

G-Cloud Service Definition

Aetopia Police Digital Evidence Management (DEM)

Rev 1.1 Jan 2026

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1. G-Cloud Service Definition

Aetopia Police DEM provides a secure and powerful software solution for Digital Evidence Management. Designed specifically for Police and other investigative agencies, DEM allows critical digital evidence such as CCTV, body-worn video, images and documents to be centrally stored, classified and instantly shared on-line with 3rd parties including the CPS.

Service features

- Provides secure evidential digital asset upload to central storage
- Automated, multilevel retention rules for enhanced compliance
- Support any digital asset type (video, images, audio, documents)
- AI assisted video and audio redaction for all users
- Fast and flexible searching
- Controlled sharing with external 3rd parties, CPS and HM Courts
- Completely browser-based with no plugins or downloads required
- Connectors for body-worn video systems and CCTV
- Out-of-the box integrations for BWV, DIR and mobile apps
- Powerful access control rules, down to the asset level
- Responsive design for smartphones and tablets
- MI reports show how and when shared evidence is accessed

Service benefits

- One system for all your BWV, DIR and CCTV uploads
- Improves security and control of digital assets
- Easier legal and regulatory compliance, especially retention, to MOPI/CPIA standards
- Huge manpower and travel cost savings via on-line sharing portal
- Promotes consistency and accuracy in the cataloguing of digital evidence
- Reduces 'time to share' for digital evidence to 0 days
- Saves police users' time for reviewing, clipping and redacting
- Massively reduces outlay on consumables, e.g. USB drives and DVDs
- Improves quality of case-file preparation and reduces error rates
- Out of the integrations de-risk projects and reduce TCO

2. Backup/Restore and Disaster Recovery

2.1. Backup / Restore

The cloud system is architected for very high levels of data durability by replicating all data to multiple physical storage locations in real-time. This largely negates the need for traditional 'offline' backups for media files.

Master media evidence files are held in durable object storage, which is designed for 99.999999999% durability and up to 99.99% availability of objects over a given year. The very high durability figure is achieved by storing copies of an object in a minimum of 3 different 'availability zones' (AZs), which are in effect completely physically separate areas of a data centre. Each AZ is equipped with its own power supply, cooling and internet which means it can operate independently. For example, AZs are often geographically miles apart. This means that the failure of 1 or even 2 zones within a region will not result in data loss, or even very lengthy loss of service (though temporary service interruption should be expected).

Metadata relating to the media files is stored in a secure, centralized database server. This server is configured with full transaction logging, so it can be restored to any point in time during the previous 24 hours. Additional snapshot backups are taken daily, weekly and monthly and are stored on the same highly durable file system used for the media files.

2.2. Disaster Recovery

Our approach to disaster recovery and business continuity services is based on an ISO27001:2022 accredited Business Continuity Plan and associated policies, processes and procedures.

2.3. On-boarding and Off-boarding

2.3.1. On-boarding

Aetopia's on-boarding service is flexible and can be negotiated during the contracting including up to 10 days of professional services for requirements and technical workshops, configuration, consultancy, data migration and knowledge transfer. Onsite training packages using a professional trainer are tailored to the needs of the customer and are subject to an additional one-off cost. A user guide will be included with the training package.

2.3.2. Off-boarding

Data Extraction

At any point during or at the end of the contract, Aetopia will assist customers to extract their data in the safest and easiest possible manner for them. The exact method used will depend on the total size and complexity of the data held.

Possible options are:

- Aetopia support downloads media files and database data to an encrypted hard drive which is then couriered to the customer.
- Customer self-downloads their data using the application.
- Data is securely copied across the internet to an alternate location which is owned by the customer.

Regardless of the exact method used, Aetopia will assist at every step of the way, and after validation that the data has been successfully returned to the customer, we will destroy all of our copies of the data held.

End of Contract Process

Advice and assistance of up to 8 hours are provided as part of the end-of-contract process. Additional assistance may be chargeable at our daily rate. Most cloud hosting providers impose data transfer charges and these may be passed onto the customer.

2.4. Sample Implementation Plan

The generic tasks required for service delivery are:

- Contract Sign off
- Project kick off and requirements meetings
- Test system release
- Project Plan and Functional Specification sign-off
- System configuration
- Discuss / receive system feedback
- Amend configuration based on feedback
- End user and Administration training
- Agree domain URLs
- Deploy Live system
- Service launch

2.5. Pricing Overview

The price ranges from £1 to £500 per unit per month. Further details regarding pricing can be found within the pricing document.

2.6. Service Constraints

Private cloud deployments may be subject to specific hardware and software prerequisites.

2.7. Service Levels

Aetopia can commit to 99.9% availability. Users may be compensated via a reduced subscription fee should this level not be met.

Any outages are reported by way of email alerts using the built-in notification service.

We provide technical support for all aspects of our solution. This is normally 3rd line support - we expect customers to nominate support representatives and provide a 1st line service (e.g. ICT helpdesk) to their internal users. Triage training to ICT helpdesk operatives will be provided. All of our pricing includes telephone and email support during UK business hours. Extended support (7.00am to 8.30am and 5.30pm to 10pm) and 24x7 support can be provided at extra cost. All customers have access to cloud support engineers via the Aetopia helpdesk. Larger customers will be allocated a dedicated technical account manager.

2.8. Ordering and Invoicing Process

After contracting, the client will be asked to set up Purchase Orders against which Aetopia can raise invoices. In order to ease administration for each organisation, we ask that Purchase orders are raised to cover the costs for one year.

Where the initial term is for a period in excess of 12 months, then a further Purchase Order will be required for the second 12 month period, which must be issued prior to expiry of the Purchase Orders for the first year.

2.9. Contract Termination

Contract termination will be according to the terms and conditions of the G-Cloud contract.

2.10. After Sales Support

Support is provided by email, telephone and online ticketing. Response times during UK business hours is within one hour. Weekend support times may be longer.

2.11. Technical Requirements

The user interface to the system is through a supported browser platform. Aetopia supports the following browsers:

- Chrome
- Firefox
- Microsoft Edge
- Safari

Access to the system is via computer, tablet or smartphone.