

G-Cloud 14

Cloud Delivery Service Definitions

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Who are Unilink?



Justice Sector Solution Provider



Established in 1994, Prison Service, Probation Service, Immigration, the Police and other agencies involved in the Justice sector



Innovative, accredited, award winning software



Kiosk design and manufacturer based in the UK



Experts at developing and deploying biometric solutions



Over 200 staff and offices in UK, Europe and Australia designing, developing, deploying and supporting Unilink solutions for our customers

Who we work with



What we do

- Deliver security, efficiency and communication solutions to Prisons in the UK, Australia & New Zealand:

80%

of prisons and

60%+

of prisoners in England and Wales use Unilink's software

60,000+

prisoners using Self-Service worldwide

70+

prisons using Self-Service worldwide

2bn+

Self-Service transactions since introduction in 2007

90+

prisons use Secure Biometric Visits Management solution

600,000

registered users of Emailprisoner and Secure Payments (eMates)

- At the heart of Probation



Delivery partner for **National Delius** support and development



Acclaimed case management software for **Community Probation Partners**

- Supporting Home Office National Data Quality Improvement Service with specialist data migration expertise
- Capturing Biometrics for UKV & I via innovative self-service kiosks, desktops and mobile Units

Our Digital Solutions

We create innovative services and software for prisons, probation and other custodial institutions. Unilink offers a complete range of services including:

- **Design of systems and databases**
- **Architectural design**
- **Agile development of test systems**
- **Building and design of identification systems**
- **Development of requirements and user stories**
- **Full systems development**
- **Specialist knowledge of case management, criminal justice, immigration and biometrics**

Our Services

Build digital capability with customers.
Our services include:

- Digital transformation
- Data migration
- Cloud hosting and support
- Digital consulting for Criminal Justice sector
- Agile Design and development



Our Products

Custodial Management Services:

- Detainee Self Service Portal and Offender Management solutions
- Secure Biometric Visits System to control visits process at secure institutions and prevent escapes

Probation services

- Full service applications to manage engagement with ex-offenders used by national Probation services and their partners

Communication services

- Mobile applications for communication with ex-offenders
- **Emailprisoner** and **Video Sessions** that enable friends and families to keep in touch with incarcerated loved ones

Case Study

Introduction

The custodial landscape is being reformed to counter assaults, violence, self-harm, rates of re-offending and suicide. To assist with this reform, HMPPS introduced its prison reform programme, implementing new digital technology and transitioning to a digital organisation. One of the first prisons to adopt this Digital reform was HMP Berwyn in Wrexham, the second largest in Europe.

Description

Rather than adopt traditional paper-based administration systems, Berwyn introduced Unilink's Biometric Custodial Management System (CMS) which manages prisoner self-service requests via biometric kiosks and laptops.

This radical innovation frees staff time and gives prisoners a sense of self-worth because they can manage their day to day activities. This in turn encourages self-reliance, promotes the "responsible prisoner" model and mitigates digital exclusion amongst the prison population.

Over 30m transactions have taken place since the service went live at HMP Berwyn; Without CMS all these transactions would have been manual.

Delivery

Unilink's solution supports both application programme interfaces and client / server deployments on desktops, tablets and kiosks. The delivery mechanism is based on the site's requirements: software may be hosted in the cloud or on-premise.

Usefulness

In addition to the benefits described above, analysing the rich operational data collected enables those prisoners taking drugs and those most at risk of self-harm, to be identified. The effect of drugs, most particularly spice, has been very damaging to prison welfare and safety. The software gathers intelligence enabling those visitors likely to be delivering drugs to be identified and their activities halted.

Unilink's highly innovative software and Biometric solutions have applications across a range of public sector organisations including the Police, Probation Service, Secure Immigration Centres and Secure Hospitals.

Impacts

With permission from the Ministry of Justice, the University of York analysed the effectiveness of the Unilink CMS and found that it increased safety and decreased prison officers' sickness. There were fewer adjudications, and there was also a significant reduction in recidivism.

Continuous Improvement

We work with our customers to identify new additional ways to benefit from the system. For example, HMP Berwyn has recently migrated from a paper based system for charitable donations by prisoners to the Unilink CMS. This reduced the time taken to create a report and process the donation from 2.5 days a month to just 10 minutes of prison officers' time.

