

Informed Solutions
G-Cloud 15
Service Definition
Informed Intelligent Document Processing
Lot 2b Cloud Software

Contents

Introduction.....	3
Company Overview	3
Value Proposition.....	4
What the Service Provides.....	5
Social Value.....	6
Overview of the G-Cloud Service	7
Associated Services	8
Data Protection	9
Information Assurance	9
Data Back-Up and Restoration.....	10
Business Continuity Statement and Plan	10
Privacy-by-Design.....	10
Using the service	10
Ordering and Invoicing	10
Pricing overview.....	10
Availability of Trial Service.....	10
Onboarding and Offboarding	11
Onboarding	11
Offboarding.....	11
Training.....	11
Implementation Plan.....	11
Service Management and Service Constraints.....	12
Service Levels	13
Outage and Maintenance Management.....	13
Response and Resolution Times.....	14
Provision of the Service	15
Customer responsibilities.....	15
After-sales Account Management	15
Termination.....	16
Our Experience	16
Case Studies.....	16
Contact Details.....	17

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

Informed Intelligent Document Processing is a secure, cloud-based platform that transforms how public sector organisations process, understand and manage large, complex document collections and processing.

Public sector teams frequently rely on document bundles containing thousands of pages of scanned, handwritten and digital material to support investigations, casework, regulatory activity and operational decision-making. These records are often unstructured, inconsistently formatted and difficult to search, creating delay, cost and operational risk.

Informed Intelligent Document Processing automates the ingestion, sorting, classification and interpretation of document collections at scale. It is designed for the reality of public sector documentation, where critical information is commonly embedded in scanned, handwritten or mixed-format records.

The platform combines advanced Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), Robotic Process Automation (RPA), computer vision and natural language processing to accurately extract text, structure and meaning from notes, forms and annotations, even where document quality, layout or legibility varies.

As part of this process, the platform automatically paginates, indexes and structures large document bundles, breaking thousands of pages into ordered, searchable and manageable records. Documents are grouped, sequenced and reassembled into coherent collections, enabling users to quickly locate, navigate and retrieve the information they need.

The platform automatically identifies document boundaries, detects document types, extracts key entities and metadata, and reconstructs accurate chronologies across entire document bundles. Handwritten and scanned content becomes searchable, and individual records can be exported as indexed PDFs or structured outputs for downstream use. This reduces manual processing from hours or days to minutes, while improving consistency, accuracy and confidence in the resulting records.

Designed for sensitive and high-risk environments, Informed Intelligent Document Processing combines intelligent automation with human-in-the-loop validation. This ensures appropriate oversight, auditability and control, supporting assurance, quality management and defensible decision-making. The platform scales to high-volume workloads and integrates with downstream systems and workflows.

By replacing manual document handling with intelligent, privacy-by-design automation, Informed Intelligent Document Processing reduces administrative burden, accelerates decision-making and enables skilled staff to focus on higher-value activity across document-intensive public services.

What the Service Provides

Informed Intelligent Document Processing provides a secure, configurable platform for automating the ingestion, understanding and management of large-scale document collections.

It captures documents through a secure web interface and multi-channel inputs, including scanned files, digital uploads and mixed-format bundles. It is designed to handle large volumes of unsorted documents typical of public-sector casework, investigations, and regulatory processes.

Once ingested, the platform applies intelligent processing to detect document boundaries, identify document types, extract key entities and metadata, and reconstruct ordered records and chronologies.

As part of this process, large document bundles are automatically paginated, indexed and structured, breaking thousands of pages into manageable, logically ordered records. This enables organisations to move from fragmented, unstructured document stores to consistent, searchable and decision-ready information.

Automated pagination and indexing enable rapid navigation across large document sets, supporting full-text search (including handwritten content), page-level referencing and export of individual or grouped records as indexed PDFs or structured outputs. This significantly reduces the time and effort required to locate, review and reference information within complex bundles.

Models are configured and fine-tuned against each organisation's specific document types, layouts and terminology, improving accuracy over time through controlled learning. All processing is isolated to the organisation's environment, with no cross-tenant data use, ensuring data privacy, confidentiality and compliance with public sector information governance requirements. Full traceability is maintained between extracted data and original source documents.

