

Foreign Nationals Platform

Digital Processing



KEY FEATURES

- Secure
- User Friendly Interface
- Speeds Up Processing
- Retained Data For MI
- Designed by Force users

NINE SOFTWARE.

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1. Introduction

This document is intended to provide a general overview of Nine Software's Foreign Nationals platform. Please treat as "Commercial - In Confidence" not to be shared without prior written consent from The Nine Software Company Ltd (Nine).

Nine have a rich heritage in SaaS products that transform manual processes. Our Foreign Nationals Platform (Also known as OVRO, Foreign Nationals Registrations, or Police Registration Scheme) is a hugely successful product rolled out into 25 of the UK forces including the Metropolitan Police Service, Greater Manchester Police alongside several other notable forces.

The Nine solutions allows the efficient registration, processing and then use of the data (or intelligence) gathered, reducing the risk of data not being accessible by those who need it. It enables Forces to efficiently process and use that data by making it readily accessible to those Force users who need to process it and then finally to use and output the data as intelligence through powerful reporting and querying features. It is all achieved via a Front-End which is accessible to the end public users and a secure Back-Office which is only to be used by authorised Force users.

Our application dramatically speeds up the processing of applications, saves time and money and provides a historical accessible record without the need for cabinets of papers and documentation.

2. Feature Overview

The Nine team established in 2016, that there was a challenge for Police Forces within the UK when registering Foreign Nationals via the Police Registration Scheme (PRS) programme.

Within PRS (also known as OVRO or IVRO) Foreign Nationals who need to register with the Police (on arrival in the UK), should be written on their entry visa vignette, biometric residence permit or Home Office letter approving their application for leave. This is often known as a "New Registration", once registered Foreign Nationals are required to keep their information up to date and as such should they move address or area then they should schedule an appointment with their local Police Force to update their information.

If moving to another area in the UK the Foreign National must report to the local police station in the new location within seven days of arriving, and must take the following items to their appointment:

- Police registration certificate (Also known as "P" Certificate)
- Their passport
- Evidence of new school, university or work permit
- Evidence of their address details

As at February 2020 Foreign Nationals needed to register with the scheme if they are 16 or older, and are from one of the following countries:

Afghanistan	Cuba	Libya	Syria
Algeria	Egypt	Moldova	Tajikistan
Argentina	Georgia	Morocco	Tunisia
Armenia	Iran	North Korea	Turkey
Azerbaijan	Iraq	Oman	Turkmenistan
Bahrain	Israel	Palestine	UAE
Belarus	Jordan	Peru	Ukraine
Bolivia	Kazakhstan	Qatar	Uzbekistan
Brazil	Kuwait	Russia	Yemen
China	Kyrgyzstan	Saudi Arabia	
Columbia	Lebanon	Sudan	

The challenge prior to the Nine solution being built, was that the data gathered via the PRS process was manually captured and then entered into crime databases or spreadsheets (several weeks of not months after the data was captured) and was difficult to access.

The user journey for the Foreign Nationals was clunky and didn't get a great user experience.

The Foreign National had to find their Force Website, find the OVRO / IVRO form, complete it, call and book an appointment, attend the "face to face" appointment (if they remembered the date and time) with a passport photo supporting documentation and passport, have their information checked, make the payment (£34), receive a manually written "P" certificate with their passport photo pit stuck to the "P" certificate, then this hand written form taken and data imputed into a spreadsheet or crime database.

The Nine solution was designed to be different. The Data Capture required (alongside the photo) was digitally captured / input via the Foreign National, they then chose the venue, date and time which they wanted to attend. The Foreign National gets a confirmation of their appointment, on screen and then via reminder email (or optional SMS via optional module) once completed the Data was instantly accessible by the Police Staff.

In advance of the appointment the Foreign National would receive an email reminder then at the face-to-face appointment their data is checked and then updated if any of it is found to be incorrect. Ensuring that the data is 100% accurate.

A representation of the Nine solution is available on request.

3. Service Overview - Back-end / Back-Office application

The Back-Office application is delivered via the browser and provides the following functionality*:

- Venue administration
- Schedule administration
- Reporting
- Settings administration
- Foreign Nationals Search & Appointment Attendance management
- Venue Appointments Diary export

This application is only available to internal Police Force users.

