

Service Definition: Serious and Organised Crime Coordination Services

Service overview

Serious and Organised Crime (SOC) Coordination Services support police forces, Regional Organised Crime Units (ROCUs) and justice partners to work collaboratively across force boundaries. The service enables secure, scalable information sharing, case coordination and risk management for organised crime activity using a cloud-based solution built on the Salesforce platform.

The service is designed for regional and multi-force operating models, supporting consistent processes, shared visibility and controlled access to sensitive information in line with national standards and operational procedures.

Service scope

The service provides the design, configuration, implementation and support of a Salesforce-based SOC coordination solution. It enables forces and ROCUs to identify, risk assess, track and manage organised crime groups and related investigations across multiple organisations.

The service focuses on information sharing, coordination and workflow enablement. It does not provide intelligence analysis, threat assessment or operational decision-making.

Supported use cases

The service supports: - Cross-force management of organised crime groups - Regional and multi-agency SOC coordination - Secure sharing of SOC-related information - Risk assessment and prioritisation workflows - Asset confiscation and enforcement case management - Collaboration with national and partner agencies

Solution capabilities

The service may include: - Salesforce Core configuration for SOC coordination - Bespoke workflows aligned to national standards and SOPs - Shared dashboards and operational reporting - Secure partner access using Salesforce Experience Cloud - Case management for specialist investigations - Role-based access controls and audit trails - API-led integration using MuleSoft - Integration with policing systems such as NICHE and the Police National Database

Users

The service supports authorised users within police forces, ROCUs and approved partner organisations. Access is restricted using role-based access controls and strong authentication.

Onboarding and delivery

Delivery follows an incremental, collaborative approach including discovery, design, configuration, integration, testing and enablement. Services can be deployed in phases, starting with priority use cases and expanding across forces and partners.

Support and service levels

Support is provided during UK business hours with priority-based response and resolution targets. Managed support options are available for ongoing operation, enhancement and optimisation of the service.

Security and compliance

The service operates within an ISO/IEC 27001 certified Information Security Management System and is supported by Cyber Essentials Plus. Salesforce and MuleSoft provide underlying platform security, resilience and monitoring.

Data handling

SOC-related data is processed and stored securely within Salesforce and integrated systems in accordance with policing standards, contractual requirements and UK data protection legislation. Access is restricted, logged and auditable.

Change management

Changes are managed through a controlled change management process, including impact and security assessment, testing and controlled deployment.

Service boundaries

The service enables secure information sharing, coordination and workflow management. It does not perform intelligence analysis, make risk or threat judgements, or replace operational decision-making by police forces or ROCUs.