Agile Services for Cloud Solutions

Business Analysis & User Research

Unilink provide expert Business Analysis and User Research services. We help our clients understand and validate the needs of its users and develop the best solution to solve a problem. Our Analysts boast expertise in researching users / needs in discovery, alpha, beta and live phases.

Features

- Experienced staff in analysing business processes in complex organisations
- Risk & Business Impact Assessment form part of Business Analysis
- Business Analysis to gain process efficiencies, supporting benefits realisation & transparency
- Research, validation and sharing of user requirements, following GDS standards
- User Research includes interviews, workshops, remote user testing and surveys
- Research methods include contextual research, guerilla research and desk-based research
- Researchers use Agile methods, e.g. SCRUM, in alignment to GDS-principles
- Makes use of online tools, website analytics and data insight
- Undertaken by practitioners adept in surfacing users' needs and journeys
- Creating outcomes for digital solutions

Benefits

- Business analysis ensures value-for-money and delivers supportable business solutions
- Requirements analysis supports continuous integration & delivery and early ROI
- Deliver robust insights, relevant to objectives, to support digital transformation
- Business analysis / user research, allows knowledge transfer and risk reduction
- Business analysis includes use of mobile systems and flexible technology
- Teams are scalable to project size and follow GDS Standards
- Unilink's thorough business understanding enables high-level strategic guidance and support
- Excellent business knowledge ensures Unilink adds value to requirements definitions
- Provides clear understanding of user stories leading to user-centric solutions
- Awards for innovation show that we meet customers' needs brilliantly

Business Analysis & User Research

Unilink has extensive experience in providing clear, effective business analysis supported by deep contextual knowledge and understanding. Ethnographically derived information, coupled with inclusive design are key to our successful, innovative solutions.

Our business analysts and User researchers are experienced in:

- The Justice, Custodial and Community Rehabilitation sectors
- Eliciting the effective involvement and contribution of users and stakeholders
- Speaking plainly – delivering clear, understandable outcomes
- Accurately reflecting end user and business needs / requirements
- Framing how clients should address a User or Business problem / opportunity
- Undertaking business, design, solution, workflow and process analysis
- Stakeholder management – maintaining the business case and engagement
- Inclusive design – ensuring effective dialogue throughout delivery
- Ergonomics and usability – delivering systems tailored to support real users

Discovery Services for Cloud

Our Digital discovery service supports your organisation's idea for the development of a digital service. Our consultants combine deep user research to map the user's journey, user needs, and your business requirements together to provide clear strategic outcomes and a digital approach to build upon and test.

Features

- Discovery undertaken by professionals adept in understanding users' needs / journeys
- Identification and engagement with complex stakeholder groups
- Liaison with existing service providers, users and subject matter experts
- Portfolio assessment of existing technical stack, systems, environments and capabilities
- Analysis of existing service operations, policies and business processes
- Discovery produces documented / traceable outputs, related to identified business needs
- Iterative investigation through research, workshops and interviews
- Final deliverable is a predefined Alpha phase & user stories
- Multidisciplinary team able to work on site across the UK

Benefits

- Alpha ready with up front understanding and insight
- Clear understanding of the needs of service users
- Prioritised list of user needs after Discovery
- Knowledge of key policies, business and technical constraints
- Improved benefits realisation through clearly defined success criteria
- Reduced delivery risk
- Greater innovation, driven by supplier experience and expertise
- Digital by design delivered to GDS principles and Service standards
- Future-proof technology recommendations to avoid lock in where possible
- Clarity across vision, purpose and delivery

Discovery Services for Cloud

An effective Discovery will act as the foundation upon which future development stages will be built. Unilink is experienced in supporting Digital Transformation in the Justice Sector, understanding objectives, constraints, potential improvements and the full possibilities available to your business.

During this phase, we work collaboratively to develop a holistic understanding of your users' needs and your business imperatives. Our consultants work hard to:

- Understand your customers' needs and how they relate to your services
- Set your digital vision around the services you offer
- Map your services and capabilities
- Map the technology landscape and how it relates to your deliverables
- Understand the cost drivers for the technology that provides those capabilities
- Identify pain-points and opportunities that currently exist
- Understand the outcomes needed from redesigned services

Outputs may include, but are not limited to:

- A vision for the service
- A backlog of user stories, personas, user journeys
- Wireframes
- Approach to accessibility
- Risk / dependency log
- Alpha resource and approach plan
- Technical options / constraints overview
- Opportunities and potential improvements

UX Design for Cloud (Design)

UX / UI services to make your cloud services more accessible and effective. Our service helps ensure compliance with the GDS Government Design Principles, starting with 'User Needs', and running through to Making Things Open. Ours is a user centric approach that uses defined UX / UI methodologies to make your services simple.

