

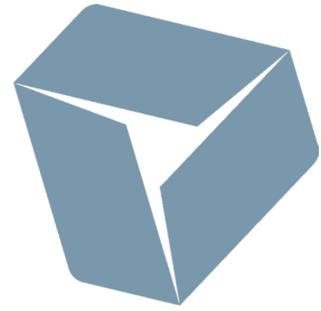


ACUMÉ FORENSIC

ADDUCE

COMPLEXITY MADE SIMPLE

SERVICE DESCRIPTION



ABOUT US

THE WAY WE WORK

1.

Acumé Forensic is a Digital Forensic Services company formed in 2004 and providing support and expertise in all areas of digital media. Working with Government Law Enforcement Agencies including; UK Police, Crown Prosecution Service via their EPE Framework (includes the National Crime Agency, Her Majesty's Revenue and Customs Service and the Government Legal Service) and other agencies nationally and internationally including legal defence companies.

Our solutions are tailored to fit individual requirements and are available independently or together with other products.

We undertake projects for our customers ranging from small implementations to major long term investigations or shared service initiatives.

For over 14 years we have been providing our services and making sure that the right technology is provided to fully meet customer requirements and expectations.

ABOUT ADDUCE

PRODUCT DESCRIPTION

2.

This product description is for our Adduce multi-media data exploration and presentation system a proven platform to help you meet multiple challenges:

- Digitally transform your operations
- Implement new solutions
- Reduce investigation and operating costs
- Improve and speed service delivery
- Meet stakeholders growing expectations
- Comply with new and existing legislation

Developed together with a UK university and working in conjunction with legal professionals to ensure that Adduce delivers a highly flexible solution that is suitable for any market whether in the public or private sector.

The platform comprises a range of modules that can be used in isolation or combined to seamlessly integrate a digital workflow from original collection through review and dissemination to presentation and archive.

Adduce is cross platform and smart device accessible and includes tools to construct digital trial and jury bundles for access from or insertion into 'Adduce-Lite', our tablet device software for use on the Go or at trial negating the use of any hard copy material.

3.

Adduce strengthens customer and stakeholder relationships by streamlining back office processes and significantly reducing operational costs. Adduce contains a powerful set of tools that can be tailored to the needs of any organisation not just law enforcement. All tools are modular designed for flexibility letting you decide what you need. You can easily create and define the most effective mix of tools or allow our digital experts to work with you, your choice! Adduce works for you cross platform as a single point solution, internal network or web portal via PC, Mac, mobile or tablet

allowing a single case or organisation wide digital solution.

However supplied the Adduce software solution powers the digital capture of any data from e-discovery, digital media, pdf

or direct from scan. Automated processes include; document recognition, full Optical Character Recognition (OCR), pagination (on page) and document to document hyper-linking with no human intervention.

Adduce works for you cross platform as a single point solution



Automated audit controls managed by your nominated administrator record time and date, user ID and documents or media visited, down to time units per document. A comprehensive audit is retained of any changes that the user is authorised to make. Administrator settings permit each user to share their work with:

- the user group,
- selected others,

or

- to remain private (this aspect identified by counsel as an imperative for case preparation).

Forms, reports and disclosure documentation can be created or selected from a form library. Once populated any cross references to filenames held within Adduce are automatically hyper-linked to the body text of the report and are attached when the report is printed to PDF, with working links to ease report preparation. By the use of automated processes Adduce dramatically reduces report preparation time. By the use of automated processes Adduce dramatically speeds disclosure or service processes meaning that a complicated document service or query is created for email and despatch with no print or other third party intervention.

Administrators are authorised to create multiple data fields to retain and access more information from material held within Adduce, speeding the information throughput.

All processes have been designed, tested and used by courtroom professionals, ensuring, that

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from start to finish you manage all your processes. Another example is the ingestion of data from single, multiple or bulk imports (raw, drag and drop or spreadsheet). All data can be reviewed, cataloged and indexed within the same software environment. Data is easily moved, deleted (within parameters) and renamed with full annotation and comprehensive notes areas. Data tagging permits the user to identify information that is of relevance or not and to create folders to save for later interrogation or dissemination.

A simple to use browser console provides your organisation with a solution without the need for extensive technical knowledge or training. Once implemented automated processes do free up valuable staff time that can be better used focusing on other tasks.



4.

Adduce contains innovative modules key product areas include:

4.1. **The Dashboard**

The main landing page for users and the portal for information access. Screen access panes hold key information presented in a simple to understand format.

Areas not required or additional information panes are configured by your administrator and are accessible for update as required.

The blue Information Pane accesses all data in the format in which it was originally cataloged. Any media is accessed from here directly with two quick search modes. A frequently asked questions (FAQ) area is located as are all the video help files and product documentation.

The central Index pane maintains quick to view user defined lists to identify material held and important user defined information such as pagination, name and description.

Display pane is multifunction and allows preview views of all media, metadata, tag and hyper-link information as well as annotation and note taking tooling.

