

G-Cloud Service Definition

NEC Media Manager

Crown
Commercial
Service
Supplier

NEC Media Manager - Service Definition

Service Definition

This Service Definition is relevant to Policing and Justice sectors. The service is provided by NEC Software Solutions (NEC).

The NEC Media Manager Standard G-Cloud Service is available as:

- NEC Media Manager Software as a Service (SaaS).

Overview of G-Cloud Service

NEC specialises in the provision of products, professional services and secure hosting to the Policing and Justice sectors. We have developed and supported a variety of solutions and provide secure hosting and other professional services to Central Government and the public sector. We also provide secure accredited cloud hosting to other suppliers and government as SaaS offerings. NEC is ISO 27001:2301 and Cyber Essentials Plus certified. Our Information Security Management System (ISMS) is core to all our operations, both in terms of development and support. NEC staff are security cleared to SC level. Our ongoing security awareness training ensures they remain abreast of, and fully understand, the absolute primacy of information security:

- We deliver cost effective solutions on time and within budget
- Work in an Agile, Flexible, Open, Honest and Transparent way
- Provide support and development of open source and legacy applications
- Offer high availability and advanced security
- Operate with a well-respected and highly praised support team.

All our prices are transparent, ensuring you get the very best deal without worrying about any hidden costs or features.

Our tiered managed services approach ensures you are not overcharged for any unnecessary add-ons. We value our customers and want the best solution to fit your needs.

What is Media Manager?

Media Manager is a video and audio recording and storage system, designed to allow users to securely record interviews, crime scenes, group work, or one-to-one sessions on a locked down device. Media Manager's online portal has extensive tools for organising, reviewing and managing digital content post-recording.

Media Manager is provided as a complete end to end solution, including the following:

- Fully managed specialist mobile devices for video and audio capture
- Media Manager mobile software
- Media Manager online portal for managing recordings
- Cloud Hosting and Storage
- Support and Maintenance.

Our Partners

We're partners with the Ministry of Justice (MoJ) and Youth Justice Board (YJB). Our software supports the Probation Services and every HMP in England and Wales. We also work with 95% of UK local councils and all regional police authorities.

What are the Key Features?

- Encrypts data at rest and in transit.
- Is GDPR compliant with in-built retention / deletion policies.
- Integrates with case management systems with case-matching at point of recording.
- Has auto-upload auto delete functions to ensure data is purged from the device immediately without need for user interaction.
- Works over Wi-Fi, 4G, 5G and over cabled Ethernet connections.
- Records audio and video capture.
- Live Monitoring.
- Has flexible tools for organising and reviewing digital content.
- Has built-in tools for management information and reporting.

Who is Media Manager aimed at?

Media Manager is aimed at any organisation where secure capture, upload and storage of digital media is a requirement. For example:

- Adult Justice - capturing work with service users for education and training
- Health - capturing therapeutic sessions for accreditation and training
- Education and Training - capturing training sessions for quality assurance
- Courts, Tribunals and Hearings – capturing hearings as evidence
- Police - capturing crime scenes for digital evidence.

Example Use Cases:

- **Accredited Offending Behaviour Programmes in the Community and Custody:** Media Manager has been designed to support the quality assurance of accredited programmes. Users are able to record group work and one to one sessions with service users in prison or on probation, match recordings to their programme schedules and write-up reviews of sessions all within the system.
- **Live Monitoring of Groups:** Managers can access sessions remotely as they take place using live monitoring and provide feedback during the session.
- **Mental Health worker:** A mental healthcare practitioner can record one to one therapeutic sessions with patients for review and discussion with supervisors.
- **Police:** Officers can use for scene of crime interviews which can automatically be matched to a case at the point of recording, using our case management integration tools. Media Manager holds data at BS:10008 for Evidential Integrity.
- **Probation:** Probation Officers can use Media Manager to record their one to one-meetings with service users.

Security Features

- Accreditable
- Operates at an Official data security level
- Full Role Based Access Controls (RBAC)
- Secure Internet
- Protective Monitoring available via iSOC Security Operations Centre.

Open Standards

Media Manager is designed to support a range of standards, for ease of integration with other systems, including:

- XML – Form storage, List and metadata storage.
- Adobe PDF – format for publishing forms.
- Web Services – integration with third party applications.
- Code List Management Service (<http://www.listpoint.co.uk>) – for PNC and PND compatible code lists.

Information Assurance

NEC has a long track record in developing solutions to manage data at IL3 level. NEC is ISO 27001 certified and all developers and support staff are SC security cleared. Our offices are audited for physical security and our development and test networks are accredited.

The platform has been accredited for over 2 years to the Ministry of Justice in line with its specific requirements and allows for secure development and solutions to be hosted.

Role Based Access Control

All NEC products incorporate Role Based Access control.

Multi Tenancy and Customer Separation

Media Manager provides out of the box facilities for multi-tenancy within a single hosting environment. Separate installations can also be set up if required.

Ordering and Invoicing Process

If you wish to order these services, a G-Cloud Order Form will need to be completed and signed by both parties.

Request a Demonstration

We would be pleased to demonstrate NEC Hearings Manager to you. Please email frameworks@necsws.com to request a demonstration.

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About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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