The platform combines advanced Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR) with computer vision and natural language processing to reliably extract information from scanned, handwritten and degraded documents. It supports both templated and non-templated formats, enabling automation across highly variable document collections.

Human-in-the-loop workflows provide expert review and validation where required, allowing users to manage exceptions, apply corrections and maintain confidence in sensitive or high-risk use cases. Review, redaction and approval controls ensure appropriate oversight while still delivering significant reductions in manual effort.

Security and data minimisation are built in by design. The service supports rapid automated deletion of source documents and intermediate data following processing, reducing unnecessary data retention and minimising exposure of sensitive information. Role-based access controls, audit logs and secure exports support compliance with data retention, assurance and accountability requirements.

Processed outputs can be securely exported as indexed document bundles, PDFs or structured data, or integrated with downstream systems via APIs. The platform is designed to operate at scale, supporting high-volume workloads, peak demand and integration into existing public sector workflows.

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

Informed Intelligent Document Processing is delivered through G-Cloud as a secure, cloud-based software service, enabling public sector organisations to implement intelligent document processing automation quickly and with confidence.

The service is designed to support document-intensive functions where accuracy, traceability and information governance are critical. It is suitable for use across investigations, casework, regulatory activity, assurance processes and operational decision support, where organisations must manage large volumes of sensitive documents while maintaining control, transparency and auditability.

Delivered as a managed SaaS offering, the service supports platform configuration and implementation aligned to an organisation's operational processes, document types and assurance requirements. This includes set up of ingestion channels, processing rules, validation workflows, access controls and integrations.

Informed Intelligent Document Processing provides controlled configuration and training of document processing models using each organisation's own data. This ensures the platform accurately reflects the specific document types, layouts, terminology and data patterns used within the organisation.

Models are configured and fine-tuned during service setup and ongoing operation using representative document samples provided by the organisation. This improves recognition of document structures, handwritten content, entities, metadata, and domain-specific language, increasing accuracy and consistency over time.

Our approach aligns with our ISO 42001 AI Management-certified controls and follows the AI Playbook and the Cross Government AI Testing Framework.

All model training and optimisation is performed within the organisation's secure, isolated environment. There is no cross-tenant learning or data reuse between customers, and no use of customer data to train shared or external models. This approach ensures confidentiality, data sovereignty and compliance with public sector information governance requirements.

Learning is controlled and auditable. Human-in-the-loop validation workflows allow users to review, correct and approve outputs, with feedback used to improve model performance in a transparent and governed manner. Changes to configurations and model behaviour are tracked, supporting assurance, accountability and defensible decision-making.

This controlled approach enables organisations to benefit from continuous improvement in document understanding while retaining full control over how data is used, how models evolve and how outputs are validated.

The platform operates within a secure, isolated tenant model aligned to public sector security and data protection expectations. Privacy-by-design principles are embedded throughout service delivery, including strict data isolation, role-based access, audit logging and configurable data retention and deletion controls. This ensures sensitive information is handled appropriately and in line with organisational policies and regulatory obligations.

The service is designed to operate at scale, supporting both routine processing and peak demand scenarios. Automation significantly reduces manual handling while human-in-the-loop controls ensure appropriate oversight for sensitive or high-risk use cases. This balance enables organisations to increase throughput and consistency without compromising assurance.

Outputs from the service integrate seamlessly with downstream systems and workflows through secure exports and APIs, allowing structured information to be reused across legal, regulatory, clinical, operational or analytical processes. This enables organisations to modernise document handling incrementally, improving efficiency and decision quality while minimising disruption to existing services.

