

SERVICE DEFINITION DOCUMENT

THE PURPLE TELEPHONE



MADE PURPLE SECURE VOIP TELEPHONE AND SECURITY SYSTEM



Crown
Commercial
Service
Supplier



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The Purple Telephone is an ISO27001 certified secure VOIP calling platform. It is a scalable, robust, and proven voice over IP call service with purpose built-media servers, management systems and a proprietary AI security system. Calls can be monitored live and recorded with data centres for these recordings strictly in the UK.

FEATURES

- ▶ Secure and encrypted audio feeds
- ▶ Real time monitoring system
- ▶ Pre call verification security system
- ▶ Fully managed and serviced public APPs
- ▶ Business analysis tools
- ▶ Purpose build media servers for guaranteed data sovereignty
- ▶ Speech to text transcription
- ▶ NLP, sentiment analysis and keyword detection
- ▶ Allows secure telephone calls to take place
- ▶ security features for staff to monitor in real time
- ▶ Improves level of contact people in custody have with family
- ▶ Reduces the cost of calls for residents using VOIP
- ▶ Improves security around telephone calls
- ▶ BI Tools for data analysis at scale
- ▶ Fixed or mobile devices can be used

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STANDARDS AND ACCREDITATIONS

Made Purple Systems and processes have been audited by a UKAS approved certification body and we were awarded our ISO27001 certification in July 2020.

All payments collected online are collected within a PCI compliant environment, using a third-party provider such as Stripe or SagePay to process payments on our behalf. No Payment data will be visible by our systems or be stored in any way.

Systems have been tested by an approved third-party CHECK certified penetration testing service and a remediation plan has been developed in line with testing requirements.

We are pleased to confirm that our systems fully comply with the Cyber Essentials Plus certification scheme and our certificate is Available upon request.



Contact us - hello@madepurple.com

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SUPPORT AND DOCUMENTATION

Made Purple provide dedicated support managers to assist with your everyday use of any service that we provide. We take pride in assisting our customers and service users in getting the most value from any of our services.

ON-BOARDING

Our online documentation and on-boarding videos show how to set up your account. Our management portal is intuitive and the on screen tour will introduce you to the various features of our service. If you get stuck we're just a phone call or email away!

TERMINATION

Made Purple will destroy all information from the sites environment and it will be permanently removed. Users will have access to all data that they are the controllers of for 93 days beyond the contract end date. There are no end of contract or data extraction charges.

PRICING

The pricing document alongside this service definition document outlines the standard pricing for the service. From time to time Made Purple run flash sales and offer customised discounts based on volume / bulk orders so please get in touch with your requirements and we will do our very best to help.

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SOCIAL VALUES

FIGHTING CLIMATE CHANGE

Our G-Cloud service is committed to fighting climate change by implementing energy-efficient technologies and sustainable practices across all operations. We utilise green data centres that reduce carbon footprints through renewable energy sources and advanced cooling technologies, minimising environmental impact. Our digital solutions are designed to optimise resource use, promoting energy savings and reducing waste for our clients. This approach not only supports the UK's climate goals but also encourages the adoption of sustainable practices in the public sector.

COVID-19 RECOVERY

To support the UK's recovery from Covid-19, we have introduced several policies that offer our team members flexible and favourable working arrangements. These policies allow employees to take necessary time off to care for loved ones who may be shielding. We encourage our team to utilise our in-house developed mindfulness applications to support their mental well-being. Additionally, we have implemented remote working policies to accommodate team members who are unable to return fully to the workplace. These measures ensure that our staff can maintain work-life balance while continuing to contribute effectively during these challenging times.

TACKLING ECONOMIC INEQUALITY

Made Purple is dedicated to tackling economic inequality through our strategic approach to digital solutions within the public sector. By providing accessible, scalable technologies, we empower economically disadvantaged areas, enhancing digital inclusivity and fostering equal opportunities for growth. Our initiatives focus on equipping these regions with the tools needed to thrive in a digital economy, thereby reducing disparities and promoting sustainable economic development. Through our framework offering, we are committed to creating a more equitable landscape where technology serves as a bridge, not a barrier, for communities across the UK.

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SOCIAL VALUES CONTINUED

EQUAL OPPORTUNITY

As an equal opportunities employer Made Purple's employment policy states: Your gender, your skin colour, your gods, your sexlife, or your best friend's great-grandmother make absolutely no difference here. If you're smart, have a positive attitude with a willingness to learn as well as a true desire to serve our system users to the very best of your ability every single day, well, come as you are.

WELLBEING

Made Purple is committed to enhancing wellbeing through our holistic approach to digital service provision. We prioritise the mental and physical health of both our clients and their service users by integrating wellbeing-focused features into our technology solutions. Our platforms are designed to be user-friendly and stress-reducing, featuring intuitive interfaces and support systems that support confidence and digital literacy. By facilitating smoother, more efficient workflows, we help reduce the everyday stress associated with technology use in secure environments. Our commitment extends beyond functionality, aiming to improve overall quality of life and foster a positive and productive atmosphere within public sector organisations.

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MADE PURPLE CUSTOMERS INCLUDE



HM Prison &
Probation Service



Ministry
of Justice



States
of Jersey



States of
Guernsey

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