The main landing page for users and the portal for information access. Screen access panes hold key information presented in a simple to understand format.

4.2. **The Information pane (blue)**

This is the quick access area on the dashboard where the user can access more information about any data held within Adduce. Two instant search tools allow simple access to all media. Case information including updates, amount of material held – number of files and page count are all recorded here.

Detail search button holds advanced tools to allow multiple search criteria including; full text, partial name and fuzzy search across all or designated areas with user defined criteria.

View documents button displays all data in file tree format.



Tags created button is where user created tag material is stored. This is catalogued in file tree format for later review, distribution and presentation (Note: documents can appear in multiple tags).

Spreadsheet view button for individuals who prefer to work within spreadsheets.

Search results folder button is where results are stored and saved for later research.

Folders drop down button displays a file tree of all folders in chronological or alphabetical order for specific access.

The Import button is an extremely user friendly and uncomplicated single, multiple or bulk import selection area. With simple to understand import configuration controls. Included is Ingestion checker a tool that does exactly what it says and tells you via a self generated report if any data was not imported and why.

Admin settings button is your administrators protected control area with access to fields and settings configuration.

4.3. The Central Index pane

Displays indexed lists of material contained in folders or data discovered as a result of a search. Direct access to the data can be made from the list to open in the display pane or externally as required.

Options:

Folders drop down button displays a file tree of all folders in chronological or alphabetical order for specific access.

4.4. The Display pane

This is the general display area for all media and information including documents, media and metadata. Control buttons allow the user to move to next document, open in presentation mode, and open Folder – Tag and Hyperlink. All areas open individual dialogue boxes.

4.4.1. Annotation Tools

Annotation and note tools allow corporate users to make notes and annotate direct to the media, these can be deleted on exit, or retained on the media and remain visible to the individual user



only, selected users or all users authorised to work within the data set. On export the annotations remain manageable and can be deleted if required.

No technical knowledge is required to use this tool which when linked to the main file document notes allows speedy dissemination between team members.

4.4.2. **Presentation Tool**

The inbuilt presentation tool can be used for corporate presentation or at trial or tribunal. The simple to use functionality means that no third party assistance is required.

Pack up Adduce and take it with you, 'virtually' or physically. Incorporated tools ensure a non technical employee can facilitate information into court at the touch of a button.

No requirement to pre-construct a specialist presentation, open trial mode and everything you require is on multi screen and audio 'what you want' 'when you want'.

Incorporates display audit to automatically record exactly what is shown and who requested it. Full zoom controls and multiple edit functionality.

4.5. **Activity Monitor**

A full audit of all activity carried out by a user within any Adduce area can be produced to allow

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tracking case progression. A download identifying user(s) time spent on cases greatly assists with client billing.

4.6. **Report builder**

Create digital reports or forms to enable business users to deploy these directly without the need for technical expertise. Forms can be created or taken from the form library. By tailoring the forms to your organisation you maintain corporate compliance. The forms created have the same look and feel they render and size appropriately and automatically on any screen.

The platform is user friendly allowing non technical users to easily create new forms or prepare



disclosure or service from their own workstation or other device.

Report builder will identify filenames referred to in the body text of the report and on completion automatically output the form with the relevant files attached and hyperlinked consecutively.

Digital output forms are forwarded direct to clients and stakeholders email addresses within a short time after creation.

5. Integration

Adduce is designed around its ability to integrate via an array of methods we will always provide options on how integration can be achieved and tailored to a specific customers requirements.

6. Consultancy

We will work with your internal experts to define, document and agree functional requirements. We will work together to develop your forms, reports and integrations to deliver a customer working system.

7. Project Management

Acumé Forensic employs Prince 2 project manager in most cases you will engage your own Proj-

Folders drop down button displays a file tree of all folders in chronological or alphabetical order for specific access.

ect manager to collaborate closely on all aspects of the delivery.

8. Training

Provided on a train the trainer basis or designated team members, in all aspects of administering the final system, its use and how to get best use of it.

9. On-boarding and Off-boarding

Working with our partners UK Cloud on-boarding can be a very swift process and delivered within

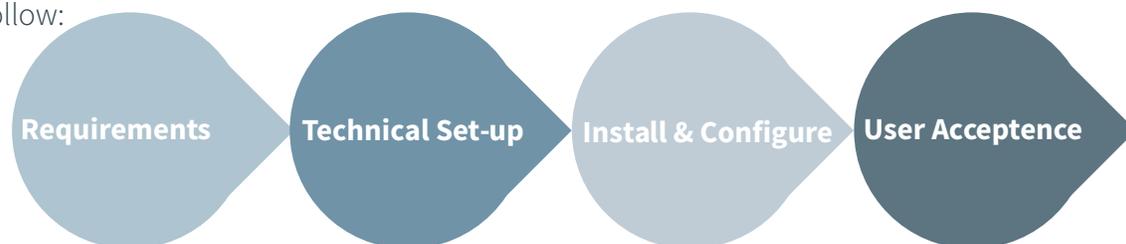


reasonably short timescales. These do vary according to project dependencies and current project deliverables. When ordering and invoicing is complete the next stage is the deployment and implementation process

Off boarding is available in line with contractual terms detailed in terms and Conditions

10. **Deployment and Implementation**

The Adduce team provide a professional project management service to support rapid implementation of our software. Implementation and deployment of the Adduce software will typically follow:



Stage 1 Requirements

Requirements analysis will involve reviewing current processes and technical information to be able to understand your business requirement. Once collated and analysed a requirements specification will be provided and the solution agreed.