Features

- Totally compliant with the Government Digital Service (GDS) style guide
- Proven design patterns, wireframes and templates to reduce cost
- Improve your service's accessibility, biometric security and usability
- Backed by thorough discovery, user research and Digital Personas
- Gap analysis of the current UX / UI to highlight necessary improvements
- Support from wireframe to hi-fidelity prototypes
- Assistance with Alpha, Beta, Life after the Live GDS Assessments
- Detailed interface design using Figma, Sketch, Zeplin
- Iterative development for continuous improvement of the service
- Design and consulting for your cloud based services

Benefits

- User Centric UX / UI maximises the uptake / adoption of your services
- User story optimised UX - Improved customer and stakeholder satisfaction
- Improved usage of your services underwrites the service's business case
- Fully comply with Public Sector Bodies (WAMA) Accessibility Regulations 2018
- Reduce cost through testing the UX / UI at every step
- Digital-by-default services that work
- Consultants highly skilled in UX / UI and cloud deployments
- On-site delivery aids agile working, maximising knowledge transfer / capability building
- A Unilink unique strength is UX / UI for secure Biometric systems
- Our staff hold high security accreditation for secure facilities assignments

UX Design for Cloud (Design)

Our UX designers work along side users and developers to ensure an enjoyable, efficient and effective user experience.

Our systems are well-liked by end users, deliver significant business benefit and are responsive, usable and ergonomic.

Our UX designers keep the users' needs at the centre of all design and development efforts. They are adept at:

- Understanding ethnographic data from user research
- Creating personas, use cases or representations of user interaction to suit the audience involved
- Designing on-screen components
- Interactive prototyping
- Ensuring consistency with usability standards
- Responsive design – supporting a range of user devices
- Supporting configurability and translations
- Optimising ergonomic design – building applications that are 'as good as it gets'

Alpha Services for Cloud

Supporting you during the discovery and alpha phases to prove the minimum viable service and swiftly progress to a de-risked beta. Our approach, performed in alignment with GDS service design includes hypothesis testing, wireframes, rapid prototyping and detailed user testing to reassess the outcome, delivering user centric UX designs.

Features

- Early validation of the outcomes from the discovery stage
- Testing different design ideas with a broad range of users
- Throwaway prototyping, usability testing, agile development, technical and operational support
- Security, data privacy and quality baked into the resultant beta
- Architecture, privacy, legal and commercial support available if required
- Domain experienced consultants who can better understand user needs
- Experience & expertise in developing / supporting enterprise-class cloud applications
- Detailed user research and usability testing
- User-led workshops and holistic, ethnographic understanding of business needs
- Adherence to GDS Service Standard and Technology Code of Practice

Benefits

- Innovative well-designed products meet needs of different users & stakeholders
- Intuitive design(UX) ensures ease of use, seamless navigation and efficiency
- Alphas and betas account for your current technology stack
- Unilink's holistic understanding enables high-level strategic approach to cloud
- Enterprise micro-service-based architecture, containerisation & API gateway
- Agile methodology enables rapid alpha development
- Achieve faster time to market through proven agile, DevOps approaches
- Create new business models with human-centric applications
- Successful delivery of GDS 'Alpha Service Assessment' & documentation
- Awards for innovation show that systems meet customers' needs brilliantly

Alpha Services for Cloud

We work with our clients to review objectives, build prototypes and test with users, proving the service is technically possible to build during the three stages of Alpha; inception, iteration, and conclusion.

Inception

- Setting goals, identifying business, design and technical risk
- Gain knowledge of service requirements and vision
- User personas
- Accessibility requirements
- Legacy systems and integration requirements
- Prioritised backlog

Iteration

- Building and testing of multiple prototypes

Conclusion

- UX report detailing findings including assisted digital support requirements
- Definition of the Minimum Viable Product
- The business case for the project, benefits, costs and alternatives
- Metrics and KPIs
- Beta User stories and acceptance criteria
- Demo of HTML for senior stakeholders
- Plan for beta and live including estimated sprints required to deliver the MVP

Beta Services for Cloud

Beta services to support your development and release of cloud based services. Seamlessly building on the discovery and alpha stages, Unilink will support both your private and public beta releases.

