialist teams.

Integration with existing systems

InformedDECISION™ Geospatial Case Management integrates with existing enterprise systems through secure, standards-based APIs, Open Geospatial Consortium (OGC) compliant web services, and connectors to ingest, synchronise and reference relevant data within the platform. Typical integrations include GIS platforms, CRMs, document management systems, national data sets, and operational databases.

This enables organisations to bring together spatial data, case records, documents and operational information into a single, authoritative view, supporting a consistent source of truth for location-based casework and decision-making.

Security, privacy and governance

The service is delivered with security, privacy and governance controls aligned to our ISO 27001, ISO 90001, and ISO 42001 certifications and compliant with the Service Standard, Technology Code of Practice and NCSC guidance. These include role-based access control, permissions-aware data access, audit logging, encryption in transit and at rest, and configurable retention policies, supporting regulated casework, transparency and defensible decision-making.

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™ Geospatial Case Management is a cloud-hosted Software as a Service platform, designed to support public sector organisations managing complex, location-based casework, including regulated and high-assurance environments.

The service provides a secure, map-enabled case management platform that integrates applications, case records, documents, evidence, and geospatial data into a single operational environment.

The service is designed for scenarios where understanding *where* something is happening is critical to *why* it matters and *what* action should be taken. By embedding spatial context directly into case workflows, InformedDECISION™ Geospatial Case Management supports consistent, transparent and evidence-based decision-making across planning, regulatory, operational and assurance functions.

Cloud service model

The service is delivered as a fully managed SaaS solution via secure cloud infrastructure, hosted on AWS. It is accessed through a browser-based interface and does not require customers to deploy or manage underlying infrastructure, software components or updates. The service is designed to scale securely across teams, regions and case volumes, supporting both day-to-day operational use and long-running, high-volume casework.

Core service capability

InformedDECISION™ Geospatial Case Management provides an end-to-end case management capabilities, centred on location and spatial context. It supports the capture, validation, assessment, triage, progression, decision, and reporting of cases where geography, boundaries, assets or proximity are key decision factors.

The platform maintains a single, authoritative case record for each application, incident, site or investigation, combining structured case data, documents, attachments and spatial references. Interactive maps, configurable layers and spatial analytics enable users to understand relationships, constraints, cumulative impacts and risk patterns that are not visible in non-spatial systems.

Configuration and adaptability

The platform supports configurable data fields, metadata schemas, workflows, business rules, and reporting to align with organisational policies, regulatory frameworks, and operational practices. This allows organisations to tailor InformedDECISION™ Geospatial Case Management to different case types, risk profiles and decision processes without requiring custom development.

Configurable rules and workflows support consistent triage, prioritisation and routing of cases based on geography, metadata and business logic, helping organisations apply policy consistently while retaining professional judgement and accountability.

Integration and information estate alignment

InformedDECISION™ Geospatial Case Management integrates with existing enterprise systems through secure, standards-based APIs, OGC-compliant web services, and connectors. This includes integration with GIS platforms, document management systems, CRMs, operational databases and authoritative spatial datasets.

Integration enables relevant information to be ingested, synchronised or referenced within the case management platform, providing users with a single operational view of spatial data, evidence and case records. This supports a consistent source of truth for location-based casework while aligning with wider organisational information estates.

Accessibility, usability and adoption

The service provides an intuitive, user-centred interface designed to make geospatial insight accessible to users without specialist GIS expertise. It supports a wide range of roles, including applicants, case officers, analysts and decision-makers.

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

Security, governance and compliance

InformedDECISION™ Geospatial Case Management is delivered with security, privacy and governance controls aligned to public sector best practice. These include role-based access control, permissions-aware data access, audit logging, encryption in transit and at rest, and configurable retention policies.

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. These controls support transparency, accountability, and defensible decision-making in public-sector contexts.

Benefits

Single, authoritative view of place-based casework

Provides a single, map-enabled view of cases, sites, assets, documents and evidence, reducing fragmentation across systems and enabling teams to work from a consistent source of truth for location-based decision-making.

Faster triage and prioritisation

Supports earlier and more effective triage through validated location data, metadata and configurable business rules, helping teams prioritise cases based on geography, risk and eligibility and reduce avoidable downstream rework.

Improved data quality throughout the case lifecycle

Improves data quality through structured capture, spatial validation, enforced formats and configurable business rules applied at intake and as cases are updated, supporting more reliable assessment and decision-making over time.

Reduced manual reconciliation across systems

Reduces manual effort required to reconcile case data, documents, and spatial information by integrating data sources within a single operational case management environment.

Enhanced situational awareness through spatial context

Improves situational awareness by embedding live map context, spatial relationships and cumulative impacts directly into case workflows, enabling teams to identify patterns, hotspots and risks that are not visible in non-spatial systems.