Any changes to the requirements will be discussed and assessed and impact details supplied on cost and timescales.

Stage 2 Technical set up

Will run in conjunction to the requirements phase and involves arranging all activities to ensure a robust product infrastructure operating on the platform we are to deploy on.

Adduce is designed around its ability to integrate, we will always provide options on how integration can be achieved and tailored to a specific customers requirements.

Stage 3 Install and Configure

On completion of stages 1 and 2 we will install Adduce and ensure configuration of forms and workflows is completed.

Stage 4 User Acceptance testing

User Acceptance Testing is conducted in the Adduce pre-production environment which will be



made available if a hosted platform is implemented. Customer staff will feed issues on a daily basis in dialogue with our team to priorities and plan for resolutions.

A nominated Acumé Forensic contact will maintain a log of reported incidents holding current status, planned actions and resolutions that will be shared with the customer.

A phased approach to User Acceptance Testing will naturally progress to implementation of the Go Live plan that will be jointly developed.

A sign off process will be agreed and both parties contribute to ensure a superior quality delivery is completed.

Stage 5 Go Live

On completion of User Acceptance Testing and the solution signed off deployment of the platform will begin.

11. **Hosting**

Adduce is a Software as a Service (SaaS) based solution hosted within the EU by our partners UK Cloud and delivers a high availability, high scale and advanced security as standard, the following benefits apply:

- Full independent implementation
- Scalable architecture ensuring additional resources are available as required
- Data centre with diverse power supply and full backup
- Separate off site disaster recovery
- Daily backup to disaster recovery site

12. **Security**

Specific information pertaining to security can be found under the G-cloud entries for UK Cloud.

13. **Technical Infrastructure and Architecture**

Specific information pertaining to infrastructure and architecture can be found under the G-cloud entries for UK Cloud.

14. **Supported Browsers**

Adduce supports all main browsers including but not limited to: Google Chrome, Internet Explorer 11, Edge, Firefox & Safari



15. Service Level Agreement

Our support line is the first line of contact for any queries or problems relating to the use of adduce and related software products.

All calls are logged and our main objective is to deal with any issues and prioritise our response in severity order. All details will be recorded in order that we can track the issue if we cannot deal with it immediately.

Support line open from 8am to 5.30pm English working days (Monday to Friday). Support requests can be logged online at support@acumeforensic.com or by telephone.

Severity	Response	Resolution Target
High Unable to continue with day to day work. These cases must be reported by telephone	1 hour from report to us We aim to respond within 1 hour and when possible provide resolution or advise how quickly solution available	4 hours Continual monitoring and update until fault is resolved
Medium Can continue with day to day work but still require situation to be resolved as soon as possible	4 hours from report to us Respond to call within 4 hours	8 hours When possible provide resolution or advise how quickly solution available
Low Can continue with day to day work, problem does not interfere with day to day work	2 working days from report to us	5 Working days When possible provide resolution or advise how quickly solution available

16. Service Availability

UK Cloud service for Adduce provides 99.5% availability during prescribed operating hours which is defined as 24/7, 365 days per year excluding pre scheduled downtime.

Adduce data exploration and presentation system will provide at least 99.0% availability during supported office hours defined as 8am to 5.30pm Monday to Friday excluding English public holidays and scheduled downtime.

By definition scheduled downtime includes new software releases, updates and patches. On



occasion unscheduled downtime may be necessary for emergency changes, we will wherever possible complete this work outside of normal office hours as identified.

17. **Software Updates**

Software will be released in a timely manner.

All changes to system software will be completed via official software releases planned by Acumé Forensic and release dates will be notified to customers with as much advance notice as possible to aid your own planned testing, installation or upgrades.

We will maintain a product development plan for each calendar year detailing overview of projected releases. The plan is a living document and will be continually updated. In some cases documentation may be re-issued to address changes made to software.

For SaaS customers the pre-production environments will be upgraded.

Please note that support is only provided for current and previous software versions. Premises with remote support will need to plan for installation of new software releases for supported versions of software.

18. **Ordering and Invoicing**

Please contact the Acumé Forensic Adduce team to discover how we can digitally transform your operations with a reduction in costs and improved efficiency and customer satisfaction.

We will on all occasions provide order confirmation on all orders placed.

19. **Customer Responsibilities**

You are responsible for your local infrastructure and where accessing the solution via the SaaS platform working collaboratively to ensure a VPN connection is set up successfully where required.