

G – Cloud 14

Service Definition

Version 1.1

IIS exists to provide world-class secure internet intelligence & investigation solutions to a carefully vetted collection of organisations.

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Section 1

Introduction

Section 1.1

Overview of the G-Cloud Service

The purpose of this document is to provide potential buyers and procurement leads an understanding of Internet Investigation Solutions proprietary managed attribution Open Source Investigation platform known as Long Arm[®].

For more information on the services we offer please consult our secure website at the following URL: [ii-solutions.co.uk](https://iisolutions.co.uk)

Section 1.2

Company Overview

Internet Investigation Solutions (“IIS”) is a proud subsidiary of The Investigo Group Ltd. Within our group, Vestigo[®] Consulting Ltd (“Vestigo[®]”), Collaboraite[®] Ltd (“Collaboraite[®]”) and Voix Telecom Ltd (“Voixtel[®]”) stand as additional subsidiaries, collectively working towards excellence in their respective domains. Together, our group subsidiaries offer a suite of complementary products and services to address our customer needs.

IIS offers a privately hosted cloud which provides a secure platform for the delivery of bespoke capability including the Long Arm[®] platform and Collaboraite[®] capability which is interfaced and accessible via the Long Arm[®] platform.

IIS’ proprietary investigation platform ‘Long Arm[®]’ is an operationally proven, highly-secure platform that enables the investigators and analysts to securely conduct online investigations using their own investigative skills to source and capture evidence. Long Arm[®] is the market leader in providing an Open Source/Internet Intelligence & Investigation platform for government, law enforcement agencies and other select public sector authorities.

We offer an end to end misattributable internet investigation and intelligence suite for discovery, capture and presentation of internet-based evidence whilst maintaining legislative compliance and preserving the evidential chain.

IIS are able to offer services from all of the subsidiaries within our group under one contracting agreement to facilitate a streamlined contracting process for our customers. Contracts will be customised and tailored to meet the unique requirements of our customers.

Section 2

Solution Overview

Section 2.1

Long Arm® Desktop Licence

Named User Licence - Product Code 0001

Long Arm® is a mass deployable solution designed for Internet Intelligence and Investigation. Long Arm® provides users with a remotely accessed desktop in desktop environment specifically designed for investigators. Long Arm® offers completely open unrestricted internet access and provides tools for capturing evidence, preserving evidential integrity, and the internal auditability of a user's activity from a legislative and professional standards perspective.

Users access Long Arm® via their existing hardware and IT infrastructure, thus eliminating the need to purchase new devices for internet investigation – and thereby enabling cost efficiency and reducing additional security risks. Long Arm® is accessed through an encrypted and highly secure VPN connection, ensuring your organisation network is protected from internet-borne threats.

Long Arm® provides a managed misattributable digital footprint, making it the solution of choice for online investigations. Users benefit from years of research and development aimed at enhancing operational security, helping to ensure both the subjects of intelligence interest and third-parties (such as websites and applications seeking to track online activity) remain unaware of an investigator's identity, location and objectives.

Long Arm® was purposefully designed to aid the transparency investigations conducted online and in accordance with legislation, Long Arm® is a secure, real-time open source investigation platform that enables Law Enforcement and other public sector agencies to securely and effectively investigate and research online material.

Users can access their Long Arm® profile from any organisation subscribing to Long Arm®, allowing organisational collaboration and supporting mutual aid operations.

With the click of a button, users also have the ability to manage their Digital Footprint using our bespoke profile launcher application, for example from a MS Windows profile to a Linux one. This enables investigators to adapt to their digital environment in real-time, ensuring they do not draw undue attention and scrutiny from subjects of interest and third-parties. Yet should scrutiny occur, profiles are created to a pain-staking level of detail, making them highly defensible to even the most sophisticated and capable adversary.

The overall architecture goals of the solution are to provide:

Misattribution – Long Arm® can be used for Overt or Covert enquiries, the billions of external IP addresses will never trace back to the user or their parent organisation.

Accountability – To protect the user and the client organisation, we feel it essential that relevant departments from client organisations have the ability to recover detailed history and usage of their employee's internet sessions. This feature will be bespoke to organisational requirements and internal policy by arrangement at installation between IIS and the internal affairs / Professional Standards department within each client organisation. Weekly & monthly reports are provided to Covert Authorities Bureau's detailing subjects targeted and the level of interest from the organisation. Additionally, our Reporting Module enables supervisors to quickly review user activity through an intuitive dashboard.

