



# DIGITAL INVESTIGATION AND INTELLIGENCE

Digital Investigation and Innovation Limited

5G-targetted

Experiment Design, Prototyping  
and Information Systems Engineering,

## **Service Definition**

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# DIGITAL INVESTIGATION AND INTELLIGENCE

## Service Overview

DII's 5G-targeted service comprises the delivery, of Experiment Design, Prototyping and Information Systems Engineering for innovative solutions based upon the availability of 5G network information delivery. While design work may be undertaken anywhere, experimentation and prototyping is likely to be carried out initially at the Dorset Innovation Park near Wool, taking advantage of the availability of the considerable investment that has been made in the establishment of infrastructure to support 5G experimentation.

The service may be wide-ranging, but aimed largely at organisations who wish to explore the possibilities of solutions based on 5G mobile technology coupled with the high speed of response available through the edge computing paradigm, whether this be a rearchitecting/reorientation of an existing solution (including COTS/MOTS products) or a groundbreaking innovation. DII's expertise extends over services of Technology Consulting, Systems Engineering, Systems Implementation, Cyber and Physical Security Consultancy, Programme, Project and Service Management and more, - any may be brought to bear in the delivery, as project/service requirements dictate.

Services include access to private packet core with user plane gateways and Multi- Access Edge Compute (MEC) resource to support application placement in distributed edge clouds.

## On-boarding and Off-boarding

After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate his service he will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge. However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will all customer data related to the service be purged and destroyed.

## Pricing

Please see associated Pricing Document "DII - 5G Experimentation Pricing GC12".

## Training

No formal training is offered for this particular service. However, engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

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## Ordering and Invoicing Process

DII bills its services either on a one-off or recurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. This date is the day preceding the commencement of the service (i.e. if the service commenced on the 20th of the month, the invoice will be sent on the 19th.) Our terms are 14 days.

## Termination Process

Customers may terminate their service by giving 30 days' notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.

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