

G – Cloud 15

# Service Definition

Version 1.0

IIS exists to provide world-class secure internet intelligence & investigation solutions to a carefully vetted collection of organisations.

## Nexus™ Scalable Phone

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# 1. Introduction

## 1.1 Overview of the G-Cloud Service

The purpose of this document is to provide potential buyers, and procurement leads an understanding of Internet Investigation Solutions product known as Nexus™ Scalable Phone

For more information on the services we offer please consult our secure website at the following URL: [ii-solutions.co.uk](https://ii-solutions.co.uk)

## 1.2 Company Overview

Internet Investigation Solutions Ltd (“IIS”) is a proud subsidiary of The Investigo Group® Ltd. Within our group, Vestigo Consulting Ltd (“Vestigo”), Collaboraite Ltd (“Collaboraite”) and Voix Telecom Ltd (“Voixtel”) also operate as key subsidiaries, each dedicated to excellence within their respective domains. Together, our group companies provide a comprehensive suite of complementary products and services designed to meet the diverse needs of our customers

# 2. Service Description

## 2.1 Nexus Scalable Phone

The scalable phone is a secure technology solution to reduce the use of physical handsets, in favour of simplifying operations by using a single approved device. The solution allows multiple ‘containers / emulated applications’ to be present on a single physical mobile device. Each container will have its own allocated number to make/receive calls, send/receive SMS and use selected applications.

To use this service the customer must already be an existing IIS Cloud integrated customer, otherwise additional integration will be required at an additional fee.

## 2.2 Training

Our sister company, Vestigo Consulting Ltd (“Vestigo”), holds exclusive rights to provide Nexus training. This training is not available through any other provider or contractor. Training services can be purchased directly through IIS or Vestigo.

## 2.3 Software Support and Maintenance

Support and maintenance are provided at no additional cost as part of your software licence.

## 2.4 Hardware Support and Maintenance

Hardware Support is the ongoing maintenance and assistance provided for the firewall throughout its manufacturer-supported lifecycle.

### 3. Onboarding and Offboarding Requirements

#### 3.1 Customer Onboarding and Tenancy Setup

An onboarding cost is applicable for any new Nexus customers for tenancy set up and creation.

If a single customer requires further separation between teams, a sub tenancy can be created to silo audit data, views, and access between containers.

Other onboarding and set up costs apply, depending on the customers integration requirements and as listed in the pricing document.

#### 3.2 Customer Onboarding Requirements

The onboarding process for this Call-Off Contract consists of the following steps:

1. **Contract Execution** - The Customer and Supplier must sign the Call-Off Contract to initiate the onboarding process.
2. **Purchase Order Submission** - The Customer must issue a Purchase Order and send it to [accounts@ii-solutions.co.uk](mailto:accounts@ii-solutions.co.uk)
3. **Project Kick-Off Meeting** - An initial kick-off meeting will be scheduled between the Customer and the Supplier's Account Manager to review the onboarding plan and key milestones. The Supplier's Account Manager will work closely with the customer throughout the onboarding process to ensure a smooth and supported experience.
4. **Technical Onboarding Session** - A dedicated meeting between the respective technical teams will take place to confirm all technical requirements and configuration details. The Supplier's Account Manager will continue to provide guidance and support during this stage.
5. **Licence Delivery** - All licences will be delivered electronically once the required steps above are completed.
6. **Training Arrangements** - Training can be booked by contacting [vestigo@ii-solutions.co.uk](mailto:vestigo@ii-solutions.co.uk) with support from the Supplier's Account Manager as needed.

#### 3.3 Customer Offboarding Requirements

Upon termination or expiration of the Agreement, the offboarding process will proceed as follows:

1. **Cessation of Access** - All access and usage rights granted to the Customer under the Agreement shall immediately terminate.
2. **Outstanding Payments** - The Customer shall promptly settle any outstanding amounts due to the Supplier under this Agreement.
3. **Software Access Removal** - The Supplier will revoke the Customer's access and usage rights to the Software within 14 working days. This process includes the permanent deletion of any data stored on the platform.
4. **Audit Log Removal** - All Audit Logs associated with the Customer's user base will be securely deleted. Audit Logs are retained for 30 days, after which they are automatically purged from the system.
5. **Credential Destruction** - All user management credentials will be securely deleted or destroyed to prevent unauthorised access.

