



Service Definition

Socrates 360 Secure education, wellbeing and reintegration for prisons and correctional environments



Product Overview

Socrates Software's Digital Rehabilitation Platform is a controlled app-based solution designed to support education, personal development and rehabilitation within prisons, detention centres and other secure environments. The platform provides secure access to a wide range of approved digital content including educational materials, books, audiobooks, music, games and wellbeing resources, all governed by each client's specific security policies and content rules.

Socrates 360 includes dedicated modules for job preparation and employability skills, supporting individuals as they plan for release through structured learning pathways and personalised rehabilitation roadmaps. Drug awareness and harm reduction content is also provided to promote informed decision-making and support long-term behavioural change.

Individuals access the platform through secure in-app logins linked to verified devices, ensuring controlled and authorised usage at all times. A customisable in-app calendar allows users to manage education schedules, appointments, rehabilitation milestones and release planning activities.

The system integrates seamlessly with the client's Content Management System (CMS) and other operational or security systems where required, allowing facilities to manage content, permissions and reporting from a centralised environment.





Socrates 360

Service Overview

Socrates Software has extensive experience delivering secure digital platforms within prisons and controlled environments across the UK and internationally. The solution is designed to be flexible, scalable and cost-effective, reducing administrative workload while improving engagement and rehabilitation outcomes.

Socrates 360 is developed and maintained by an in-house team of software developers and engineers, ensuring each deployment can be tailored to the unique operational, security and content requirements of each facility. All configuration, deployment and ongoing maintenance is 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 standards, response times and recovery objectives meet operational needs and security expectations.

Information Assurance

Socrates 360 Digital Rehabilitation Platform is built to meet high standards of information security suitable for use within prisons and secure facilities. The system supports configurable data retention policies, including long-term or indefinite storage where required. All data deletion processes are encrypted and irreversible, ensuring removed information cannot be recovered. Access to sensitive systems and support functions is limited to security cleared personnel. All remote support activities are conducted from secure locations using protected and dedicated connections. Content controls, user permissions and activity monitoring ensure that only authorised materials are accessible at all times, maintaining compliance with institutional policies.

Customer Responsibilities

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

- Details of existing network or data infrastructure to be used with the platform
- Site layouts where hardware access points or connectivity adjustments may be required
- Information sharing agreements or NDAs for third-party content providers or integrations
- Appropriate access arrangements to secure areas during installation and maintenance

Onboarding and Offboarding

Onboarding includes platform configuration, content setup, system deployment and comprehensive staff training to ensure smooth implementation. Timelines are agreed during project planning and included within overall subscription or contract pricing. Offboarding at the end of the contract is completed at no additional cost, ensuring secure data handling, content removal 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 360 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 360 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 360 is available upon request through official company contact: info@socrates-software.com