User, performance, security, penetration and automated testing for a production-ready service is augmented by early release and operational support if required.

Features

- Iteratively build / improve the service, harnessing Agile techniques for success
- Continually supported by user research, testing and continual evolving personas
- End-to-end design approach mitigates beta related usability issues / integration risks
- Proven methodologies, tools and iterative processes to support beta phases
- Avoid problems through rapidly iteratively progressing through prototypes
- Utilising web analytics and back-office data to measure service performance
- Experience & expertise in developing / supporting enterprise-class cloud applications
- Unilink approach means developers can make use of latest technologies
- Strategic knowledge gained from international implementations
- User research and testing integral to iterative agile development approach
- Easy integration and automatic deployment, continuous-integration using GDS approach

Benefits

- Innovative well-designed products meet needs of different users & stakeholders
- Rolled out service dovetails with your operational and security policies
- Supports beta deployment into a wide range of G-Cloud PaaS
- Unilink's holistic understanding enables high-level strategic approach to cloud
- Enterprise micro-service-based architecture, containerisation & API gateway
- Agile methodology enables rapid application development
- Retrospectives and on-site delivery maximise knowledge transfer / capability building
- Post beta report highlights opportunities for improvement in future releases
- Create new business models with human-centric applications
- Successful delivery of GDS 'Beta Ready Assessment' & supporting documentation

Beta Services for Cloud

Unilink delivers beta phases that are focussed on the outcome of the Alpha phase – the agreed objective, in the context of agreed success criteria and supporting ethnographic data.

The technical and business constraints on successful delivery, the requirements of live use and the costs to deliver to live are used to build a delivery report, alongside the developed product.

The Unilink approach provides the capacity to:

- Run sprint 0, if required, to ensure all stakeholders and team members fully understand the service, road map, challenges and dependencies
- Build a team with the right capabilities for this phase
- Plan for beta phase user research
- Service iteration with frequent release delivery cadence and governance model with full set of agile ceremonies
- Private Beta testing the MVP with a controlled group of users to gain feedback
- Public beta releasing the service to full customer base and analysing data to ensure service meets business and user needs
- Test the service with users
- Solve technical issues identified in Alpha or Beta phases
- Address process-related challenges with user and stakeholder involvement
- Arrange for SSL certificates, domain name registration, etc.
- The setting up of the DevOps pipeline and delivery of incremental updates
- WCAG accessibility audit and testing
- Measure success based on data collected in Beta
- Build a working service that can be used in full by users

Solution Design

Services to assist clients to design cloud solutions for offender case management, document management, biometric identity management, self-service, biometric tracking, visitor, prisoner and staff tracking; in the Justice, Health, Immigration and Police sectors. Full adherence to GDS Service Design Manual and the Technology Code of Practice.

Features

- GDS compliant agile design based around users' needs and journeys
- Unilink staff have excellent record of successful design & delivery
- Unilink have designed systems for Justice, Health, Immigration and Police
- Unilink have unparalleled industry experience to help inform the MVP
- Expertise in SQL, Microsoft Visual Studio and C++ Visual
- Experienced at designing and building SOAP XML interfaces
- Proven expertise in assisting clients to scope the required transaction
- Detailed practical and theoretical knowledge of secure biometrics
- Specialist knowledge of fingerprint, iris and facial recognition
- Many Unilink staff have more than ten years' domain experience

Benefits

- Unilink's designs ensure ease of use, ease of navigation, efficiency
- Systems work well and reliably, meeting complex user requirements
- Design supports single solution including secure Azure cloud hosting
- Unilink's system design incorporates mobile systems and flexible technology
- Able to design and build systems incorporating biometric identity services
- Agile methodology enables rapid application design and development
- Unilink's thorough business understanding enables high-level strategic guidance
- Excellent business knowledge ensures Unilink adds value to requirements definitions
- Knowledge of custodial environments allows joined-up case management design
- Awards for innovation show that systems meet customers' needs brilliantly

Solution Design

Our architecture and solutions planning specialists are able to provide a complete design, encompassing software, platform and infrastructure services for AWS, Azure and private cloud.