## 4. Technical Requirements

The Nexus Android application requires an Android smartphone running a current supported version of Android. As the smartphone market regularly changes, the most recent supported smartphones by the Nexus product can be provided by the IIS accounts team.

Nexus Control Centre is accessed via a browser. Supported browsers include:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Opera

Appropriate internet bandwidth must be available. Internet bandwidth requirements will be determined by the number of concurrent sessions. If required, IIS can provide dedicated connectivity at an additional but highly competitive cost, subject to location.

IIS provide, manage, and support a Commercial Product Assurance (CPA) assured VPN device to sit on the outside of the client organisation's boundary firewall, either within a DMZ or sitting directly on the internet. This device creates a highly secure connection to the IIS Cloud enabling Nexus to be managed from any networked machine.

## 5. Security and Data Protection

### 5.1 Security and Compliance Standards

Nexus has been independently pen-tested by third parties on behalf of customers. The Investigo Group has also been awarded Cyber Essentials and Cyber Essentials Plus accreditations.

Our staff are accredited through various schemes as required, for example the Cloud Security Knowledge (CCSK) by the Cloud Security Alliance.

All staff are vetted to levels appropriate to their role, with a minimum requirement of NPPV Level 3 with Security Clearance. Where necessary for specific duties, some staff are further vetted to Developed Vetting (DV) level.

Nexus is protected by secure access controls for authentication of users that follow NCSC guidelines with additional measures in place to protect against brute force and unauthorised access.

All IIS data centres are ISO 27001 and PASF approved sites in the UK, the locations of which are strictly confidential and only disclosed to client organisations on a need-to-know basis.

TIG is ISO/IEC 27001 certified. This certification applies to its subsidiaries, including IIS, as part of the group Information Security Management System.

IIS is fully compliant with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018). Data Encryption is enforced to secure both data in-transit, and at rest.

### 5.2 Backup / Restore and Disaster Recovery

IIS has internal plans, processes, and systems in place regarding business continuity and resilience.

Any specific requirements for backup, restoration, and disaster recovery, where appropriate, would be discussed and agreed with the customer prior to an order being placed.

## 6. Support and Maintenance

Support and Maintenance applies exclusively to IIS products, including Nexus Scalable Phone. IIS provides comprehensive UK based Service Desk support during standard business hours via phone and email, working in partnership with the customer's technical team. Alternative arrangements can be agreed upon request.

### Incident Management

Faults and requests related solely to IIS products are prioritised under the SLA:

- P1 – Solution down, critical impact; response: 1 working hour, target resolution: 24 hours.
- P2 – Severe degradation; response: 2 working hours, target resolution: 48 hours.
- P3 – Performance degraded; response: 4 working hours, target resolution: 3 working days.
- P4 – Information/admin requests; response: 48 hours, target resolution: 5 working days.

IIS provides 24/7 incident resolution for P1 and P2 affecting IIS products when raised via the correct channels. Outofhours issues are triaged immediately. Collaborative working with the customer's inhouse teams is required for environment checks, access, and power/network verification. Where that assistance is unavailable, response/resolution times may be impacted.

### Availability & Maintenance

Expected availability for the Nexus Scalable Phone infrastructure is 99.5%. Planned maintenance for IIS products is scheduled outside business hours and notified 5 days in advance (except for critical security updates). Planned maintenance windows are excluded from availability calculations.

### Fault Reporting

Report incidents relating to IIS products via the designated support email. This enables verification (trusted source) and efficient triage. On receipt, a ticket is generated automatically with a reference number and priority confirmation. Urgent tickets should be flagged to the service desk immediately.

## 7. Customer Accounts and Usage Responsibilities

### 7.1 Account Setup and Contracting

The Nexus solution is designed to provide tenancy-level segregation for security and audit purposes.

