

SERVICE DEFINITION DOCUMENT

PiCS



PiCS
Purple Integrated
Communications System



Crown
Commercial
Service
Supplier



SERVICE DEFINITION DOCUMENT

PiCS



Purple Integrated Communications System (PiCS) is an ISO 27001-certified secure communications platform designed for custodial environments, including prisons, secure hospitals and secure training centres.

The service combines secure video calling, digital messaging, and voice calling into a single, unified interface.

PiCS provides a centrally managed, WhatsApp-style communications experience with integrated monitoring, safeguarding, and audit controls, enabling safe, compliant communication while reducing system complexity and operational overhead.



SERVICE DEFINITION DOCUMENT

PiCS



SERVICE FEATURES

- Unified platform for video calls, messaging, and voice calls
- Secure, encrypted communications across all channels
- Centralised monitoring and safeguarding controls
- Role-based access for residents, staff, and administrators
- Integrated booking, messaging, and call management
- Real-time activity monitoring and alerting
- Business intelligence and usage reporting tools
- UK-hosted infrastructure ensuring data sovereignty
- Web-based and application-based access
- Configurable features aligned to organisational policy requirements



SERVICE BENEFITS

- Manage all communications through a single secure platform
- Reduce operational complexity by replacing multiple standalone systems
- Improve oversight with centralised monitoring and audit trails
- Enable faster, secure communication across approved channels
- Support consistent safeguarding and policy enforcement
- Reduce staff workload through unified management tools
- Improve user experience with one consistent interface
- Support scalable deployment across sites and populations
- Enable clearer reporting and operational insight
- Improve reliability and continuity of communications services



SERVICE DEFINITION DOCUMENT

PiCS



STANDARDS AND ACCREDITATIONS

ISO 27001 CERTIFIED

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

PCI CERTIFICATION

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.

PENETRATION TESTING

Systems are tested regularly, including independent third-party testing where required.

CYBER ESSENTIALS PLUS

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



SERVICE DEFINITION DOCUMENT

PiCS



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

On-boarding is provided as part of the service and includes guided setup, configuration of security and policy controls, and administrator training.

TERMINATION

Upon contract termination, users retain access to data for which they are the data controller for a defined exit period, agreed with the buyer.

Following this period, all customer data is securely deleted from the service in line with agreed retention and disposal policies.

PRICING

Pricing for this service is outlined in the associated pricing document.

.

SERVICE DEFINITION DOCUMENT

PiCS



SOCIAL VALUES

FIGHTING CLIMATE CHANGE

Made Purple is committed to reducing environmental impact through the use of efficient, cloud-based technologies and digital service delivery. By enabling secure digital alternatives to physical processes, our services support reduced travel, lower resource consumption, and more sustainable public sector operations. Our infrastructure is hosted within UK data centres that prioritise energy efficiency.

COVID-19 RECOVERY

Made Purple supports organisational resilience through flexible, secure digital services that enable continuity of operations during periods of disruption. We operate flexible working practices for our staff and design our services to support remote access, service continuity, and workforce wellbeing across the public sector.

TACKLING ECONOMIC INEQUALITY

Made Purple is committed to improving digital inclusion by delivering accessible, scalable technology solutions within the public sector. Our services are designed to reduce barriers to access, support fair participation, and provide cost-effective digital alternatives that help organisations better serve diverse and disadvantaged communities.

SERVICE DEFINITION DOCUMENT

PiCS



SOCIAL VALUES CONTINUED

EQUAL OPPORTUNITY

Made Purple is an equal opportunities employer and is committed to inclusive employment practices. We value diversity and ensure that recruitment, development, and progression are based on ability, attitude, and commitment, without discrimination.

WELLBEING

Made Purple places wellbeing at the centre of its service delivery and employment practices. We design user-friendly digital services that reduce administrative burden and operational stress, while promoting positive user experiences. We also support staff wellbeing through flexible working arrangements and wellbeing-focused internal initiatives.

SERVICE DEFINITION DOCUMENT

PiCS



Customers include public sector and secure-estate organisations



HM Prison &
Probation Service



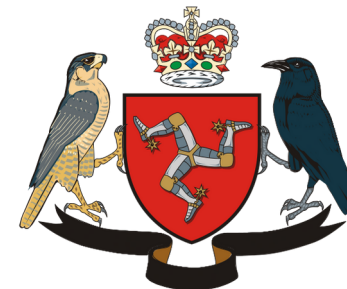
Ministry
of Justice



States of
Guernsey



States
of Jersey



Contact us - hello@madepurple.com