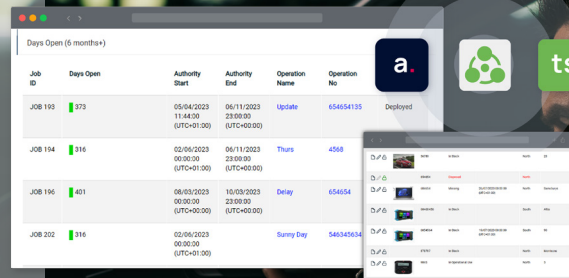




Technical Services Unit (TSU)



Manage requests for technical resources assisting both covert and overt surveillance strategies, alongside a full asset management capability.

Why TSU?

Request, manage, allocate, book out, return, search and report lost or damaged assets.

If used with the ACOS Surveillance module, updates to authorisations and subjects at review and renewal are tracked and cancellations are notified to ensure timely asset retrieval.

Asset register

Record technical assets and their attributes from purchase through to disposal, along with a separate disposal approval process. Assets can be recorded as booked out individually or as a kit or group. Costs, servicing, warranty and depreciation are also handled.

Approval workflow

Automated workflow and email notifications support job requests, feasibility study and risk assessments as well as managing the progress of bookings. It can be configured to follow the chain of command appropriate to your organisational hierarchy and business process.

Legislative compliance

Supports legal compliance and processes including R v Sutherland, R v Johnson, retains a full booking history for each asset to support management reporting and Investigatory Powers Commissioners Office (IPCO) oversight.

Access control

Role-based access allows team members, managers and divisional level staff to access only the jobs and assets they are responsible for, ensuring sensitive information is correctly recorded and force policy and legislative requirements are met.

Ensure efficiencies

Reduces the need for double-keying and potential for error with auto-completion of authorised activity and R v Sutherland when used in conjunction with ACOS Surveillance. Automated email notifications prompt for required staff activity and flagging of asset return dates to manage risk.

Information management

A secure and searchable database to manage all TSU activity with built-in dashboards to track jobs and assets, supporting management oversight and performance monitoring. Review information, mark for retention or authorise for disposal in accordance with IPCO record and product management guidelines.

Altia is highly experienced in the covert field

We have decades of experience working closely with officers in covert operations and some employees have experience of working in those teams. This partnership has enabled the development of solutions that truly meet operational needs. We provide all associated services, such as training, database administration, health checks and configuration work. All Altia staff engaged in the development and delivery of ACOS are cleared to SC level and a number to DV level.





The latest security and technology standards

Built using cloud technology ACOS comes with the latest standards in security, flexibility and resilience. It can be upgraded and adapted to meet compliance and new feature requirements faster than ever without creating a heavy IT or administrative burden.

Security and resilience

- Your own Microsoft Azure environment, plus additional security frameworks applied.
- Strict access control, with two factor authentication and data encryption.
- 99.9% uptime guaranteed by Microsoft Azure.
- 24/7 monitoring of threats.
- Single customer-specific data store, with unlimited storage available.

Always up to date

- We update ACOS to meet new compliance requirements, and adapt to new technology advances, faster than ever.
- New features and functionality are regularly released.
- Because we manage the software and infrastructure, there's no burden on you or your IT team to manage install, patches or upgrades. It's all automated.

Support and service

- Configuration.
- Onboarding project management.
- Choice of in-person or virtual training.
- Self-serve e-learning modules.
- Learning videos.
- Technical support desk.
- Account manager.
- User groups.

About ACOS

Technical Services Unit is one of nine ACOS modules:

- Communications Management
- Information in Confidence
- Intelligence
- Prison Surveillance
- Protected Persons
- Source Management
- Surveillance
- Technical Services Unit (TSU)
- Undercover

By using the complete suite, covert activity is managed end-to end from a single central point, ensuring only those users with the right level of authority and clearance can see relevant data. With the ability to review, mark for retention or authorise for disposal, ACOS ensures adherence with record and product management guidelines.

ACOS is currently used by law enforcement in the UK and internationally, helping them manage covert operations effectively, discreetly, and securely while complying with regulations, policy, legislation and best practice procedures. Because of its modular design, ACOS can be easily tailored and scaled depending on organisational needs.

Learn more

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