

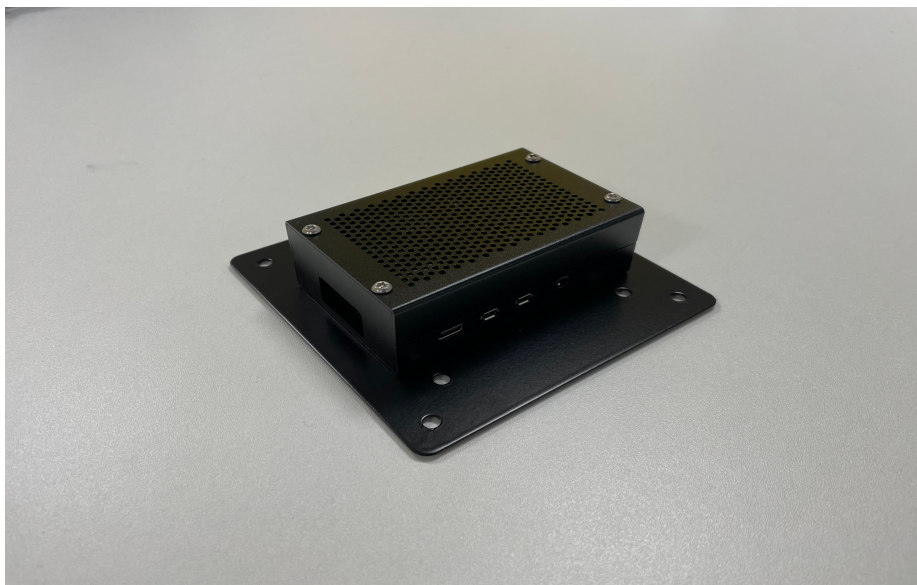


SERVICE DEFINITION

Unify Prisoner In-Cell Solution (PICS) for prisons and secure facilities

Product Overview

The Unify prisoner in-cell solution (PICS) is giving access to in-cell education/content, self service and critical tools to manage daily activities within a custodial environment along with providing residents/ prisoners with the freedom to watch pre-approved content/channels/ in the privacy of their own room/cell – safely. Designed in line with the requirements and safety stipulations that comes from working in custodial settings, the PICS solution is controlled by a secure keyboard and mouse to navigate.



Service Overview

Unify have worked with a number of prisons within the UK and abroad and can provide you with a flexible solution that will save both time and money. .

Unify employ both software developers and engineers in-house which ensures that the product is tailored for the requirements of each client and the installation and maintenance of the system is carried out by our experienced team. We are able to provide 24/7/365 support which is via our service desk, phone, email and onsite support.

Service Levels

Service Level Agreements (SLAs) are negotiated with Unify to ensure areas such as service availability, performance and recovery times meet customer objectives.

Information Assurance

PICS communicates on an air-gapped network configuration in which the entirety of the network, from client to server, and all the cabling and switching in between is provided by Unify and is separate from any existing networking infrastructure. To that end it is free from any of the information security concerns from IL3/Confidential perspective.