More consistent and defensible decisions

Supports consistent decision-making through shared spatial context, linked evidence, and standardised workflows, strengthening fairness, transparency, and defensibility across teams, regions, and case types.

Stronger auditability for regulated environments

Maintains a complete, chronological and auditable case record, linking decisions and outcomes back to supporting evidence, documents and spatial context to support audit, assurance and statutory reporting requirements.

Improved collaboration across teams and roles

Enables collaboration through shared map layers, case views and workspaces, supporting coordinated assessment and decision-making across teams and organisational boundaries.

Scalable and secure operations

Scales securely across teams, regions and case volumes while maintaining performance, governance and access controls appropriate for public sector use.

Secure and compliant by design

Operates with GDPR-compliant data handling, role-based access control, audit logging and encryption, delivered under ISO 27001, ISO 9001 and ISO 42001 certified management systems. Aligned to NCSC principles, Service Standard and Technology Code of Practice.



Figure 1 InformedDECISION Geospatial Case Management integration architecture

Public sector use cases

InformedDECISION™ Geospatial Case Management supports public sector organisations that need to manage, assess and resolve complex, location-based cases where spatial context, evidence and auditability are critical to consistent and defensible decision-making.

Casework, assessment and regulatory decision support

The service supports teams responsible for assessing applications, submissions, incidents, and investigations in which location, boundaries, assets, or proximity are key decision factors. By bringing together case records, documents, evidence and spatial data in a single map-based workspace, the service enables reviewers to understand context, constraints and cumulative impacts more quickly and consistently.

Typical use cases include planning and licensing assessments, regulatory determinations, environmental casework, inspections, authorisations and compliance decision-making.

Spatially enabled triage and prioritisation

InformedDECISION™ supports operational teams handling high volumes of location-based cases by enabling earlier triage and prioritisation using validated location data, metadata and configurable business rules. Map-based views, spatial filters and dashboards help teams identify risk, urgency and clustering across cases, reducing delays and enabling more targeted intervention.

Situational awareness and operational decision support

Organisations use the service to gain a shared, real-time view of what is happening across sites, assets and regions. Interactive maps and geospatial dashboards support situational awareness by revealing patterns, hotspots and emerging risks that are not visible in non-spatial case management systems. This supports informed operational decision-making and coordination across teams.

Evidence management and audit-ready decision-making

The service enables organisations to manage supporting evidence, documents and attachments alongside spatial context within a single, chronological case record. Clear links between decisions, evidence and location support audit, assurance and statutory reporting requirements, strengthening transparency and accountability in regulated environments.

Policy implementation and consistency

InformedDECISION™ Geospatial Case Management supports consistent application of policy and standards by embedding shared spatial context, workflows and business rules into case assessment. This reduces variation in how cases are interpreted and decided across teams and regions, improving fairness, traceability and confidence in outcomes.

Collaboration across teams and disciplines

The platform supports collaboration between planners, regulators, analysts, inspectors and operational teams by providing shared map layers, case views and workspaces. This enables coordinated assessment of complex cases that span organisational boundaries, disciplines or geographic areas.

Domain examples across the public sector

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

- **Planning and regulation** – Management of planning applications, permits, consultations and authorisations with spatial validation, policy context and auditable decision records.
- **Environment and natural resources** – Environmental casework, land use management, biodiversity monitoring and compliance informed by spatial data and cumulative impact analysis.
- **Infrastructure, transport and utilities** – Asset and site-based case management for inspections, maintenance, incidents and authorisations across distributed networks.
- **Central government and regulators** – Oversight of programmes, estates and regulatory activity using a consistent, spatially enabled view of cases, evidence and outcomes.
- **Resilience and public safety** – Location-based incident management, preparedness and coordination supported by real-time spatial awareness and shared operational views.

Associated Services

Available as a standalone SaaS product or as part of the InformedDECISION™ suite, InformedDECISION™ Geospatial Case Management supports faster, more consistent and defensible decision-making for complex, location-based casework by unifying spatial data, evidence and workflows in a single, auditable environment.

The InformedDECISION™ Geospatial Case Management module is listed in Lot 2b Cloud Software as:

- InformedDECISION™ geospatial case management platform
- InformedDECISION™ geospatial case management: case analytics and business intelligence analytics

The complete InformedDECISION™ Geospatial Case Management module, including all functionalities, can be purchased through any of these listings.

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 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™ 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.

