



Document:

SentrySIS - G-CLOUD Service Definition & Pricing

Date:

2026

Document Number:

1.0

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VERSION NUMBER	DESCRIPTION	CREATED / AMEND BY	DATE
1.0	Police Constabulary Proposal	Chris Nriapia	2026

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Foreword

This Service Definition document has been prepared by Sentry Secure Intelligence System Limited (“Supplier” or “SentrySIS”) and submitted to Police Constabulary (“Customer”).

The information contained herein is proprietary and must only be used for the purpose of assessment and selection of Software as a Service for the above-mentioned organisation. Use of any enclosed information for any other purpose must at first be authorised in writing by SentrySIS.

1. SentrySIS

1.1 About SentrySIS

SentrySIS creates innovative, mission-critical security and crime related software solutions to help customers process, monitor and manage crime activity within their business environment by connecting stakeholders through technology.

Customers from across the UK seek the services of SentrySIS for our innovative solutions as they connect their staff and customers by providing the information they need to meet business and marketing objectives.

SentrySIS customers rely on us for our expert knowledge and our software solutions they can trust.

By partnering with SentrySIS you can observe how our software solutions add value to your primary business operations and assist your strategic goals.

1.2 ITIL

SentrySIS has developed managed services and service management processes in line with the best practice ITIL Service Management Model. This systematic approach to service delivery and improvement provides us with the ability to deliver high quality, secure and robust services that are consistent with the expectations of our Customers.

1.3 Accreditations

SentrySIS is a company operating under an ISO27001:2017 accreditation.

1.4 SentrySIS Overview

SentrySIS is a SaaS platform that has benefitted from over a decade of insight and development through partnership work with UK Police Forces, National Retailers, Crime Reduction Partnerships, Business Improvement Districts and Private Security companies from across the United Kingdom. The solution provides the above sectors with the most advanced and innovative online crime reporting, monitoring and crime management solution available in the UK.

The solution enables stakeholders to process and fully manage crime and loss prevention information. It does this through the development and deployment of a robust and flexible cloud platform and an intuitive integrated mobile application for on the move personnel.

Through a modular proposition, SentrySIS ensures that value for users and administrators is delivered quickly, allowing customers to phase the deployment to deliver high value business processes early within the implementation phase.

This also means that any internal or external required training and business change management strategies are conducted with ease, plus end user confidence is increased. Therefore, customers can start to realise benefits during the initial phases of deployment.

2. SentrySIS Platform

2.1 SentrySIS Suite - Overview

The SentrySIS suite is a SaaS product encompassing a number of software applications catering for its clients' crime management needs.

The SentrySIS suite allows each software application to function either independently of each other or be fully integrated, across all commercial and public service business environments.

This allows the customer to fully control their crime operation within one eco-system.

2.2 SentrySIS - Business Protect

SentrySIS - Business Protect is the suite of applications that is primarily used across business environments who have a need to process, share, monitor and manage crime data.

The applications that form Business Protect are as follows:

Business Protect suite of applications:

- **INTEL360**
- **OnsiteAlert**
- **CrimeReport**
- **ConnectLIVE**

By applying the correct applications helps configure the core features and functions in the software with the option for additional 'plug-in' modules most relevant to the crime management needs of the organisation.

Business Protect is accessed via a cloud web portal (web browser) and / or smart phone app (Apple & Android) that allows crime data to be created, viewed, analysed, edited, managed and searched.

Role-based access allows controlled visibility of information and functionality depending on a user's role e.g. Standard User, Administrator User, Sub- Administrator User.

2.3 SentrySIS – Police Perform

SentrySIS – Police Perform is the suite of applications that are exclusively used across policing environments to allow constabularies to become more efficient in their daily policing tasks.