Our specialist communicate complex technical solutions in an easily understandable way - bridging the gap between the design and development function and key business stakeholders.

Typical design scope includes:

- Specifying the build and integration of software, data and infrastructure solutions
- Engineering for performance, reliability and resilience
- Scalability planning & management
- Database design and data architecture
- Technical documentation
- Application of effective policies and standards across development, testing & deployment (integrating with PMO and Programme Management)
- Technical Design controls (re-using successful patterns, adherence to published and community standards, full stack including infrastructure)

If required, our team is experienced in handling secure system designs for the public sector:

- Architecting for secure systems (delivery of hardened, secure and standards compliant solutions)
- GDPR Compliance

Testing & Test Automation Services

Unilink provide expert services for testing cloud solutions to meet clients' requirements and develop / implement test automation. Our testing & test automation services cover the full software life-cycle in line with DevOps and GDS principles. Unilink's test teams have unparalleled industry experience in the health, justice, police and immigration sector.

Features

- We have an excellent record of successfully testing cloud solutions
- Our highly trained staff uses market leading automated testing tools
- We develop testing strategies to solve a problem for users
- Unilink uses Agile design and testing based around users' needs
- Our test automation design supports continuous integration and delivery
- Functional and non-functional testing, supported by a framework of scripts
- We test online & offline channels to operate a joined-up service / interfaces
- Full end-to-end testing, Performance testing, Integration testing and Regression testing
- On-site test teams to support successful system User Acceptance testing
- Adherence to GDS Service Standard relevant to testing & test automation

Benefits

- Excellent business knowledge ensures Unilink adds value to testing & automation
- Systems well tested, work reliably, meet complex user requirements
- Unilink's testing and automation framework enables robust, risk-reduced software releases
- Automated testing results in cost savings and reduced business risk
- Proven methodologies and processes for development / implementation of test strategies
- Test automation supports DevOps goal of faster, higher-quality software release
- Experience in testing systems incorporating biometric identity services & kiosks
- Knowledge of custodial environments allows joined-up case management testing
- Agile methodology enables rapid application development to support effective testing
- Awards for innovation show that systems meet customers' needs brilliantly

Testing & Test Automation Services

Well-implemented Test strategies with make repeatable, validated test data available in an organised, secure, consistent and controlled manner reduce inefficiencies, deliver value.

Unilink's testing service deliver an automated testing capability, speeding up the testing process compared with manual options allowing clients to rapidly deploy applications. The service is a standard deliverable of our solutions. Typical deliverables:

- Scoping document
- Scripts for functional and non-functional testing
- A detailed Improvement Plan covering People, Process, Tools, Infrastructure and Support Documentation
- A prioritised list of recommendations drawing on expertise in Criminal Justice solutions
- An Implementation plan for Unilink and Customer teams

Support Services for Cloud Solutions

Dev-Ops - Continuous Integration

Unilink's multi-skilled and experienced team will help you deliver quality software at pace in the cloud, reducing cost and maintaining rock solid security and reliability. Using modern continuous integration techniques we will automate your route to Live - providing assurance of functionality, performance, security, infrastructure and monitoring along the way.

Features

- Continuous delivery in the Cloud (AWS, Azure, Oracle)
- Experience with a wide range of CI software
- Architecture and process consultation, to reduce cost and improve time-to-live
- Automation of DevOps processes across discovery, alpha, beta, live
- Secure environment and configuration management throughout the software delivery lifecycle
- Integration and upgrading of existing toolsets to support DevOps process
- Comprehensive monitoring, logging and alerting for build and deployment health
- Infrastructure and pipelines as code to consistently deliver operational changes
- Unilink staff have unparalleled industry experience in health, justice, immigration
- Adherence to GDS Service Standard and Technology Code of Practice

Benefits

- High software quality, delivering faster ROI
- Systems work consistently and reliably, meeting complex user requirements
- Automated validation and assurance that your systems meet the requirements
- Allows your team to focus on communication, collaboration, and integration
- Unilink's DevOps designs ensure ease of use and efficiency
- Agile methodology enables rapid application development
- Knowledge of custodial environments allows joined-up case management integration
- Excellent business knowledge ensures Unilink adds value to DevOps fundamentals
- Unilink's thorough business understanding enables high-level strategic guidance
- Awards for innovation show that systems meet customers' needs brilliantly

Dev-Ops - Continuous Integration

Our experienced Dev-ops team specialise in high-availability services.