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

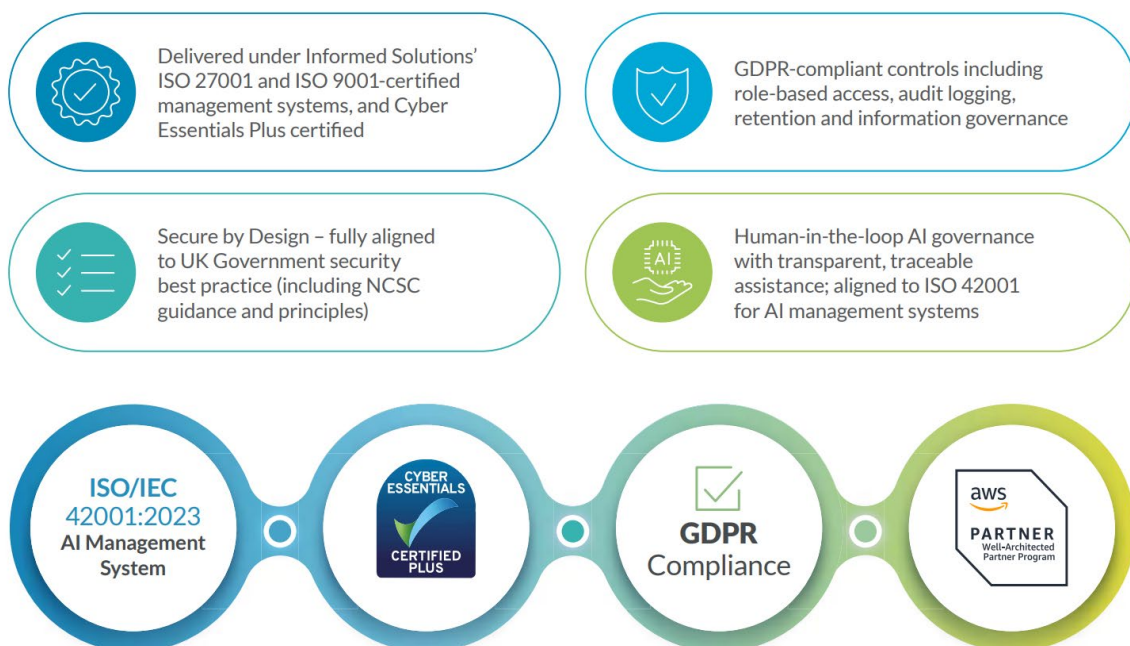
InformedDECISION™ Geospatial Case Management is fully compliant with GDPR and the Data Protection Act 2018 and is designed to meet Secure-By-Design, Privacy-by-Design, and NCSC principles.

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.

A dedicated Implementation 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

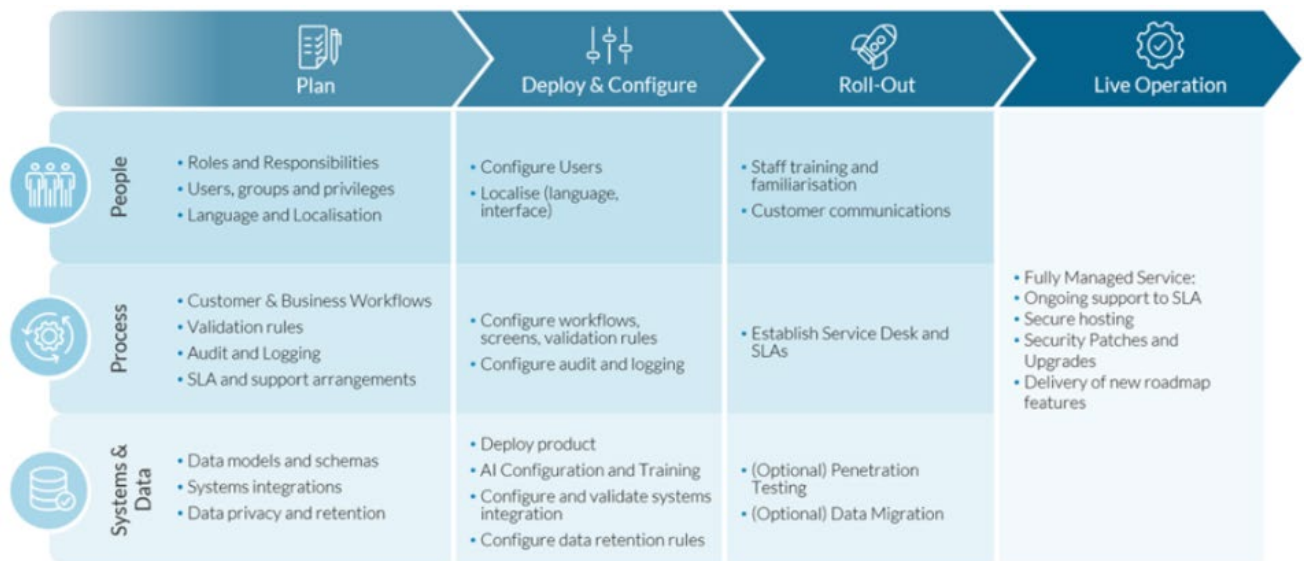


Figure 2 An overview of our agile implementation approach

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.