Evidential integrity - Long Arm® features a full investigators toolkit for capturing evidence and intelligence from the Internet. Users will have access to a proprietary application for screen capture of still images and

provide videoing functionality for the recording of sessions. Users will be able to apply hashes using industry standard software.

Ease of Use - Long Arm® is designed to be user friendly and does not require high technical skill to operate. The whole Long Arm® platform is designed using a familiar Windows 10 platform allowing staff to focus on what they do best without the hang ups of complex IT systems to negotiate. Our core aim is to 'get the front line on line' without the need for separate hardware, connectivity and infrastructure.

Levels of Access - Users can be set up with different permissions based on their role including:

Admin	IT Helpdesk	Ability to reset passwords, unlock accounts, disable user access.
Super User	Investigator functionality with admin functionality.	Ability for investigators to also reset passwords & unlock accounts.
General User	Investigator/Researcher	Ability to use full functionality of Long Arm® platform.
Audit	Professional Standards/Counter Corruption Units/CAB	Ability to view user activity.

Deployment Manager is a standard tool within the Long Arm® capability and has been developed to facilitate the effective organisation and management of online deployments via Long Arm®. Unique settings can be applied to each deployment including allocating a thematic and the option to record the use of a Surveillance Authority.

Evidence Portal is a standard tool within the Long Arm® capability and provides a secure mechanism to transfer any content from within the Long Arm® Home Drive back into the customer's network. It also provides a secure way of sharing content between users.

Section 2.2

Captis and Captis Pro – Case Management

Named User Licence - Product Code 0009

Captis and Captis Pro were designed and developed in-house by IIS and are exclusive to our product range. Captis is compatible with all browsers and applications within the Long Arm® environment, with the ability to conduct complete session recordings of an investigator's deployment. Captis offers a user-friendly screen capture and recording tool that produces data in standard formats such as JPG, PDF and MPEG4. Users benefit from features and functionality including a deployment browser log, which records each file captured, automatic file naming, and saving into encrypted user Home Drive. Users have the ability to edit images through blurring and pixelation and all captures are completed to an evidential standard, including the production of both master and working copies of each captured file and automatic file hashing.

Captis Pro has additional functionality including web URL logging and contemporaneous note taking. In addition, investigators can produce deployment reports and even build disclosure schedules of captured data

and deployment activity. Cases can be exported and imported where there is a requirement for collaborative working (e.g. with the CPS). This is an optional feature of Long Arm® available at additional cost.

Section 2.3

Mobile Virtual Device Licence

Named User Licence - Product Code 0005

Mobile Virtual Device (MVD) is a Long Arm® exclusive Mobile Smart Phone Emulator, enabling users to download and access mobile apps, address book import, Device Geo location, device wipe (factory reset), multiple profiles/ devices, Install apps from a verified app store.

Mobile Virtual Device (MVD) brings the capabilities of physical mobile devices to a user's desktop, providing access to applications and functionality not available through web versions. Users can create up to three devices per user and geographically locate these virtual phones anywhere in the world. Access is provided to a verified app store, safeguarding users from harmful and vulnerable apps. Users can navigate apps for important information from across their organisation locations without leaving their desk and can also create contacts and phone books to leverage iis capabilities.

The operational benefits include auditability of activity, minimal maintenance and cost of stand-alone devices/equipment, un-intrusive capture through Captis, the Long Arm® evidential capturing capability, and moving the device geographically to benefit from information from different locations.

This is an optional feature of Long Arm® available at additional cost.

Section 2.4

Mobile Access Licence

Named User Licence - Product Code 0015

The Long Arm® Mobile Access Licences provides access to software to a secure connection from a device (normally a stand-alone device) connected to the internet.

This is an optional feature of Long Arm® available at additional cost.

Section 2.5

Geo Selector Licence and Geo Selector Site Licence

Named User Licence - Product Code 0011

Site Licence – Product Code 0013

Geo Selector – provides the ability for the user to change their Internet breakout point from pre-configured locations throughout the world. Once a location is selected, the digital footprint associated with the session is configured to match in such a way as to withstand the most intense levels of scrutiny.

This is an optional feature of Long Arm® available at additional cost. The Site Licence is for large organisations that require GEO Selector access for all users.

This is an optional feature of Long Arm® available at additional cost.