Our specialists are experts in:

- application and infrastructure planning, testing and development.
- maintaining pipelines for continuous service improvements
- optimising processes, people and tooling. Automation implementation
- automating tasks and improve the efficiency of engineering and IT
- developing and implementing system monitoring tools
- on-call, incident response and incident management

Cloud Application Support Services

Unilink has extensive experience in providing application support for cloud-based applications. Services for cloud application support cover multiple service type layers e.g. PaaS & SaaS. We work to high-quality SLAs using a DevOps approach and complying with ITIL & ISO:27001 standards. Our application support consistently meets highest business continuity requirements.

Features

- ITIL based application support / service management for cloud based applications
- Application support monitoring tools / data management tools to gauge performance
- High availability 24x7x365 support service for cloud-based business application support
- Application support delivered in a DevOps approach to GDS standards
- Application support includes security management, backup / recovery management and patch management
- DevOps model which ensures continuous-integration, continuous-delivery and ISO:27001 compliance
- Application support from an experienced, certified and multi-disciplinary Unilink team
- Leveraging of expertise through proactive engagement / liaison with application development team
- Application support incorporates the full services of underlying platforms
- Application support deliverable via online, phone, JIRA and email-based methods

Benefits

- Application support is cost-effective and releases potential of internal resources
- Application support aims to continually improve the end user experience
- DevOps emphasizes communication, collaboration, and integration, improving application support quality
- Our application support enhances performance, reliability and resilience of applications
- We maximise value of transferring to cloud based applications / digital infrastructure
- Proactive incident management to exceed customer application support expectations
- Ability to quickly scale teams to meet application support requirements
- Comprehensive and robust support for open source applications and services
- Providing continuous delivery with high software quality, delivering faster ROI
- Secure and compliant application support / support mitigates risk and provides assurance

Cloud Application Support Services

Support services available 24x7x365

- Unilink's application support services are based on agreed service levels :
- 1st level front line service desk to handle user queries, service requests and fault reporting and to handle Incident Management response and resolution processes
- 2nd and 3rd Level deep technical support capability support for all the delivered application components and integrated COTS technologies
 - including fault investigations, problem management, root cause assessment
 - code fixes
 - security assessment, security monitoring
 - vulnerability monitoring and patch management
- The service management team have the capability to deliver continual delivery of functional enhancements, roadmap improvement and defect resolution

Delivery Management Services

Unilink has highly skilled experts who will provide leadership in successfully overcoming any hurdles faced when implementing and delivering new cloud solutions. Our staff are skilled coaches, communicators, expectation and project managers, attested by their accreditations. Continuous integration and delivery of a user-centred service is core to our offer.

Features

- Results-driven delivery with focus on the users' journeys and stories
- Assistance with establishing the agile environment
- Development of robust delivery plans meeting the client's requirements
- Deployment of software development best practices: Agile, DevOps, GDS Code Of Technology
- Dashboards & continuous reporting about delivery progress, risks & mitigations
- Analysis and advise on resolve of dependencies (technical, organisational, processes)
- In line with Prince2, plan, manage and monitor benefits realisation
- Knowledge Transfer to client staff on hand-over ensuring smooth transition
- Unilink staff have unparalleled industry experience in health, justice, immigration

Benefits

- Provides continuous delivery with high software quality, delivering faster ROI
- Systems work well and reliably, meeting complex user requirements
- UX and accessibility is factored into each service feature
- Agile methodology enables rapid application development (SCRUM / Kanban)
- The delivery team collaborates, communicates and focuses on achieving MVP
- We facilitate the delivery flow, managing pace and tempo
- On-site working and knowledge transfer helps build your team's capabilities
- Quick ramp-up of highly qualified consultants to meet peak demands
- Effective communication and stakeholder management, GDS gateway reviews
- Unilink's thorough business understanding enables high-level strategic guidance

Delivery Management Services

Proven track record of Delivery Management and Implementation.

Enabling cross-functional and diverse teams to drive project and product delivery through Agile Project Management.