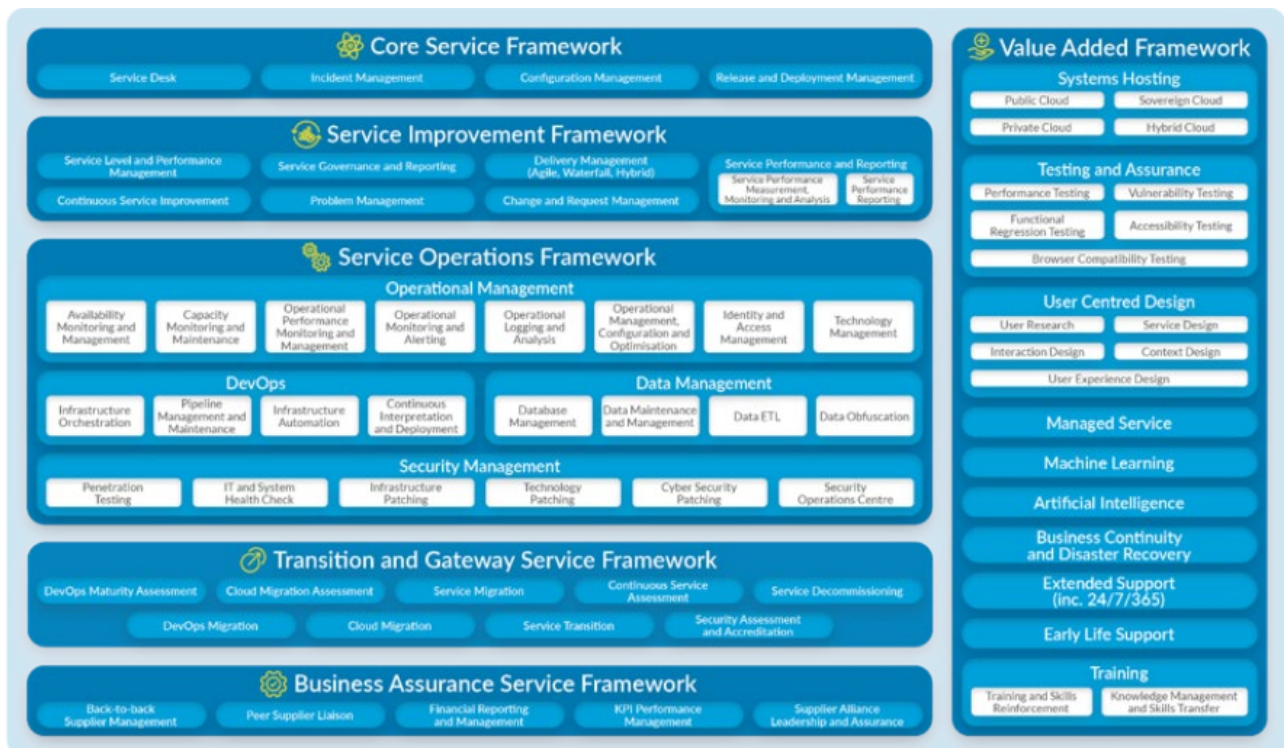


Figure 3 Our Delivery and Service Management Framework

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 PRISM 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 to 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 maintain a secure username and password for 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, 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



Enhancing environmental decision-making through AI and geospatial intelligence

NatureScot, Scotland's national nature agency, partnered with Informed Solutions to modernise how it manages and assesses land use and development applications. The agency required a faster and more consistent way to process the growing volumes of complex casework spread across multiple legacy systems.

Using InformedDECISION™, NatureScot integrated over **150,000 documents and datasets** from different sources, including GIS layers, case files, and correspondence into a single, map-based view. AI-assisted triage, document processing, and spatial analytics allow case officers to locate relevant data in minutes instead of hours.

The platform has enabled NatureScot to **reduce total casework review time by up to 75%**, improve data quality, and prioritise staff time toward higher-value environmental work.

By visualising cases in their real-world spatial context, NatureScot can respond faster and more consistently to development proposals while maintaining full traceability and compliance.

Results:

- **25% of low-risk applications automatically filtered** through intelligent, spatially enabled business rules.
- **Triage time reduced by up to 50%** and **case decisions accelerated by 50-75%**, depending on complexity.
- **Improved user experience** - over **85%** of NatureScot staff gave it a positive score for user experience, highlighting improved clarity and usability.
- **Supports junior officers**, using AI summarisation and guided workflows to build confidence and consistency

“InformedDECISION’s ability to integrate land and environmental data with case history in real time, whilst providing immediate and tailored information for any specific site will be a great resource for land managers, developers and members of the public interested in their local protected areas”

Darren Helmsely – NatureScot, Head of Supporting Good Development

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