Section 2.6

Audit Reporting

Section 2.6.1

Reporting Module Dashboard inclusive of up to 3 non-Long Arm® Audit user Licences

Organisation Licence - Product Code 0017

The Long Arm® Reporting Module enables audit users to analyse user activity for their organisation from across the entire platform via an intuitive, interactive dashboard.

Custom audit reports are available on a Weekly and Monthly basis detailing user activity and enabling an assessment of user activity and the proportionality. This functionality is designed to aid organisations with compliance in respect of The Human Rights Act 1998 and RIPA 2000 and related Codes of Practice. Organisations can use the Long Arm® reports to verify that users are operating lawfully and ethically and report data is often used by clients to demonstrate investigation methodology and compliance during inspections by regulators such as HMIC and IPCO.

Management Information reports are available showing Long Arm® usage, enabling the customer to highlight any underutilisation. The reports help to establish where licences are not being used and if necessary these can be quickly redeployed to another user, ensuring the customer can maximise cost effectiveness and contribution to operational performance. Careful analysis of usage data can highlight flaws in operational methodology thereby identifying training needs within the userbase.

The reporting feature in Long Arm® has always had significant appeal, especially within the CAB/PSD/CCU community and law enforcement Senior Management. Our comprehensive Reporting Module Dashboard enables audit users to create custom/bespoke reports across the full range of audit data held within the customer tenancy.

Once a report has been built, the user can subscribe to the report and automatically receive updates on a scheduled basis.

Access levels can be customised to ensure audit users can only see the relevant data they manage. Where there is a necessity to proactively 'live-track' a user session, this is now possible from Logon to Log off.

Where a customer has purchased the Reporting Module Dashboard, a Reporting End User Licence is required for every Long Arm® user.

This is an optional feature of Long Arm® available at additional cost.

Section 2.6.2

Reporting End User Licence

Named User Licence - Product Codes 0019, 0020, 0021, 0022, 0024

The Reporting End User Licence stores the Reporting Module audit data of the user for 6 months as standard however can be increased to meet the customers' requirements.

This is an optional feature of Long Arm[®] available at additional cost. A Reporting End User Licence is required for every Long Arm[®] user if the Reporting Module Dashboard has been purchased.

Section 2.6.3

Non-Long Arm[®] Audit Licence

Named User Licence - Product Code 0023

This Licence allows additional Non-Long Arm[®] users to access the audit functionality within the Reporting Module Dashboard. The audit data of user the will be stored for 6 months as standard however can be increased to meet the customer's requirements. The User only has access to Reporting Module and none of the other functionality within Long Arm[®].

This is an optional feature of Long Arm[®] available at additional cost.

Section 2.6.4

Non-Long Arm[®] Administrator Licence

Named User Licence - Product Code 0041

This Licence allows Non-Long Arm[®] Users access to administer access and permissions through the Long Arm[®] admin portal.

This is an optional feature of Long Arm[®] available at additional cost.

Section 2.7

Long Arm[®] Browser Licence

Named User Licence - Product Code 0002

Long Arm[®] Browser is a cost-effective, at scale, secure browsing tool to enable secure government staff to safely access and operate on the internet from a corporate device. It provides a highly obfuscated digital footprint to protect operational security. Users are able to capture intelligence and online content from the internet to an evidential standard which can then be easily and safely transferred back to network computers or devices. Long Arm[®] Browser is a fully audited solution that integrates into existing Long Arm[®] infrastructure and administration if it exists.

Long Arm[®] Browser is aimed at users that require a basic, secure, internet access research capability and does not include the feature rich capabilities that Long Arm[®] Desktop includes.

Section 2.8

Collaboraite[®]

Section 2.8.1

Collaboraite[®] Licence inclusive of Collab.db, Welfare Assist and access to

Collab.hq data mining tools and analytics toolset

Named User Licence - Product Code 0201

A Collaboraite® licence provides data and AI products and engines integrated in Long Arm® designed to accelerate research, investigation and data analysis. The Collab.db database enables faster research in time critical incidents or urgent operations plus provides access to a rich database of research results already captured and shared by others in the Long Arm® Community. The Collab.db, via the Welfare Assist® capability, supports staff welfare by reducing the likelihood of seeing distressing material and enabling managers in their proactive support of staff welfare.

