

RecordPoint Service Definition (G-Cloud 15)

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Executive Summary

The RecordPoint G-Cloud service is an industry-leading cloud-based information governance and AI governance platform from RecordPoint, offered as Software as a Service and as a fully managed “Success Plan” service.

Built to manage content no matter where it lives, RecordPoint provides seamless automation, policy control, analytics, and insights over content across both cloud services (such as SharePoint Online, Exchange Online, Workday, Salesforce, etc.) and on-premises repositories like network drives, SharePoint on-premises, and legacy document and records systems.

Content is managed in-place, which means end users’ collaboration habits and workflows remain uninterrupted—even while RecordPoint governs documents, emails, and other content types.

RecordPoint’s Intelligent Policy Engine delivers state-of-the-art automation to enrich, classify, and apply policy to content in connected repositories. RecordPoint uses both rules-based and machine learning classification techniques to make governance of structured, semi-structured, and unstructured content seamless.

Fine-grained governance controls and process orchestration are delivered through rich administrative views, governed by records managers to ensure compliance with required records management policies and outcomes. Both physical and electronic records are supported.

A comprehensive library of connectors provides turn-key connectivity into popular content sources, while the RecordPoint connector framework delivers an extensible foundation for rapidly integrating additional content sources and types.

RecordPoint is built with an API-first mindset—any action performed through the RecordPoint web portal and/or by a RecordPoint connector can also be executed through a rich REST-based API surface.

To extend governance into the AI era, RecordPoint now includes three purpose-built capabilities that help organizations adopt AI safely and at speed:

- **RecordPoint Permissions Assurance** provides continuous visibility into who has access to sensitive information, automatically identifying and remediating over-privileged access to reduce data-leak risk and enable AI with confidence.
- **RecordPoint AI Data Pipeline** detects, filters, and controls sensitive data before it reaches AI systems, creating AI-ready data sets with privacy, access controls, and auditability built in.
- **RecordPoint AI Governance** delivers end-to-end governance for AI systems, enabling discovery of Shadow AI, enforcement of AI policies, and audit-ready alignment to internal requirements and external compliance frameworks.

RecordPoint is also offered as a fully managed service through the Success Plan, providing customers with access to expertise and resources to manage information assets, and includes a File Analysis product to assist with discovery and classification of high- and low-value content.

Service Overview

G-Cloud RecordPoint Data Governance

The RecordPoint Platform provides organizations with a cloud-based information governance platform that is comprehensively operated and managed and designed for UK Government organizations.

RecordPoint has an adaptable layer of intelligence that connects all your data and content across platforms, helping you achieve greater operational efficiency while keeping data compliant and reducing risk.

On-going assessment, proactive monitoring, and reporting of the service along with a continuous update process, ensures hassle-free compliance with your information governance requirements.

High availability and continuous replication of data ensure service continuity should the primary data stores fail. High availability and replication within a data center region are included in the service.

We're always searching for new ways to improve our products and services. Here are just a few of the ways we're continually improving our technology, subject matter expertise, and commitment to ongoing innovation.

Dedicated UK Data Centre

Your data stays onshore in the UK Data Centre to meet your privacy and regulatory obligations.

Evergreen upgrades

RecordPoint is always evolving. We are relentless in our pursuit to provide the best experience so that you can manage your information with an ever-growing suite of features and functions.

Extensive Connector framework

We consistently release new connectors that help you extend advanced governance across multiple sources, including Microsoft Exchange Online, Dropbox, Teams, and others. You can also develop your own custom connectors. Our Connector framework allows for connection to hundreds of the business systems your business relies on. Whatever the system or use case, Connectors ensure your information is managed in an automated, compliant manner.

Your trusted partner

We understand security is paramount for our customers. In this trust portal, you'll find information about how RecordPoint keeps your information secure.

A better return on your investment

Our variety of plans and rate-based licensing model helps make it more affordable for any organization to subscribe to and implement RecordPoint.

G-Cloud RecordPoint Permissions Assurance

G-Cloud RecordPoint Permissions Assurance gives organizations instant clarity into where sensitive data lives—and who has risky, over-privileged access to it—so you can adopt AI confidently without creating new data-leak pathways. With continuous monitoring and automated remediation, Permissions Assurance helps eliminate misconfigurations at the source, keeping access governed without the noise, delays, or risk that slow down security and AI programs.

