

SERVICE DEFINITION DOCUMENT

PURPLE MDM



MOBILE DEVICE MANAGEMENT



Crown
Commercial
Service
Supplier



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Purple MDM is an ISO 27001-certified mobile device management platform designed for high-security and regulated environments, including prisons, secure hospitals, and NHS settings.

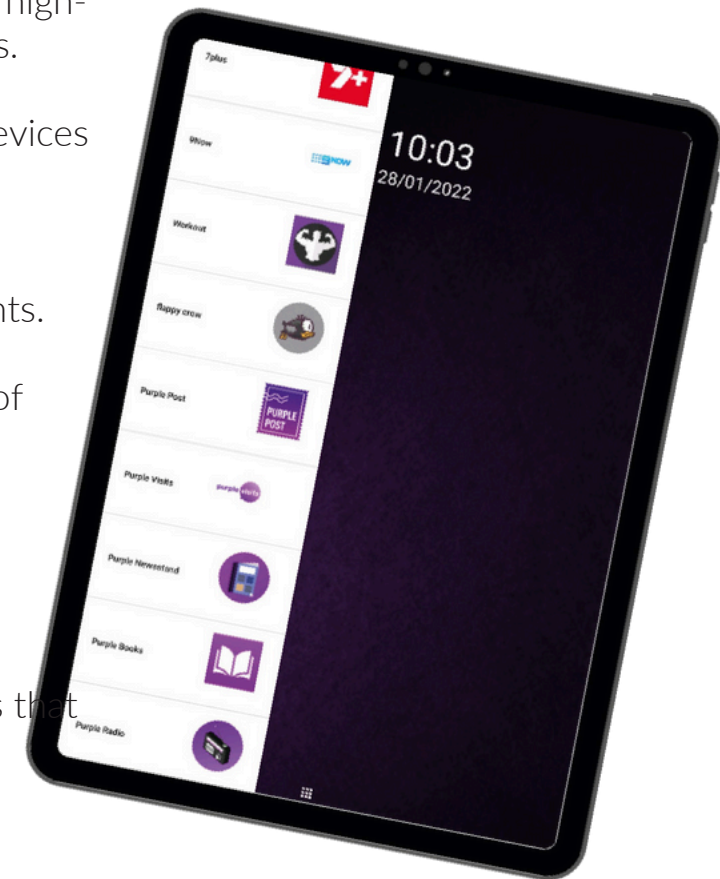
The service provides secure centralised management, control and monitoring of mobile devices used by staff and residents.

Purple MDM enables organisations to securely enrol devices, enforce policies, manage applications and control connectivity in line with organisational and regulatory requirements.

The platform is UK-hosted, centrally managed, and configurable to support a wide range of deployment models, from staff-only to mixed or resident-facing environments.

Purple MDM is designed to operate as a standalone device management platform or as a foundation for additional secure services and interfaces, which may be enabled separately by the buyer.

With Purple MDM you are in full control of what your users are able to access on devices that have been secured using a purpose built mobile device management system.



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SERVICE FEATURES

- Centralised enrolment and management of mobile devices
- Secure policy enforcement and configuration management
- Application allow-listing and controlled deployment
- Network and connectivity controls aligned to security requirements
- Real-time device compliance and status monitoring
- Remote device locking, wiping, and remediation
- Role-based management and segmentation by site or user group
- Audit logs and usage reporting for oversight and assurance
- UK-hosted management infrastructure ensuring data sovereignty
- Integration with approved secure platforms and services

SERVICE BENEFITS

- Securely manage mobile devices in regulated environments
- Enforce consistent security policies across device estates
- Reduce risk from unauthorised access or device misuse
- Simplify device deployment and lifecycle management
- Support staff and resident device use within defined controls
- Improve visibility through real-time monitoring and reporting
- Reduce operational overhead for IT and security teams
- Scale device management across multiple sites efficiently
- Support compliance with organisational and regulatory requirements
- Provide a flexible foundation for additional secure digital services

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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 by our team of cyber security experts, this team is on hand to support any third party testing required by your organisation.

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.



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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

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.

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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.

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MADE PURPLE CUSTOMERS INCLUDE



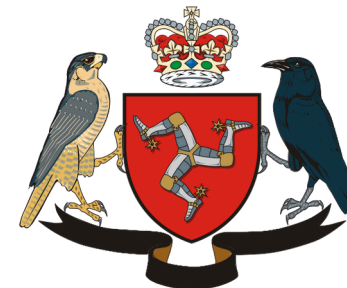
HM Prison &
Probation Service



Ministry
of Justice



States of
Guernsey



Contact us - hello@madepurple.com