This is coupled with the Collab.hq capability, the user-friendly home of the Collaboraite® data and AI toolset. Collab.hq provides a canvas for users to upload data and design their own workflow to define the tools and outputs required. This includes Collab.nlp, designed to accelerate the users' review and analysis of unstructured data and Collab.tcb & Collab.trl providing a transcription and translation capability. New features will be made available via Collab.hq automatically for users to access, using credits to access the features relevant to their role.

These engines do not utilise public cloud cognitive services and are fully self-contained within Internet Investigation Solutions® (IIS) Cloud ensuring high levels of security around data management and transfer. The quality of the AI is assured by robust testing and validation within the machine learning process due to the extensive volume of Long Arm® data used to train the engines.

Section 2.8.2

Collab.hq Credits

Product Code 0202

With access to Collab.hq a user can use credits to utilise the capabilities within the tool set. They have access to the full tool set however using credits they can define their experience, depending on their task or operational requirements. Credits levels are allocated to the different functionality, as such a user only uses credits for the capability used, keeping the cost down and aligned closely to usage. See our Pricing Document for further details on the credits.

Section 2.9

Long Arm® V-Sims

Named User Licence - Product Code 0045

V-Sims is a virtual sim service that is a direct replacement for pay-as-you-go sim cards required for persona management. It enables the user to receive text messages directly into the Long Arm® platform. One V-Sim equals one phone number.

Section 2.10

Support and Maintenance

Section 2.10.1

Software Support and Maintenance

Product Code 0035

Contracts that do not meet the minimum Licence threshold of 25+ licences will be subject to an onboarding fee and annual support/maintenance charge. This will be calculated as 20% of the Long Arm[®] licence costs.

Section 2.10.2

Hardware Support and Maintenance

Product Codes 0043, 0053, 0057

This includes the on-going support and maintenance of the firewall during its manufacturer supported lifecycle.

Section 2.11

Installation, Onboarding and Development

Product Codes 0044, 0046, 0050, 0051, 0055, 0058, 0059, 0060, 0061, 0062

Onboarding is only chargeable where the minimum Licence threshold of 25+ licences is not met, or if the customer requires a non-standard configuration installation and integration, this is a one-off charge that will depend on configuration of the customers set up. See a list of our different installation and integration options in our Pricing Document. We can also provide bespoke configuration.

Section 3

Data and AI Capabilities and Agile Training

We are able to build bespoke human-centred, data and AI related solutions through our data and AI arm of the business, Collaboraite[®] Ltd. We will build the appropriately skilled squad based on the below:

- Digital, Data & Analytics Discovery & Transformation Strategy
- Data Fusion/Migration via API, Data Lake, Warehousing & Virtualisation
- Data visualisation via licenced (PowerBI) & open analytics tools
- Bespoke, Secure-by-design, GDS compliant Application & Product Build
- Data analytics & AI integration with Long Arm[®] & Vestigo[®]
- Data science, Artificial Intelligence (AI) & Automation/RPA
- Machine Learning, Deep Learning & Natural Language Processing (NLP)
- Specialising in i3, OSINT, consented & open/public data
- Human-Centred Design delivering user-experience and user-interface (UX & UI)
- Scrum.inc accredited training, coaching & delivery through Agile Scrum, iterative & waterfall

- Accredited Design Thinking training, coaching and delivery.

Section 4

Cloud Telephony Provision

Voix Telecom Ltd are experienced in designing and building secure government focused telecoms solutions and will work with you to configure the system to meet your needs. Voix Telecom Ltd have a selection of solutions for all sorts of use cases and niche applications and can build new features to solve modern problems. We offer virtual telephone numbers that are not tied to physical hardware. The phone numbers have intelligent functionality which enables callers to contact organisations in the most efficient way to make sure that the caller is connected through to the right person or department.

The service is user controlled through web and app-based applications which allows organisations to have full control over where the phone numbers are routed.

Our focus is on providing targeted solutions for niche applications.

Section 5

Training

We are able to offer a range of training and consultancy services relating to Long Arm[®] and Internet Intelligence & Investigation and OSINT. This training is provided by our sister company, Vestigo[®] Consulting Ltd.

Vestigo[®] operates in the law enforcement and government sector within the UK, specifically with training and consultancy services in the field of Internet Intelligence & Investigation. **Vestigo[®] have exclusivity over the Long Arm[®] platform in respect of training.**

Vestigo[®] is defined by its team of former law enforcement officers and agents, each with their own expert practitioner experience and specialism within the field of Internet Intelligence & Investigation and OSINT.

Please see the Pricing Document and vestigoconsulting.co.uk/ for further details on the training available.