Unlock AI's potential without risking data leaks

Identify risky permissions at scale

Analyze relationships across users, groups, files, and repositories to pinpoint risky or anomalous permissions—revealing who can access what and why—so hidden exposure is addressed before it becomes an incident.

Fix access issues without the noise

Automatic scanning and permissions detection surface inappropriate access the moment it appears. Only true edge cases reach human reviewers, reducing alert fatigue while keeping your environment continuously governed.

Unblock AI initiatives with trusted data

Enforce real-time access controls and permission-aware retrieval so users—and AI systems—only retrieve information they're authorized to see.

How it works

Map all permissions

Scan your environment to map permissions, data locations, and content-level sensitivity—surfacing misconfigurations that traditional metadata or periodic audits miss.

Surface misconfigurations with semantic indexing

Semantic indexing analyzes the meaning of your content to uncover sensitive information and map access risk, enabling precise, context-rich remediation recommendations.

Fix risky access with automated workflows

Workflows correct misconfigurations and route complex cases to the right data owners, maintaining continuous governance with minimal operational burden.

What makes RecordPoint different?

One vendor to manage it all

Unify data governance, security, and AI governance—eliminating fragmentation so you can deploy AI with full visibility and control.

Continuous monitoring and remediation

Correct risky access instantly, escalating only what truly needs review—so your team avoids alert fatigue while your data stays continuously governed.

AI-native security for copilots and agents

Enforce permission-aware retrieval to secure AI rollouts without adding engineering overhead.

Fast, no-cost deployment

Fully cloud-hosted with zero implementation cost—get started by completing an SSO handshake and authenticating your SharePoint/Entra environment.

G-Cloud RecordPoint AI Data Pipeline

RecordPoint **AI Data Pipeline** detects, filters, and controls sensitive data **before it ever reaches** the AI systems your teams use every day with all data managed in the UK Data Centre. It creates AI-ready data sets that prioritize privacy, reduce risk, and unleash productivity—without manual cleanup or custom pipelines.

Build a contextual foundation for your data sets

AI needs more than just data—it needs context. AI Data Pipeline enriches and unifies metadata across your structured and unstructured estate, turning it into a control plane for secure, contextual, AI-ready data.

Remove risk and enable fast AI adoption

Filter out sensitive data before it slows you down. Automatically detect high-risk content like PII or IP, apply granular access controls, and deliver clean, compliant data sets to your AI tools without manual cleanup or delays.

Connect and scale your AI with confidence

Connect your governed data to any AI tool without adding complexity. AI Data Pipeline integrates with tools like Copilot, n8n, and other platforms you already use—delivering filtered, compliant data sets through secure, audit-ready pipelines.

How it works

1) Connect your data

Ingest data from the systems your business runs on—structured or unstructured, modern or legacy.

2) Detect sensitive data

Automatically identify PII, financial records, IP, and other sensitive content using built-in intelligence.

3) Filter and control exposure

Apply redaction and access controls to ensure only the right data flows into AI.

All the benefits of AI, without all the risk

- **Flexible data ingestion** to unify structured and unstructured data across your entire estate
- **Sensitive data detection** for PII, PCI, and custom identifiers to prevent inclusion and exposure in GenAI models
- **Powerful data filters** using classification, signals, risk score, metadata, or combined conditions
- **Access controls** so users only access what they need—and can safely view, edit, and use AI data sets
- **Data provenance** to track sources and origins for reliable, ethically sourced AI inputs
- **Audit trails** to maintain compliance readiness as regulations evolve
- **Enterprise risk reporting** to visualize patterns, characteristics, and areas of risk
- **Seamless integration with AI** including ChatGPT, Copilot, and custom AI initiatives, with privacy and compliance enforced through robust governance

G-Cloud RecordPoint AI Governance

Our G-Cloud AI Governance offering helps UK based organizations adopt AI faster with end-to-end governance—bringing centralized oversight, automated workflows, and audit-ready documentation to every AI system in use. From Copilot and ChatGPT to n8n and custom models, RecordPoint AI Governance makes responsible AI scalable by eliminating shadow AI, enforcing policies from development through deployment, and keeping compliance continuous—not reactive. The service is provided out of the UK Data Centre or other locations depending on availability.

Discover and control Shadow AI

Expose ungoverned AI usage across the business

Identify where teams are using AI tools, agents, and automations outside approved pathways—so you can reduce risk without slowing innovation.

Assign ownership and standardize governance

Map each AI system to an accountable owner, approved use cases, and the right controls, turning shadow usage into managed, measurable programs.