Unilink's criminal justice expertise enables us to develop solutions that match the practical reality of business; ensuring alignment with strategic intent. Using fully Agile our management services ensure;

- The focus is on customer benefit realisation
 - Customer requirements are met
 - Even late breaking changes can be included in delivery
 - All the expected agile ceremonies are in place
 - The customer's stakeholders and end users are involved in a fully inclusive design and delivery process
 - A tailored and focused delivery by sprint is maintained throughout the project life-cycle
- Continuous Integration ensures that quality is engineered into the delivery
 - All non-functional requirements (performance, security, compliance with standards) are managed centrally to the delivery
 - Essential reporting processes and activity measures are implemented
 - Project costs and benefits can be accurately measured

Application Development Services for Cloud Solutions

Cloud Application Development & Architecture Services

Unilink provides cloud application architecture, design and development services as well as support for the transition to cloud-based services. We have considerable experience in cloud application development and architecture design across sectors, e.g. health, immigration, justice. All services are provided in adherence with Agile, SOA, DevOps and GDS principles.

Features

- Application architecture across all channels, fully integrated, consistent, and scalable
- Application architecture analysis, Cloud Readiness Assessment and Application Portfolio Analysis
- Application development with customer needs leading to a clear outcome
- Agile application development, inclusive stakeholder engagement to reflect everybody's needs
- DevOps built into application design / development, reducing time to software-go-live
- Expertise in Continuous Integration & Design capability, use of analytics / data insight
- GDS-adhering development and testing of all interfaces (APIs, legacy systems)
- Software design & development reviewed to meet WACG accessibility requirements
- Research, validation and sharing of user requirements inform application design and development
- Development of throw-away prototypes to understand user requirements

Benefits

- Extensive experience in using wide range of techniques and methodologies
- Latest software development patterns and practices deployed during application development
- Quality assurance, automated testing, user acceptance testing, continuous integration
- Cloud strategy design / development release plan will meet customer requirements
- Cloud solutions which form part of the users' wider journey
- Software development projects delivered on time and in budget
- Risks and cost of application design and application development reduced
- Highly skilled and trained software design and development team
- Ability to scale teams to meet requirements for application development
- Awards for innovation show that we meet customers' needs brilliantly

Cloud Application Development & Architecture Services

Unilink is experienced in delivering GDS compliant, Cloud ready applications. Either proprietary or open source platforms, on Azure, AWS or private cloud, we deliver robust, modern applications on a micro-services architecture, adopting containerisation and an efficient DevOps delivery approach.

Best practice is second nature, our team designs, delivers and supports secure, current cloud deployments for private and government sector clients.

Our team of analysts, user researchers, architects, developers, testers, SysOps engineers and experienced DevOps engineers work together as a unit to achieve our clients' business goals. We have extensive experience in providing cloud application development services, including:

- AWS, Azure and private cloud hosted application development
- Wide range of technologies, we offer a broad church when it comes to choice of platform
- Successful, proven and re-usable architectural patterns designed to meet standards, deliver performance, operate robustly and offer resilience and recovery
- Migration to the cloud – we are able to support your transition
- Infrastructure as code – our team has many year's worth of experience in building cloud environments, delivering repeatable, scripted environment definitions
- Containerisation – using our established DevOps practice to automate and streamline deployments
- Software as a Service (SaaS), Platform as a Service (PaaS) options for ongoing support

Strategy Services for Cloud

With disruption affecting every sector, preparing for change has never been more important. To succeed in an increasingly fast-moving environment, we can increase your agility and transform business models. By building innovative applications at speed, liberating your talent to use agile and DevOps; securely unlocking the value of the cloud.

Features

- Understand and choose the right cloud approach through portfolio assessment / discovery
- Create a business-case and implementation roadmap using our envisioning expertise
- We deliver infrastructure, applications and services to successful cloud maturity
- Proven methods / tools to develop holistic approach to your cloud transformation
- Support design of the business case, quality plan and benefits-realisation
- Work with you to envision, design, and develop innovative solutions
- Agile digital delivery services for enterprise class, cloud-hosted mobile applications
- Strategic and ethnographic knowledge of systems based on international implementations
- Established Agile GDS Delivery Stages (Discovery, Alpha, Beta & Live)
- Expertise and experience in modernisation of existing applications