Section 6

Technical Requirements

Long Arm[®] is accessed using the standard (Windows 7 or above) Microsoft Remote Desktop Client. For best performance RDP 8.1 is recommended. MacOS, IOS and Android are also supported Operating Systems.

Appropriate internet bandwidth must be available. Internet bandwidth requirements will be determined by the number of concurrent sessions. If required, IIS can provide dedicated connectivity at an additional but highly competitive cost, subject to location.

IIS provide, manage and support a CPA assured VPN device to sit on the outside of the client organisation's boundary firewall, either within a DMZ or sitting directly on the internet. This device creates a highly-secure connection to the IIS Cloud enabling Long Arm® to be accessible from any networked machine.

To support home/remote-working, Long Arm® can be accessed using our Mobile Access Licence (MAL) from any device providing it has access to the internet (including overseas deployments).

Section 7

Security

Long Arm® has been independently pen-tested by third parties on behalf of other LEA customers. The solution has also been awarded Cyber Essentials and Cyber Essentials Plus accreditations.

Our staff are accredited with for Cloud Security Knowledge (CCSK) by the Cloud Security Alliance and NCSC Certified Professional (CCP) schemes.

All staff are vetted to a minimum of NPPV Level 3 with SC Clearance. We also have staff with Developed Vetting Clearance where the role requires it.

Long Arm® is protected by a unique username and password, three incorrect login attempts will disable the user account which requires the administrator or super user to re-activate the account and/or change the password. User accounts that have not been accessed within a 3-month period are automatically disabled.

Section 7.1

Data Location

All IIS data centres are ISO 27001 and PASF approved sites in the UK, the locations of which are strictly confidential and only disclosed to client organisations on a 'need-to-know' basis.

Section 8

Support

IIS operate a standard business hours UK-based support service providing telephone and email support. Typically, this is second line support working with the customer's local technical team, although other options are available as required. Support is charged as an additional cost where the minimum licence threshold of 25+ licences has not been met.

Section 8.1

Definition of Fault Priority

The Fault Management SLA specifies that faults will be assigned a priority, upon which the response to complete the diagnosis of the fault is as detailed by the Key Performance Indicator (KPI) for that category of fault.

For reference, the SLA categorises the different fault priorities as follows:

Priority 1 (P1)	For any Incident to be assigned Priority 1, the Customer must guarantee the necessary access & resource required to help diagnose and resolve the incident. The Long Arm® Solution is down, with the potential of causing critical impact to the Customer’s business operations if service is not restored quickly. The Customer is willing to commit substantial resources around the clock to resolve the situation.
Priority 2 (P2)	The Long Arm® Solution is severely degraded, impacting significant aspects of the Customer’s business operations. The Customer is willing to commit full-time resources during business hours to resolve the situation.
Priority 3 (P3)	Long Arm® performance is degraded. Functionality is noticeably impaired, but most business operations continue.
Priority 4 (P4)	The Customer needs information concerning product capabilities, installation advice, or the creation/deletion of users.

Section 8.2

Service Level Targets

Severity	Contact method	Response Time	Resolution Time	Customer Updates <small>(email or phone)</small>
Priority 1	Phone	1 working hour	24 hrs	Every 2 working hours
Priority 2	Phone / Email	2 working hours	48 hrs	Every 4 working hours
Priority 3	Phone / Email	4 working hours	3 working days	Every 4 working hours
Priority 4	Phone / Email	48 hrs	5 working days	Daily

IIS provide 24/7 incident resolution for any P1 and P2 incidents raised through the correct methods. Any out of hours P1 and P2 issues will be triaged to the relevant support staff on-call and troubleshooting will commence

immediately. Most P1 or P2 issues will require collaborative working with the in-house support departments to ensure that power/environmental issues are not at fault, and potential access to devices can be granted. If the in-house support mechanisms are not able to provide this assistance, our response times will reflect this.

Section 8.3

Availability and Planned Maintenance

IIS maintain a rolling maintenance schedule detailing all known maintenance to be carried out on the solution.

For a service of this nature it is important that the solution is kept up to date with the latest patches released by Operating System and Software / Hardware vendors. In most cases this work will be carried out without disruption to the user, however, disruption may be unavoidable from time to time. For this type of maintenance IIS will notify the customer 5 days in advance of any planned maintenance windows unless deemed critical to the security of the platform. Work will be completed outside of normal business hours e.g. 18:00hrs to 06:00hrs to minimise any impact this may have.