Reduce data leakage and reputational risk

Prevent sensitive information from being shared into unmanaged tools by establishing clear governance boundaries and continuously monitoring adherence. Reduce risk around data leaving UK borders and ensure you meet your regulatory obligations.

Enforce AI policy at scale

Translate policy into practical controls

Turn your AI principles into enforceable rules—covering approved tools, allowable data, retention, model usage, and human oversight.

Operationalize approvals and change management

Use consistent workflows for onboarding new AI systems, modifying prompts or integrations, and managing exceptions—so policy stays current as AI evolves.

Keep governance continuous—not manual

Automate checkpoints, reviews, and attestations to reduce administrative burden while ensuring controls are applied every time.

Align to AI compliance frameworks

Maintain audit-ready evidence by default

Create a defensible record of decisions, approvals, risk reviews, and system changes—so you can demonstrate governance at any time.

Support internal and external assurance needs

Standardize reporting for security, risk, compliance, and legal stakeholders, enabling consistent oversight across business units and geographies.

Prove ongoing compliance—not point-in-time

Continuously validate that AI systems remain aligned to your framework obligations as tools, models, and regulations change.

Put your AI governance program into motion

Centralize oversight across your entire AI landscape

Automatically discover and monitor AI and ML systems from a single hub. Track ownership and usage, eliminate shadow AI, and manage your AI portfolio with confidence.

Enforce governance from development to deployment

Embed governance at every stage of the AI lifecycle by automating policies, triggering risk reviews, and integrating with existing workflows—so governance is repeatable, consistent, and operational.

Demonstrate compliance with global frameworks

Align to major regulations and standards with an exportable audit trail and audit-ready reporting—so you stay prepared for reviews at any time.

How it works

Build your AI policy

Apply your existing policies or start fast with built-in templates that establish responsible AI from day one.

Register every AI system in use

Create a dynamic inventory across all tools and models, ensuring nothing slips through the cracks as usage grows.

Maintain approval workflows

Add checkpoints like risk reviews and human sign-off before go-live, with clear ownership and consistent controls for every deployment.

What makes RecordPoint different

Policy enforcement, not just risk reporting

Governance means control—not just visibility. Enforce policies in real time and govern how data is accessed, used, and protected across AI tools.

Full-spectrum AI lifecycle visibility

Track systems, datasets, approvals, and audit history in one place to maintain end-to-end accountability.

Enterprise-grade governance built to scale with AI

Built on proven classification and lifecycle management foundations, RecordPoint AI Governance extends scalable governance across data formats, source systems, and use cases.

G-Cloud Success Plan

RecordPoint can provide an ongoing managed services to help maintain the integrity of the solution for you. This will entail regular reviews of, and updates to, our solution, to help ensure that regulatory requirements are managed within the solution. This service also includes regular monthly meetings and reporting to provide deep insight into how the solution is meeting the requirements.

Once customer onboarding is complete, Customers on the Success Plan will partner with:

- **Success Plan Manager:** The Success Plan Manager will keep the Customer up to date with the monthly progress of the service, track outcomes, highlight progress, and work to identify

and remove any blockers. They will be the Customer's point of contact for any service-related issues.

- **Configuration experts:** We configure RecordPoint to match the Customer organization's needs, ensuring each Customer achieves the agreed business outcomes and complies with data governance requirements.

As part of the service customers are provided with access to records management expertise to cover the scope of the agreed services such as:

- Application and maintenance of retention and disposal schedules
- Review and maintenance of rules
- Management of all auto-classification rulesets (Review on unclassified data)
- Management of legal holds in RecordPoint on approval from legal
- Assistance with Freedom of Information (FOI) requests
- Defensible disposition of all records approved for disposal (on business approval)
- Identification of new electronic repositories that do not have records management applied (for existing connectors)
- Collaboration with key stakeholders responsible for managing your SharePoint or other electronic repositories, to ensure that your systems are aligned to drive effective records management
- Management of physical records Setup / Configuration (Optional)
- Regular reporting of activities completed, plan for next month and risks and issues

File Analysis for G-Cloud

File Analysis is a product offering from RecordPoint that allows customers to perform analysis on file shares to discover high value (and low value) documents. This analysis will identify Redundant, Obsolete and Trivial (ROT) files, duplicates, as well as risk sensitive data such as Personally Identifiable Information (PII) and Payment Card Industry Data (PCI). Armed with the breakdown of the repository analysis and metrics, insights will be provided in a report allowing customers to make informed decisions on their data corpus.