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Phonehub IO Ltd

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# HYDRAX Secure Operating System

## G-Cloud 15 Service Definition Document

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**Supplier**

Phonehub IO Ltd

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Registered in England and Wales.

**Company Number**

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Crown  
Commercial  
Service  
Supplier



# Contents

|                                                       |   |
|-------------------------------------------------------|---|
| <b>Introduction</b>                                   | 3 |
| What the service is                                   | 3 |
| Features                                              | 3 |
| <b>Data backup and restore, and disaster recovery</b> | 4 |
| Business continuity and disaster recovery plans       | 4 |
| <b>Onboarding and offboarding</b>                     | 5 |
| Onboarding                                            | 5 |
| Offboarding                                           | 5 |
| <b>Service constraints</b>                            | 5 |
| Service levels                                        | 5 |
| Compensation if service levels are not met            | 5 |
| <b>After-sales support</b>                            | 5 |
| <b>Technical requirements</b>                         | 5 |
| <b>Outage and maintenance management</b>              | 5 |
| <b>Hosting options and locations</b>                  | 5 |

# Introduction

## What the service is

Hydrax is a restricted operating system which enables the safe use of mobile devices such as smart phones or tablets in custody or other secure environments. Device users are limited to authorised actions only, all non-essential functionality is completely removed.

The Hydrax service is a unique mobile device management service which manages the service lifecycle of Hydrax tablets

## Features

### Device Registration function

Secure registration of Hydrax tablets to WPA2 and WPA3 networks eliminates risk of shared Wi-Fi credentials.

### Battery management

Always know when devices require charging and identify devices in need of maintenance.

### Remote login

Allow prisoners to connect quickly and easily with remote login.

### OTA App update

Secure wireless delivery of new app updates directly to Hydrax devices.

### OTA Operating system updates

Secure wireless delivery of new software directly to Hydrax devices.

### Extend device service life

For example: Hydrax can push its Android 13 derived operating system onto devices which were originally manufactured to support Android 6, enabling you to extend the service life of your hardware and reduce the need for costly upgrades.

### Absolute control

Unrivalled device control. Our distinct “eliminate at source” approach removes scope for compromise, offering the highest possible level of assurance.

## **Data backup and restore, and disaster recovery**

### **Business continuity and disaster recovery plans**

Phonehub IO Ltd uses triple redundancy to ensure that services remain operational, even in the unlikely event of a datacentre failure. All data is stored triple mirrored in zone redundant storage across three separate datacentres making the service resilient to the failure to two data centre failures.

Our disaster recovery plans form part of our ISO 27001 information security management system.

The service is fully backed up so that in the event of a complete disaster all service can be readily restored to full operation.

## **Onboarding and offboarding**

### **Onboarding**

The Phonehub IO Ltd team will work closely with the buyer's team to complete onboarding process. For cloud only installations, establishments need only facilitate access to our service from web browsers to get up and running. Deployment of new establishments is a simple configuration and does not require any on-site visits by our staff, but where this is preferred we are happy to provide on-site support.

Further support for onboarding such as in-person and/or remote training will be provided where appropriate and upon request. Full documentation will also be provided in PDF format, along with video guides.

### **Offboarding**

Data owned by the buyer will remain available for downloadable for a period of 90 days through the management portal. Recordings and communications records will be retained for interception purposes by Phonehub IO Ltd according to the agreed standard retention policy.

## **Service constraints**

Access to the service is only available from pre-approved networks, approved networks may be updated at any time through agreed communications channels.

### **Service levels**

Services are available 24/7, 365 with guaranteed SLA of 99.9% of availability.

#### **Compensation if service levels are not met**

Financial compensation will be calculated based on the length of time the service is unavailable compared to the expected availability as a proportion of the regular fees paid by the buyer.

## **After-sales support**

Phonehub IO Ltd provides continual after sales support during business hours at no additional charge.

## **Technical requirements**

The minimum access requirement for a prisoner or staff member is a Chromium based web browser such as Microsoft Edge.

For prisoners Android Tablets flashed with the Hydrax Operating system are supported. Devices must be compatible with the Android Open Source Project

## **Outage and maintenance management**

While the service remains accessible 24/7, 365 individual features of the service may occasionally be unavailable for routine maintenance. So far as practicable, maintenance work will be carried out during non-working hours, where this is not possible, every effort will be made to notify the buyer in advance.

The service implements rolling updates so the majority of maintenance work will have no impact on service availability.

## **Hosting options and locations**

This is a managed service; customers are able to specify the region that they require their data to be held in subject to the availability of suitable cloud resources.

For example for UK government customers data is stored in England where as for Australian jurisdictions data is stored in New South Wales.