Associated Services

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

Data Protection

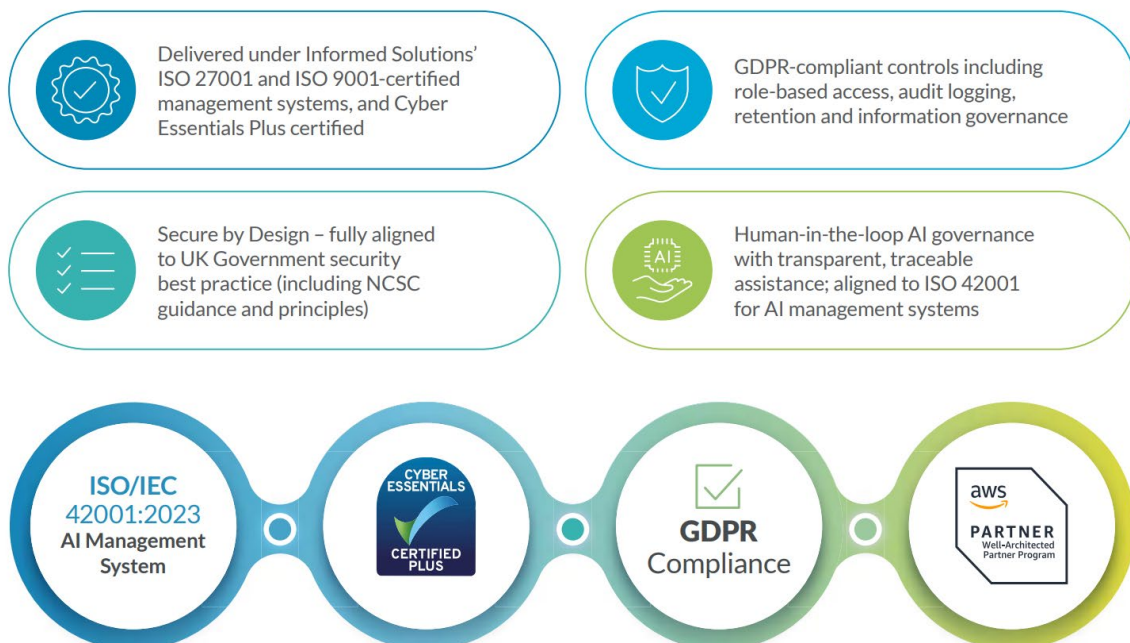
Information Assurance

Informed Intelligent Document Processing 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 monthly, 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 secure file transfer.

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

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

Training

User training can be customised to your needs with virtual or in-person walkthroughs, 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

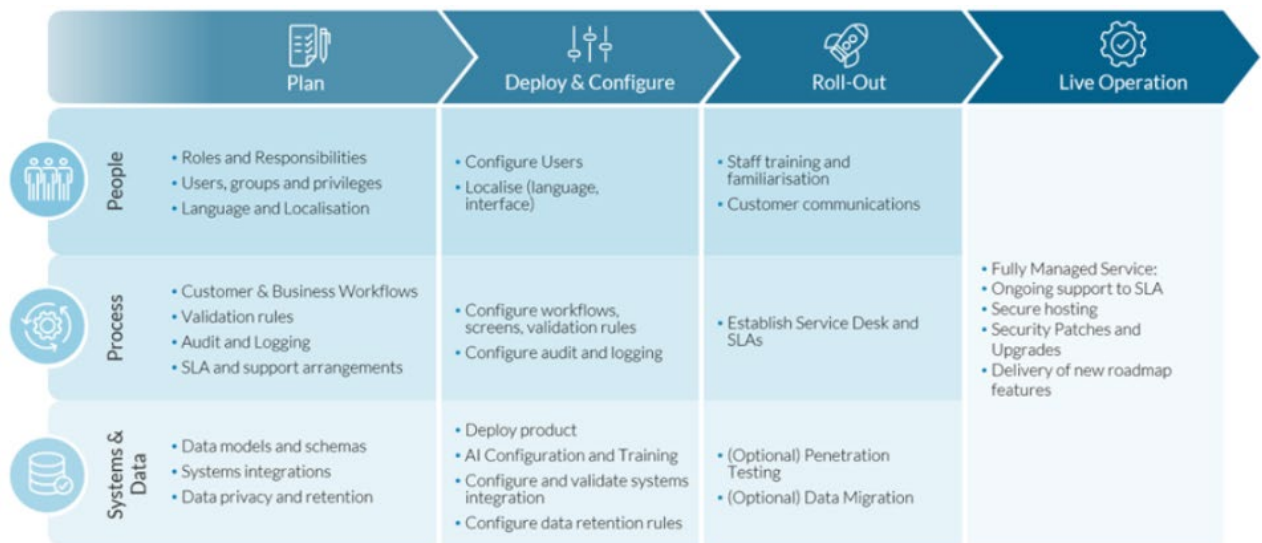


Figure 1 An overview of our agile implementation approach

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.

