



# Service Definition

## Socrates Mail Scanner - Digital Mail Management System for prisons and secure facilities



### Product Overview

Socrates Software's Digital Mail Management System is a secure staff-facing platform designed to streamline the scanning, screening and tracking of prisoner correspondence within prisons, detention centres and other secure environments.

Socrates Mail Scanner enables staff to digitally scan incoming mail, securely log all correspondence and apply screening controls in line with institutional policies. Each item of mail is automatically recorded within the platform, creating a full audit trail that simplifies tracking, compliance and reporting.

By replacing manual processes with a controlled digital workflow, the platform significantly reduces administrative workload, improves processing times and enhances security oversight. Staff can easily review, categorise and approve correspondence, ensuring only authorised content is delivered to individuals.

The system integrates seamlessly with the facility's Content Management System (CMS) and other operational or security systems where required, allowing all correspondence records to be centrally managed and linked to prisoner profiles.





# Socrates Mail Scanner

## Service Overview

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

Socrates Mail Scanner is developed and maintained by an in-house team of software developers and engineers, enabling full customisation to meet each client's specific workflows, compliance requirements 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 platform availability, performance standards, response times and recovery objectives align with operational needs.

## Information Assurance

Socrates Mail Scanner is designed to meet high levels of information security appropriate for use within secure environments. The platform supports configurable data retention policies and secure encrypted storage of all scanned correspondence and associated records. All data deletion processes are encrypted and irreversible, ensuring removed information cannot be retrieved. Access to sensitive systems is restricted to appropriately cleared personnel, and all remote support is conducted from secure locations using protected connections. Comprehensive audit logs and activity monitoring ensure full traceability of all mail 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 stations or hardware may be deployed
- Information sharing agreements or NDAs for third-party integrations where applicable
- Appropriate access arrangements to secure areas during installation and maintenance

## Onboarding and Offboarding

Onboarding includes system configuration, workflow setup, integration with existing systems and comprehensive staff training. Implementation timelines are agreed during project planning and included within the overall contract or subscription pricing. Offboarding at contract completion is completed at no additional cost, 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 Mail 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 Mail 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 Mail Scanner is available upon request through official company contact: [info@socrates-software.com](mailto:info@socrates-software.com)