The applications that form Police Perform are as follows:

Police Perform suite of applications:

- **CrimeReport**
- **CCTVNow**
- **ConnectLive**
- **StatementNow**
- **OnsiteAlert**
- **CollisionReport**
- **DangerousDrivingReport**
- **SignSecure**

Police constabularies can select which applications best suit their business needs and apply them to their police dashboard for ease of use.

Police Perform is accessed via a cloud web portal (web browser) that can be restricted by IP address for additional security.

Role-based access allows controlled visibility of information and functionality depending on a user's role e.g. Standard User and Administrator User.

2.4 SentrySIS – Bespoke Software Development

The SentrySIS development team can also accommodate requests from customers to build bespoke software applications that either stand-alone from existing SentrySIS products or be integrated to work with existing SentrySIS products.

3. Police Constabulary Solution - Service, Architecture & Hosting

3.1 Police Constabulary Solution - Components

The Police Constabulary software solution consists of the following components:

- **SentrySIS Police Perform**
 - INTEL360, Crime Report & Police Dashboard: Cloud-based solution which is accessed via any internet enabled web browser. Required Browsers: Google Chrome & Microsoft Edge.

Retailers will utilise the SentrySIS system to send crime reports to a Police Constabulary.

3.1.1 Police Constabulary Hosted Solution

The Police Constabulary solution will be hosted in a secure ANS (www.ans.co.uk) data centre based in Manchester, UK and OVH data Centre (www.ovh.co.uk) in London. The ANS data centre is an IL4 GOV PASF data centre. ANS, OVH and SentrySIS hold a number of industry accreditations (available on request).

The ANS hosting environment is built on a high-performance blade architecture running a VMware environment. The main SentrySIS application is hosted on dedicated VMs with firewall segregation to ensure that services are only accessible by Police Constabulary approved users.

3.1.2 Police Constabulary Hosted Solution – Disaster Recovery

The Police Constabulary solution is hosted on a resilient VMware environment in a resilient ANS / UKFast data centre.

All key SentrySIS systems are hosted in ANS primary public cloud data centre. Customer data (along with all VMs) are backed up using COMMVault technology.

In the event of a complete failure to ANS primary data centre, Police Constabulary's services are restored by setting up new infrastructure (using the full VM and data backups) in ANS / UK Fast's secondary data centre. The option described above (rebuilding the infrastructure in ANS secondary data centre in the event of failure) is provided to ANS as part of this proposal on a best endeavours basis.

3.2 Service Dependencies (including Technical Requirements)

The SentrySIS solution is dependent on availability of internet connected hardware. Police Constabulary must ensure the following:

- An internet connection is always provided
- SentrySIS URL's are 'whitelisted' (available for access) within customer networks where access is required

3.3 SentrySIS Support, Maintenance & Service Levels

During the service delivery contract lifecycle, there may be a degree of necessary change in business processes and software interface design. This is due to changes in operational procedure, legislation or some other deciding factor.

Interface or business process changes of this type are often minor and do not require additional core software development or integration to other systems. Therefore, these updates are included in the annual licence fee associated within this proposal.

SentrySIS support and maintenance also includes periodic maintenance releases to rectify software defects and minor bug fixes. Additional functionality that has been developed for other SentrySIS solutions since the last release may also be deployed in a maintenance release.

Where major system updates or requested development is required, these will be treated as additional software development and be costed as such.

3.4 SentrySIS Support

SentrySIS host all cloud services in a high availability environment in a secure AWS data centre. The SentrySIS app will be hosted within the specific online application store (Apple's AppStore and Google's PlayStore) and SentrySIS are therefore bound by each app store's terms and conditions around availability and general usage.

3.4.1 Availability

The SentrySIS service is provided on a 24x7x365 service with 99.5% availability.

3.4.2 Support Hours

Support for service affecting issues is provided by the SentrySIS support call centre during business hours (Monday to Friday, 9am until 5pm, excluding national holidays).

Software defects (typically non-service affecting issues) can be reported through an online ticketing system from within the platform. Response to these submissions are actioned during business hours (Monday to Friday, 9am until 5pm, excluding national holidays).