Benefits

- Helping you plan and implement every step of cloud journey
- Create new business models with human-centric applications
- Bring new value to existing systems through cloud-native modernisation
- Strategically accelerate your move to the cloud and optimise efficiency
- Drive security and compliance every step of your cloud implementation
- Leverage preconfigured / integrated platform services like AI, IoT, analytics and DevOps
- Holistic approach to strategy development and collaborative stakeholder engagement activities
- Continually enhance your application portfolio with intelligent managed services
- Our proven end-to-end approach ensures seamless integration of existing systems / data
- Awards for innovation show that systems meet customers' needs brilliantly

Strategy Services for Cloud

Our strategy service provide clients with a road map of activities and deliverables that facilitates successful delivery of their digital vision for cloud.

- We have an extensive framework of best practice accelerator methods and tools to assure the production of a practical set of deliverables, reducing the time to realise value. We recommend a highly collaborative approach
- Our successful track record in the criminal justice sector means. Our team works with senior stakeholders to develop a digital vision and strategy to shape and direct resultant initiatives
- Typically strategy services form the first phase of engagement with our clients the outcome of which will be digital transformation recommendations for:
 - target technology architecture
 - complementary target operating model required to deliver the digital vision across people, process, technology and data capabilities
 - recommendations about activities that should be completed in the short, medium and longer-term, grouped by strategic theme

Consultancy Services

Criminal Justice Consultancy

We know that every jurisdiction is different, so we won't use standard models or give you a stock solution. We bring insight from deep expertise which enables us to quickly understand your specific challenges and future vision. We'll work alongside you to get you to where you need to be.

Features

- Technical audit and discovery across CJS technology stacks (on-premise / cloud)
- Strategy outcomes includes digital governance, organisational & technological plans / roadmaps
- Design and Implementation of digital technologies
- Proven methods, experience and tools support effective CJS strategy development
- Support with business case development and measurement of delivered benefits
- Detailed practical and theoretical knowledge of Prison, Probation & Courts
- Technology supporting your strategic approach to web and mobile applications
- Strategic knowledge gained from UK & international implementations
- Adherence to GDS Service Standard and Technology Code of Practice
- Support successful delivery of small and large correctional transformation

Benefits

- Systems work well and reliably, meeting complex user requirements
- Suite of Strategy documents to keep you on defined path
- Governance and operational designs support agile operations and business responsiveness
- Incrementally achieve your digital transformation in a structured, efficient manner
- Excellent business knowledge ensures Unilink adds value to project deliverables
- Agile methodology ensures that the organisation supports the proposed approach
- Stakeholders engaged and supportive of the strategic approach
- Your staff up-skilled through effective knowledge transfer
- Able to build and design fully integrated end-to-end CJS systems
- Awards for innovation show that systems meet customers' needs brilliantly

Criminal Justice Consultancy

Examples of Unilink's assignments

- Developing a new integrated Offender Management System for prisons and probation – U-Case for The Norwegian Correctional Service – Kriminalomsorgen

“Unilink’s experience in the criminal justice sector and their integrated suite of products, proven to help rehabilitate prisoners, is the perfect match for us to support our digital transformation strategy.”

Jan-Erik Sandlie – Deputy Director General

- Delivering Probation case management services to the States of Jersey and Guernsey

“Unilink provided us with a Probation case management and management information system which was developed and delivered on a tight time scale and on budget. Throughout the process and subsequently, the Unilink team has taken care to involve, understand and incorporate the needs of the product’s end users and ensure that it is compatible with ICT systems elsewhere in the Criminal Justice System.”

Brian Heath, Board Member Confederation of European Probation

- Delivering Prisoner Self Service for the Dept for Correctional Services, South Australia

“It was great to deal with a company that actually delivered things...”

Onboarding

- We have proven transition plans for on-boarding both Unilink delivered services safely into a Live Operations Service
- Our preferred approach is to embed support staff into the development teams. This ensuring early life support, knowledge transfer and continuity of personnel at go live
- Our experienced on-boarding team work with client's to train staff in all aspects of the service

Commercial Models

We offer commercial models to suit your requirements.

- **Fixed Price** – we can provide a fixed price to provide bespoke support to your requirements with the certainty of a set price for the service each month
- **Time & Materials** - we understand the need to deal with events, changes and ad hoc issues on an ongoing and sometimes unpredictable basis

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