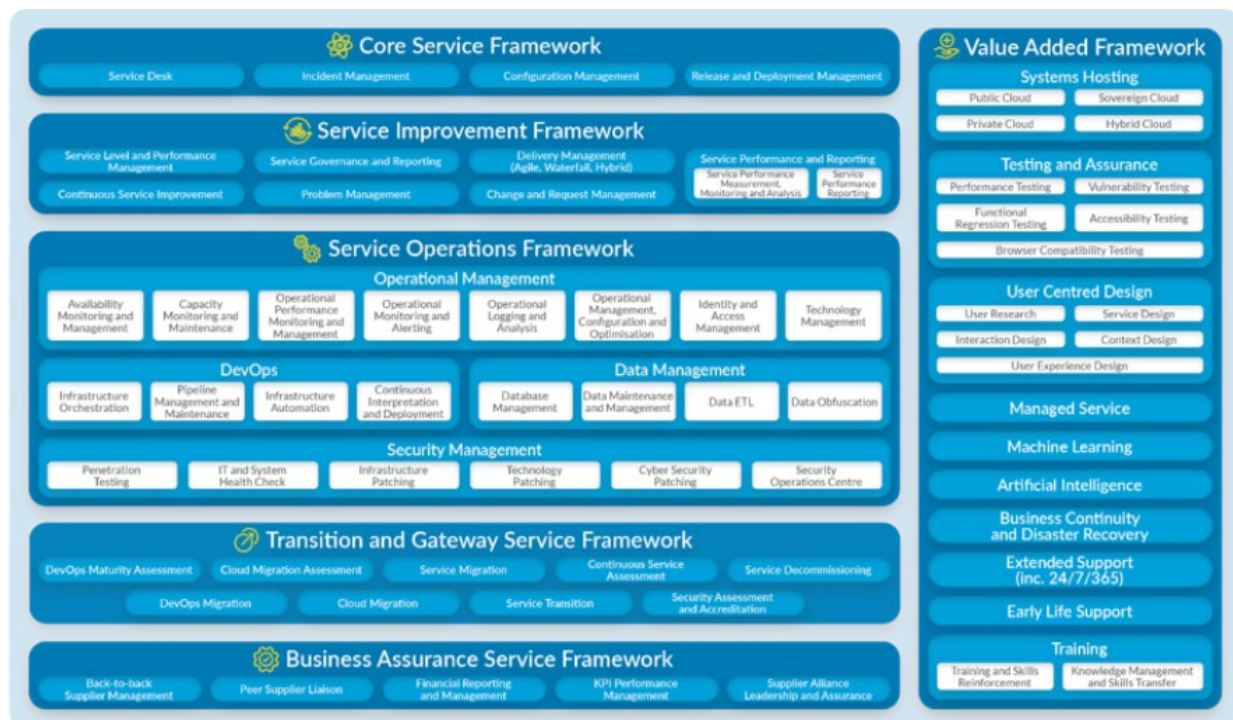


Figure 2 Our Delivery and Service Management Framework

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 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 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

Transforming medical document processing

At Medical Records Collation, a specialist legal services firm, we have transformed the ability to extract data from complex, handwritten medical records contained within legal bundles of 1000s of pages.



Our data scientists trained Informed Intelligent Document Processing's OCR, LLM, NLP and Computer Vision models to extract and understand data pertaining to the chronology, and category of each document in the bundle.

The platform automatically extracts critical information from hundreds of thousands of medical records, reducing the time taken to create date-ordered, sortable, and searchable medical document bundles by 50%.

Contact Details

Email: opportunities@informed.com

Telephone: 0161 942 2000

Web: www.informed.com