Initial end-user contact and recording/characterisation of the incident is managed via the online ticketing system. Authorised SentrySIS representatives then action raised tickets through the appropriate internal support channel.

3.4.3 Resolution Times

Service resolution times are recorded below. Typically Priority 1 and 2 errors are issues recorded through the SentrySIS support desk. Typically Priority 3 and 4 errors are issues recorded through the online ticketing system.

PRIORITY	DESCRIPTION	RESPONSE TIME	TARGET RESOLUTION TIME
1	The entire Service is unavailable and inaccessible. Priority 1 incidents shall be reported by telephone only.	Within Two (2) Hours	Four (4) Hours. Continuous effort after initial response and with Customer co-operation.
2	Operation of the Services is severely degraded, or major components of the Service are not operational and work cannot reasonably continue. Priority 2 incidents shall be reported by telephone only.	Within Four (4) Normal Business Hours	Within two (2) Business Days after initial response.
3	Certain non-essential features of the Service are impaired while most major components of the Service remain functional.	Within Twelve (12) Normal Business Hours	Within seven (7) Business Days after initial response. Typically requires a software update that is to be planned, prioritised and agreed with Customer.

4	Errors that are, non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Services.	Within Twenty Four (24) Normal Business Hours	Next release of Software. As prioritised, planned and agreed with Customer.
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3.5 Financial Recompense

Once the system has gone live, SentrySIS shall use all reasonable endeavours to respond to all reported support incidents, in accordance to points outlined in this document.

However, there is no recourse to financial recompense or SentrySIS liability in the event of failure to meet such targets.

SentrySIS will work with the Police Constabulary internal team, to ensure that remedial actions and service improvements are undertaken to rectify any situation in the unlikely event that service level targets are not achieved.

4. Police Constabulary Solution - Costs

4.1 Solution Costs

The Police Constabulary solution consists of the following components:

- **SentrySIS Police Perform**
 - **Police Dashboard**
 - **INTEL360**
 - **CrimeReport**
 - **Statement NOW (Telephone Statements)**
 - Cloud-based application which is accessed via any internet enabled web browser. Required Browsers: Google Chrome, Microsoft Edge or Brave.

SENTRY SIS APPLICATION	OVERVIEW DESCRIPTION	APPLICATION DETAILS	ANNUAL APPLICATION COST
1. Police Perform (Police Dashboard)	Administration dashboard for police access, configuration and system set up.	Unlimited internal police users	Starts at £30,000+VAT per annum
2. Crime Report & Intel 360	Ability for officers to receive submitted shoplifting crime reports from retailers.	- Unlimited crime reports - Unlimited retailers	Inc in Police Dashboard
3. Statement NOW (Telephone Statements)	Ability for officers to conduct telephone statements with witnesses or victims of crime.	- Unlimited Statements - Unlimited Witnesses	Starts at £20,000+VAT per annum
4. Hosting of Police Constabulary installation	Entire solution hosting	Daily incremental encrypted back-up	P.O.A

5. Data Storage for solution	• All digital assets & data within installation	• 100GB storage included within solution. • (Police Constabulary administration have the ability to purge files after certain time periods) •	• P.O.A
6. Maintenance & Support	• General technical support & bug fixing	• n/a	• Included within solution cost

4.3 Future Development Timescales

Additional software and system develop can be requested by Police Constabulary at any time throughout the contract duration. Once development requests have been assessed, SentrySIS will supply an estimated timeframe on how long requested development will take (in hours, days and / or weeks) and a week commencing start date along with development costs.

Minor bug fixing and minor development updates / requests, where possible will commence immediately at no to minimal costs.

4.4 Contract Agreement Length

The proposed SentrySIS agreement with Police Constabulary will last for three years (contract length), under the terms highlighted in our software licence agreement (supplied on request).