Each customer will be allocated a dedicated tenancy within the Nexus Platform, corresponding to a Contracting Authority. In cases where a national or regional unit is established and contracted by a Contracting Authority, it will be configured as a separate tenancy fully isolated from other licences purchased by the Contracting Authority. This ensures complete separation of technical configuration and audit data.

For example, a ROCU purchasing licences via one of the Police Forces (the Contracting Authority), will be set up with its own tenancy, distinct from any licences purchased by the Police Force (Contracting Authority).

While customers can collaborate for contracting purposes, each tenancy is managed independently within the system. The volume discount model is applied individually to each customer based on their specific tenancy.

Customers also have the option to create sub-tenancy environments strictly for departmental or audit separation. For example, a PSD Team would have a separate sub-tenancy within a Police Force to the III Team.

## 7.2 Customer Responsibilities

The customer responsibilities include:

- Ensuring strict adherence to the Acceptable Use requirements. Licences are Named User Licences and must not be shared. Licences may be reassigned if a user changes roles or leaves the organisation.
- Managing the Named User License base to ensure compliance with the number of users specified in this order form.
- Providing end-user equipment meeting the agreed minimum standards, including adequate network bandwidth, security certificate installation, email configuration, and firewall access management as needed.
- Deploying the software and the platform shortcuts.
- Coordinating and implementing necessary firewall and routing changes for software integration.
- Allocating staff resources to work with the Supplier at agreed times to facilitate equipment/software installation.
- Owning and managing data.
- Ensuring the confidentiality and security of user logins and passwords, prohibiting any sharing of such credentials.
- Providing adequate training to users for the proper utilisation of Nexus

## 7.3 Acceptable Use of Licences

- Each Nexus licence is assigned to a named individual and cannot be shared or used concurrently.
- Licences may only be reassigned if the original user leaves the organisation or changes roles such that they no longer require access to the software. Reassignment is limited to one transfer per licence per year, and the new user must be an active employee with a legitimate business need for the software. This provision is intended to support internal transitions and must not be used to circumvent licensing restrictions.
- Nexus is subject to audit; therefore, any unauthorised sharing or reassignment may compromise audit integrity and is strictly prohibited.
- You may not:
  - Share, rent, lease, or sub-licence Nexus to any other individual or organisation.

- Modify, translate, reverse engineer, decompile, disassemble, or create derivative works of Nexus.
- Reproduce or redistribute Nexus in any form without written permission.
- Use Nexus outside the scope of your organisation's internal operations or for any purpose other than its intended use.
- Issue licences to third parties not employed by your organisation without written authorisation from IIS.
- Conduct training on Nexus unless specifically licensed to do so.
- Organisations must notify IIS immediately if they become aware of any unauthorised use.
- Unauthorised use may result in licence termination and/or financial liability.

## 7. Additional Information

### 7.1 Proof of Concept

IIS offer a complimentary 30-day trial of Nexus for up to 5 Users to demonstrate functionality and operational value. On commencement of the 30-day pre-agreed trial period, the customer will be billed for any additional usage as per the pricing schedule. The User will be required to sign a Trial Licence Agreement prior to the commencement of the trial.

### 7.2 Ordering and Invoicing Process

Licences are invoiced annually in advance upon order confirmation and are non-refundable. Invoices are issued at the start of the contract term, with payment due within 30 days of the invoice date.

Discounts are fixed at the agreed rate for the duration of the initial contract term. Any additional licences purchased during the contract term or during any extension period will be priced according to the discounted rate in effect at the time of purchase or extension. Licences purchased part-way through a contract year will be prorated based on the remaining period of that contract year.

### 7.3 Accessibility

Our documentation and applicable web-based components of the platform are developed with accessibility in mind. We aim to align our web content and documentation with WCAG 2.2 standards where feasible.

While certain parts of our platform are not web-based and therefore not directly subject to WCAG, we consider accessibility best practices during the design and development of our products.

## Contact us

**Please contact our Contracts Team at:**

Email – [contracts@ii-solutions.co.uk](mailto:contracts@ii-solutions.co.uk)

Phone – 0344 247 0115