
Phonehub IO Ltd

Echo Translation Matrix

G-Cloud 15 Service Definition Document

Supplier

Phonehub IO Ltd

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Registered in England and Wales.

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Framework

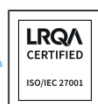
G-Cloud 15

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What the service is

Echo Translation Matrix

Overview:

The Echo Translation Matrix is an automated interpreting service, designed to address the needs of the growing population of Foreign National Offenders in British prisons, offering a seamless way to overcome language barriers within establishments. The service provides real-time transcription and translation, accessible via a web browser or tablet. By focusing on conversational language, our service promotes clearer communication and enhances the safety and inclusivity of prison environments.

Features:

Language Detection and Translation:

Detects the language a user speaks and can instantly translate it into written English, enabling smoother communication within the establishment.

Instant Transcription:

Transcribes spoken words in real time, with output available in both the native language and English, allowing for quick and clear communication.

Continuous Learning:

The service adapts to different accents, dialects, and colloquialisms, constantly improving its accuracy and reliability.

Secure and Confidential:

All conversations are strictly confidential, used only as training data to enhance the service's accuracy, ensuring privacy and security.

Broad Language Support:

Covers languages commonly spoken within British prisons, with an ever-expanding list of supported languages and dialects.

Conversational Focus:

Designed to facilitate everyday communication, ideal for informal interactions without the need for formal or technical language.

Bi-directional Translation:

Can turn any spoken language into English, and vice versa, ensuring effective communication in both directions.

Benefits:

Improved Communication: Enables staff and inmates to communicate more effectively, reducing misunderstandings and promoting harmony within the establishment.

Reduced Stress and Disruptive Behaviours:

By addressing language barriers, the service helps decrease stress levels among inmates, leading to fewer disruptive incidents.

Enhanced Safety:

Better communication leads to a safer environment, as misunderstandings and conflicts are less likely to arise.

Cost-Effective and Readily Available:

The service is available on demand, without the need for pre-booked appointments, reducing the need for external interpreters.

Reduced Social Isolation:

Helps alleviate social isolation, which can contribute to mental health issues and self-harm, by enabling more inclusive communication among inmates.

Increased Dignity and Respect:

Offers foreign national prisoners a sense of dignity and respect, fostering a more compassionate environment within the establishment.

Reduced Dependence on Other Inmates:

By providing a reliable translation service, the need to rely on other inmates for interpretation is eliminated, promoting autonomy and independence. This in turn can avoid users being in another prisoner's debt.

Streamlined Conversations:

Eliminates the need for cumbersome three-way telephone interpreted conversations, allowing for more straightforward communication between inmates and staff.

Faster Conversations:

Interpreted conversations typically take at least twice as long as normal conversations, for prisoners with good literacy having visual output as well as audio can speed up conversation making reaching a common understanding quicker and more natural.

Identify Language Needs:

Through the optional portal you can identify users with specific language needs and identify what languages they are using during communication.

Echo Translation Matrix, is the ideal solution for prisons, enabling effective communication and fostering a safer, more inclusive environment.

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.