



SERVICE DEFINITION

Unify Call Control System (UCCS) PIN phone solution for prisons and secure facilities

Product Overview

The Unify Call Control System (UCCS) is a secure platform which enables prisons, detention centres and other secure facilities to manage their phone calls both internally and externally. The UCCS provides staff with the ability to control, monitor and record phone calls governed by each clients' specific criteria or set of rules.

Individuals use their own identification number (PIN) to access their account and can then call a list of pre-authorised numbers (PAN). Individuals are able to speak to loved ones, assisting with the rehabilitation process. They can also contact support groups such as the Samaritans or have access to legal advice.

The system allows adjustable call rates where differing tariffs can be set for individual detainees or groups. It integrates fully with wing, in-cell, in-bedroom and other phones all of which can be installed and maintained by Unify. The UCCS creates a cashless system for phone calls reducing administration time, instead individuals can use talk time or currency units for billing purposes.

The platform includes an integrated reporting system to help monitor calls and to inform management decisions. The reporting is flexible and can be customised to suit the client. The system also fully integrates with the client's Content management System (CMS) and other systems where required.

The UCCS has been used successfully in organisations such as prisons, young offender institutes, secure children's units and secure hospitals and would be suitable for any secure facility.



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. We deployed the first in-cell phone solution in both Europe and Asia Pacific and have many years of valuable experience. We currently have contracts with organisations such as Serco, Durham County Council, Nottinghamshire Healthcare NHS Foundation Trust and G4S.

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 on-site 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

UCCS is IL3/Confidential tested and approved and is installed in multiple customer sites which are subject to this degree of information oversight. UCCS permits a configurable measure of information retention up to an indefinite duration, and all data removed is accompanied by its decryption keys, meaning that it cannot be retrieved under any circumstances. Appropriate support staff are security cleared and all remote support activities take place from a purpose built secure location over a dedicated connection.

Onboarding and Offboarding

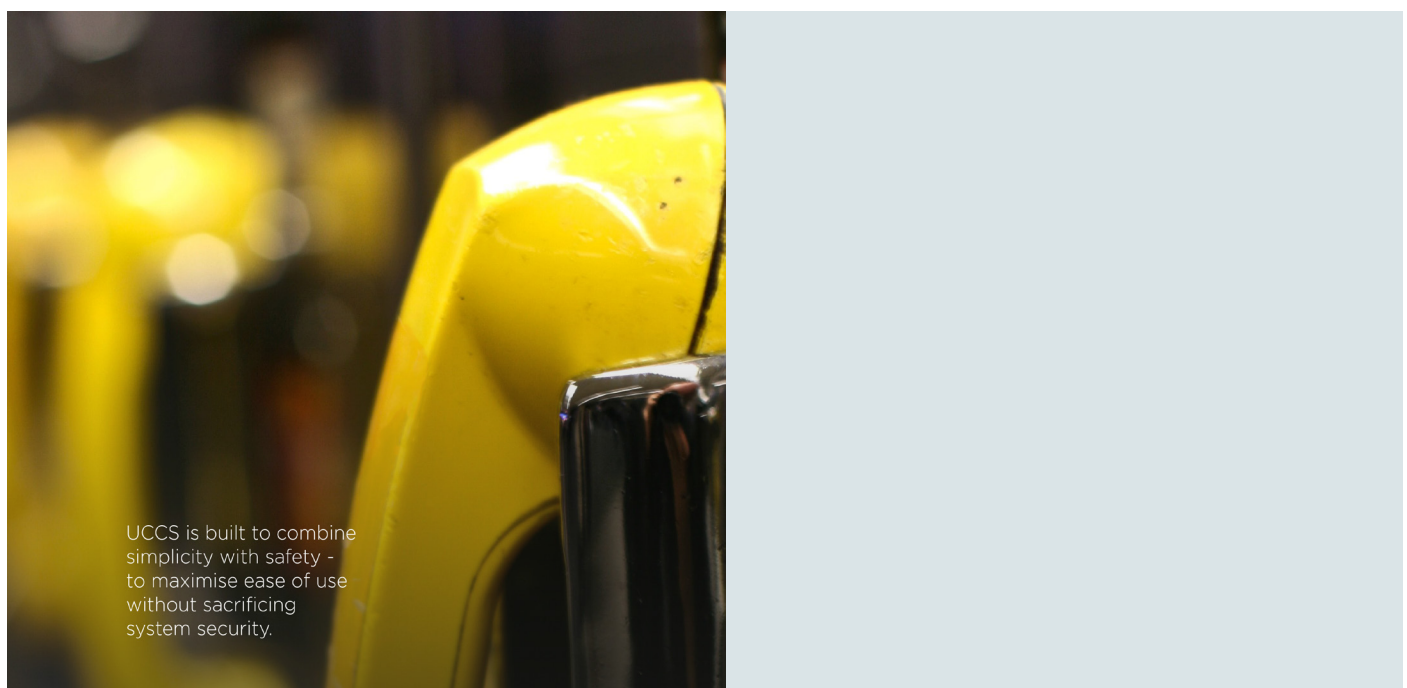
The UCCS requires 20 days to be built and installed. We also allow three days for training. The cost of installation and training is included in the overall price of the UCCS.

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. The confidentiality, integrity and security of Unify data is paramount and all back-up facilities are kept off-site and data 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 UCCS can be connected to networks such as the Public Services Network (PSN), Police National Network (PNN), New NHS Network (N3) and the Joint Academic Network (JANET).

UCCS Trial

The UCCS 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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