



Driving Secure Digital Transformation

SQL Agent - Structured Insight

Natural language to SQL translation engine

Service Definition Document

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Summary

SQL Agent – Structured Insight is a cloud-based Software as a Service that enables secure, governed, and auditable access to structured database information using natural language. The service translates plain-English questions into validated SQL queries, executes them against authorised databases, and returns structured, auditable results for use by users, applications, and AI agents.

The service is designed to enrich AI and decision-making workflows with verified, real-time factual data while maintaining strong governance, security, and compliance controls. SQL Agent supports multi-database environments, policy-driven access control, and full audit trails, and can be consumed via REST APIs or agent protocols without requiring specialist SQL expertise.

Features

- Natural language to SQL translation
- Secure execution of validated SQL queries
- Structured query results with full audit logging
- Policy-driven data access controls (including table and field-level restrictions)
- Multi-database support, including joins across authorised systems
- REST API for system-to-system integration
- MCP and agent-to-agent protocol support for AI agent workflows
- Real-time database connectivity with connection pooling
- Centralised monitoring and usage reporting
- Configurable deployment for cloud or customer-managed environments

Benefits

- Enables non-technical users and systems to access structured data securely
- Improves accuracy of AI outputs by grounding responses in live database data
- Reduces dependency on specialist SQL or BI resources
- Supports regulatory and assurance requirements through complete audit trails
- Accelerates insight generation and operational decision-making
- Maintains strong governance over data access and usage
- Integrates easily into existing applications, workflows, and AI platforms

Service Description

Overview

SQL Agent – Structured Insight provides a secure interface between users, AI systems, and enterprise databases. It allows authorised users and systems to query structured data using natural language while enforcing governance policies and producing fully auditable outputs.

The service converts natural language questions into SQL queries using AI-assisted translation, validates those queries against predefined policies, executes them against permitted data sources, and returns structured results. All queries, executions, and outputs are logged to provide a complete audit trail for compliance and assurance purposes.

SQL Agent is suitable for use cases including ad-hoc analysis, reporting automation, AI agent enrichment, data exploration, and operational decision support. The service is cloud-hosted and accessed over secure network connections, with configuration options to connect to customer-managed databases.

Service scope and limitations

SQL Agent – Structured Insight is an off-the-shelf software service. It provides configuration options for data sources, access policies, and integrations.

The service does not include:

- Bespoke software development
- Custom data modelling or database redesign
- Ongoing managed database operations
- Consultancy, advisory, or transformation services

Any additional support services (such as onboarding assistance or training) can be procured separately if required.

Security and compliance

- Role-based and policy-based access control
- Encrypted communications in transit
- Full query and result audit logging
- Supports deployment in environments aligned to UK public sector security requirements
- Designed to support compliance and assurance activities through traceability and reporting

Incident Management

Viewdeck classifies incidents raised at its service desk using the following P1 – P3 priority. Incidents raised with the Service Desk will be triaged and responded to accordingly in priority order.

- P1 Total loss of service to all users.
- P2 Some loss of critical service for some or all users.
- P3 Limited loss of service or work around possible limiting loss experienced.

Priority	Response type (during standard business hours)	Target resolution (Mon-Fri 9-5)
P1	30 minute response, sustained effort using all necessary and available resources until service is restored.	4 hours
P2	4 hour response to assess the situation, staff may be interrupted and taken away from lower priority jobs.	1 working day
P3	One working day response using standard procedures and operating within the normal frameworks.	3 working days