Onboarding and Offboarding

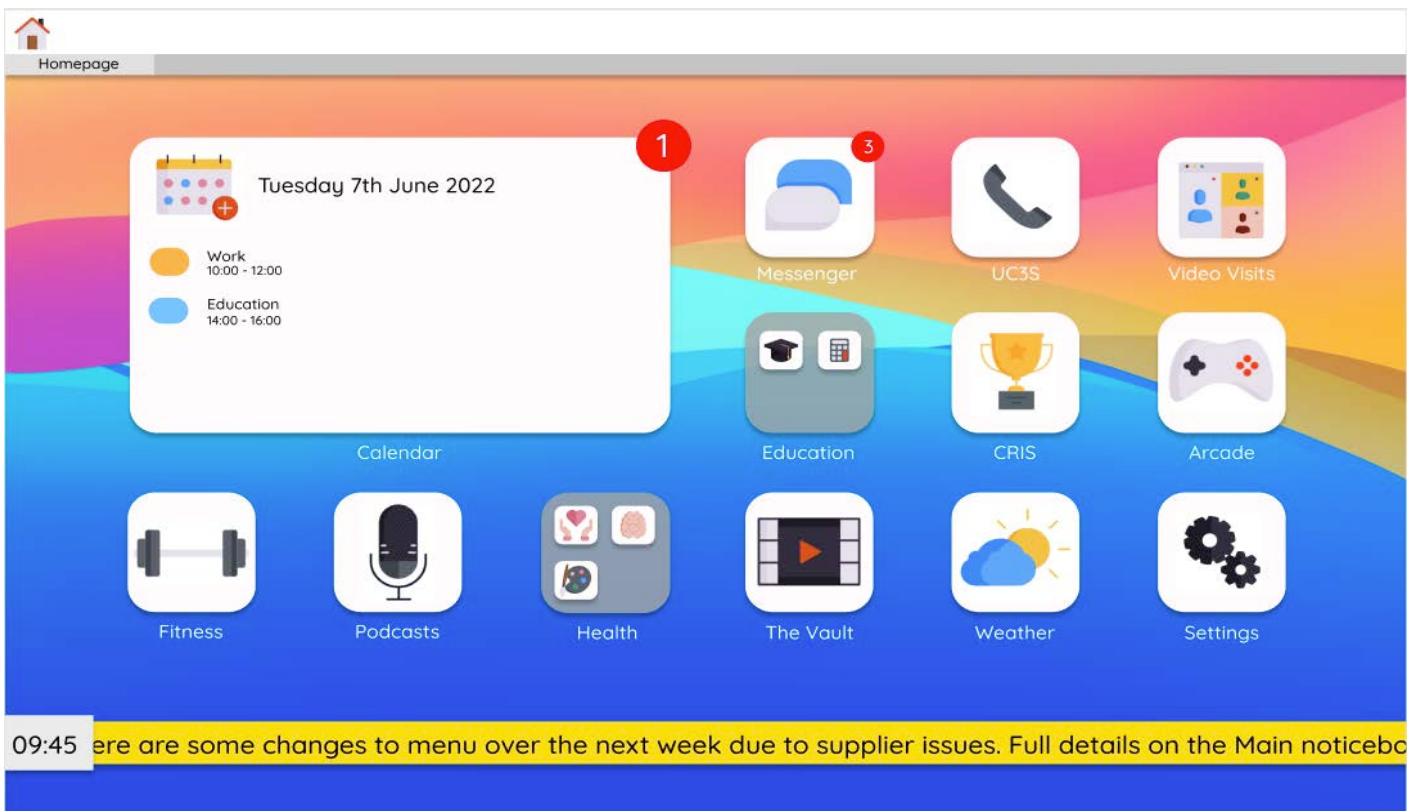
PICS requires 30 days to be built and installed. We also allow three days for training. The cost of installation and training is included in the overall price of the UMDS.

Offboarding incurs no additional cost at the end of a contract.

Customer Responsibilities

Our customers are asked to provide the following:

- Provide details of any existing telephony/data circuits which Unify are to use with our products/services
- Building layouts for any data/telephony cabling which is required
- Set up information sharing agreements/NDA's with third party data feeds if applicable
- Escorting access/open access to locations where hardware is to be deployed



Disaster Recovery Plan

Unify will provide a comprehensive disaster recovery plan to ensure that in the event of a disaster the company will continue to operate in a timely manner. The confidentiality, integrity and security of Unify data is paramount and all back-up facilities are kept off-site and is fully encrypted.

The disaster recovery plan will be implemented within two hours of a requirement arising within normal office hours. All effort will be made to ensure rapid assistance out of normal office hours.

Networks

If required the UMDS can be connected to a variety of networks such as the Public Services Network (PSN), Police National Network (PNN), New NHS Network (N3) and the Joint Academic Network (JANET).

UMDS Trial

The UMDS is available on a trial basis. This is carried out on a per wing or unit basis and is subject to the relevant network/infrastructure being in place.

Accreditations

Unify is accredited with ISO27001, 14001 and 9001.

Training

All training needs are tailored to suit the client. Unify can provide user guidance documents and in-house training to groups or individuals from one of our experienced team.

Invoice and Ordering

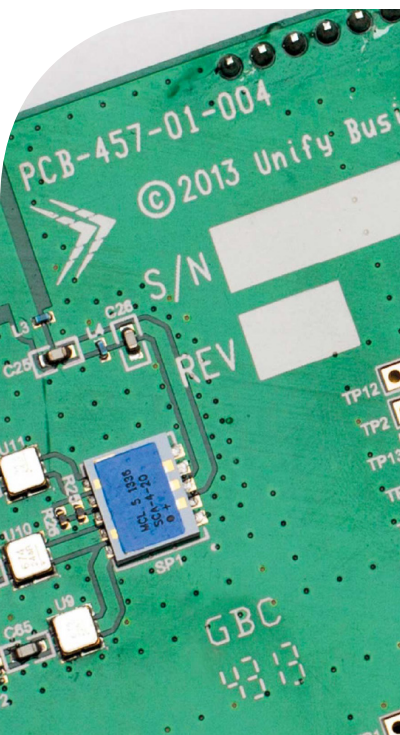
Billing is normally sent in advance on a monthly basis but can be charged quarterly where required. To place an order please use the contact details below.

Termination

Termination requires a 90 day notice. There are no costs to terminate the contract subject to the correct notice being given.

Further Information

Further information can be found on the Unify website www.unifybusiness.co.uk/uk-prison-home or via email to kbean@unifybusiness.co.uk



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