The expected availability of Long Arm[®] is 99.5%

Note: Planned maintenance windows are not counted as an availability incident.

Section 8.4

Fault Reporting

Our preferred method of logging an incident or request is by email to support@ii-solutions.co.uk. This allows us to capture as much information as possible in order to start investigating the issue immediately.

Priority 1 and 2 Incidents should be reported to us via our support number of 0344 247 0115, and followed up by submission to support@ii-solutions.co.uk at your earliest convenience.

Section 9

Customer Definition and Responsibilities

The Long Arm[®] solution is designed to provide tenancy level segregation for security and audit purposes. The tenancy model is designed to work harmoniously with the tiered pricing structure IIS provides.

Each customer will be allocated a tenancy within the Long Arm[®] Platform, corresponding to a Contracting Authority. In cases where a national/regional unit is established and contracted by one of the Contracting Authorities, it will be configured as a separate tenancy within the Long Arm[®] Platform. This tenancy and technical setup will remain separate from any other licences purchased by the Contracting Authority, as it requires complete separation of technical configuration and audit data. Customers are able to create sub-tenancy environments for the purpose of departmental and audit separation only.

For example, where a ROCU purchases their licences via one of the Police Forces, the ROCU will be set up with their own tenancy, separated from any licences that may have been purchased by the Police Forces.

Customers can collaborate for contracting purposes, but they will be managed as separate tenancies within the system. The volume discount model will be applied individually to each customer.

The customer responsibilities include:

- Ensuring strict adherence to the Acceptable Use requirements
- The deployment of the Long Arm[®] and Long Arm[®] Portal shortcuts
- Providing end-user equipment that complies with the agreed minimum standards for accessing the service. This includes ensuring adequate network/internet access with the required bandwidth for seamless integration of the VPN appliance. Additionally, responsibilities extend to security certificate installation, email configuration, and management of firewall access rules.
- Providing to IIS with the appropriate contact details of the buyer's personnel deemed necessary in carrying out the services under this contract.
- Allocating appropriate staff resources as required to work with IIS at an agreed time and date to ensure access to any equipment and people to enable the installation of any equipment/software required
- Effectively managing the named user licence base to ensure compliance with the specified number of users detailed in the Contract.
- Coordinating and executing any necessary firewall and routing changes required for seamless integration into the Long Arm[®] Cloud
- Data ownership
- Ensuring the confidentiality and security of user logins and passwords, prohibiting any sharing of such credentials.
- Providing adequate training to users for the proper utilisation of Long Arm[®]

Section 10

Acceptable Use

- A Long Arm[®] licence is a named individual and cannot be shared or used in a concurrent model
- Long Arm[®] licences can be revoked by the customer and re-issued to another user during the contract period. The transfer is limited to one occurrence per licence per year. The new Licence User must be an active employee of the organisation and have a legitimate need for the licensed software in the course of their duties.
- Reverse engineering, decompile, disassemble or create derivative works of Long Arm[®] is strictly prohibited, for any reason.
- Unauthorised reproduction or redistribution of Long Arm[®] is strictly prohibited under any circumstances. Any unauthorised reproduction and/or redistribution of Long Arm[®] will result in liability, and IIS reserves the right to pursue damages from the responsible party.
- You may not share, rent or lease Long Arm[®] to any other individual or entity, for any reason.
- You may not sub-licence Long Arm[®] to any other individual or entity, for any reason.
- You may not issue licences to any third party that are not employed by your Organisation, without written authorisation from IIS.
- Organisations are not permitted to conduct training on the Long Arm[®] platform unless licensed to do so by IIS.

Section 11**Additional Information****Section 11.1****Proof of Concept**

IIS offer a complimentary 30-day trial of Long Arm[®] for up to 5 Users to demonstrate functionality and operational value. On commencement of the 30-day pre-agreed trial period, the customer will be billed for any additional usage as per the pricing schedule. The User will be required to sign a Trial Licence Agreement prior to the commencement of the trial.

Section 11.2**Backup / Restore and Disaster Recovery**

IIS has internal plans, processes and systems in place regarding business continuity and resilience.

Any specific requirements for backup, restoration and disaster recovery, where appropriate, would be discussed and agreed with the customer prior to an order being placed.

Contact us

Please contact our Contracts Team at:

Email – contracts@ii-solutions.co.uk

Phone – 0344 247 0115