*Please note that functionality can be subject to change from time to time.

Dashboard – User View

On first access to the Back-Office, the user is presented with the Dashboard. This is a high-level business intelligence dashboard showing the following metrics:

- Dashboards & Reporting – Selection of Dashboard views and Reports
- User Search – Can perform basic, user name searches
- Appointments – Manage Appointment availability and Resource planning

Administrator View

- Dashboards & Reporting – Selection of Dashboard views and Reports
- User Search – Can perform basic, user name searches
- Appointments – Manage Appointment availability and Resource planning
- Venues – Add, edit or remove Venues
- Settings Administration

4. Post Implementation Support

Service Desk

Support will be made available to the under an annual service agreement, this agreement must be in place to use the software. This support will be made available via our published helpdesk contact routes of email and telephone and will be available:

Monday-Friday, 9am – 5pm UK working hours, excluding UK Bank Holidays.

The Support Desk can be contacted by email at any time, however this will be monitored Monday to Friday between 9:00am – 5:00pm (excluding UK Bank Holidays).

Our support service provides a full ITIL Service Desk for Incident Management where we provide rectification of faults found in the Software. Faults are defined as deviations from the agreed specification. Where no specification pertains to a given identified fault, the buyer and Nine will come to agreement on whether this is an enhancement or a fault.

Should Nine become aware of faults affecting the operability of the installed Software, Nine undertakes to inform you as soon as possible, and to provide a resolution within the agreed timeframe for the identified faults consistent with our targets. Faults that are identified but do not affect the operability of the software will be listed at the next maintenance release of the software that addresses these faults.

Our target response times are detailed below (response times are defined as the time between the logging of a Client call and the first contact by a qualified Nine analyst):

Category	Description	Initial Target Response Time	Target Cleared Period
Urgent	Severe system malfunction	4hrs	1 day
High	Something stopping one or more users doing or completing an open task of work	4hrs	2 days
Medium	User is able to work around the problem but causes concern as some operations are delayed	2 days	10 days
Low	Inconvenience but doesn't require immediate attention	1 week	1 calendar month

Support periods and out-of-hours arrangements are defined in the form of an Agreement that applies outside this scope.

Technical Advice

Nine will provide reasonable levels of technical advice upon request, for example in functionality and configuration. Demand for advice in the use of Software will probably be limited by the

expertise of the key and super users employed by the client, and by training delivered as part of the implementation phase of the project.

Enhancements

Nine shall optionally provide enhancements to the Software upon request. These enhancements shall be subject to agreeing additional payments. The client shall notify Nine of such requested enhancements, using an agreed procedure and Nine shall (where appropriate /necessary) provide a quotation for the enhancement within a time agreed upon receipt of notification.

Nine take a pro-active stance towards deploying changes to the Software and Systems provided (for example performance enhancement, innovations or taking advantage of technology change). This is typically informed by the Nine UG (User Group) which is typically held every six months.

Upgrades

Provision of Release upgrades to the Software shall be provided, as and when these become available. This shall include any upgrades that are produced by Nine or by subcontractors of Nine. Upgrades shall be installed on a schedule agreed between the parties.

5. Client IT Requirements

Access to the System

To access the Firearms system, the Force will require a good internet connection, and use of either Chrome or Microsoft Edge.

To access the software a customer end user will require internet access via a Laptop, PC / MAC or Mobile device such as a phone, phablet or tablet device.

This is a secured application hosted within a secure environment, accessed via the web

Front-end Application

This is the website which the members of the public access to input their information. This is a responsive / reactive website hosted within the cloud and accessed either via a direct URL or via the link within the Single Online Home Page.

Back Office Application

This is a secured application hosted within a cloud secure environment, accessed either via the web of PSN-A. It's used by the Force users to access to process the Foreign National information.

Details of this application are highlighted separately within this document

Penetration Testing

Prior to use, Nine will provide evidence of penetration testing to provide confidence to your internal technical colleagues that the solution is proven to be robust.

Nine recommend that clients do conduct their own or independent penetration testing of the solution. This will be done on an agreed date and at an agreed time which is convenient to both parties.

6. Company Details

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