



Service Definition

Socrates Property Scanner - Digital Property Management System for prisons and secure facilities



Product Overview

Socrates Software's Digital Property Management System is a secure staff-facing platform designed to scan, log and track prisoner belongings within prisons, detention centres and other secure environments.

Socrates Property Scanner enables staff to digitally record personal property at intake, during transfers and throughout an individual's time within the facility. Each item is scanned, categorised and securely logged within the platform, creating a complete and traceable inventory linked to individual profiles.

By replacing manual property logs with a controlled digital workflow, the platform significantly improves accuracy, reduces administrative workload and minimises the risk of loss or disputes. Staff can easily track property movements, storage locations and handovers, ensuring full accountability at every stage.

The system integrates seamlessly with the facility's Content Management System (CMS) and other operational or security systems where required, enabling centralised management and reporting.





Socrates Property Scanner

Service Overview

Socrates Software delivers secure digital solutions for prisons and controlled environments across the UK and internationally, focused on improving operational efficiency while maintaining the highest security standards.

Socrates Property Scanner is developed and maintained by an in-house team of software developers and engineers, allowing full customisation to meet each client's workflows, compliance needs and security policies. Deployment, configuration and ongoing maintenance are managed by experienced specialists. Comprehensive support is available 24/7/365 through a dedicated service desk, phone, email and on-site assistance where required.

Service Levels

Service Level Agreements (SLAs) are agreed with each client to ensure system availability, performance benchmarks, response times and recovery objectives align with operational requirements.

Information Assurance

Socrates Property Scanner is built to meet high standards of information security appropriate for use within secure environments. All property records are stored securely with encrypted data protection and configurable retention policies. Data deletion processes are encrypted and irreversible. Access to sensitive systems is restricted to security cleared personnel, and all remote support activities are conducted from secure locations using protected connections. Comprehensive audit trails ensure full traceability of all property handling actions.

Customer Responsibilities

To support efficient deployment and integration, clients are asked to provide:

- Details of existing network and data infrastructure
- Site layouts where scanning points or storage tracking systems may be required
- Information sharing agreements or NDAs for third-party integrations where applicable
- Appropriate access arrangements during installation and maintenance

Onboarding and Offboarding

Onboarding includes system configuration, workflow setup, system integration and comprehensive staff training. Implementation timelines are agreed during project planning and included within the overall contract or subscription pricing. Offboarding is completed at no additional cost at the end of the contract, ensuring secure data handling and system decommissioning.

Disaster Recovery Plan

Socrates Software provides a comprehensive Disaster Recovery Plan to ensure continued operation in the event of system failure, cyber incidents or other unforeseen disruptions. The confidentiality, integrity and security of all platform data is paramount. All backup facilities are maintained off-site, with full encryption applied to all stored data to ensure maximum protection. The Disaster Recovery Plan is designed to be implemented within two hours of an incident occurring during normal operating hours. Every effort is made to provide rapid response and system recovery outside of standard hours.

Networks

Socrates Property Scanner can be securely connected to government and institutional networks including public service and protected infrastructure networks. Integration can be supported with relevant secure networks used by correctional services, healthcare providers, law enforcement and academic institutions, subject to client requirements and infrastructure availability.

Platform Trials

Socrates Property Scanner is available on a trial basis. Trials can be deployed by wing, unit or department, subject to relevant network connectivity and infrastructure being in place. This allows facilities to assess functionality, security and operational benefits prior to full implementation.

Accreditations

Socrates Software operates in accordance with internationally recognised standards for information security:

- ISO 27001 – Information Security Management

Training

All training programmes are tailored to meet each client's specific operational needs. Comprehensive user guidance documentation is provided alongside hands-on training delivered by experienced specialists. Training can be delivered to individuals or groups and may be conducted on-site or remotely where appropriate.

Invoicing and Ordering

Billing is typically issued in advance on a monthly basis, with quarterly billing available where required. Orders can be placed through agreed commercial channels and account representatives.

Termination

Contracts may be terminated with 90 days' written notice. No termination fees apply, provided the required notice period is observed.

Further Information

Further information regarding Socrates Property Scanner is available upon request through official company contact: info@socrates-software.com

