



Service Definition

Socrates Connect App-to-App Calling System.
Secure communications for prisons and
correctional environments



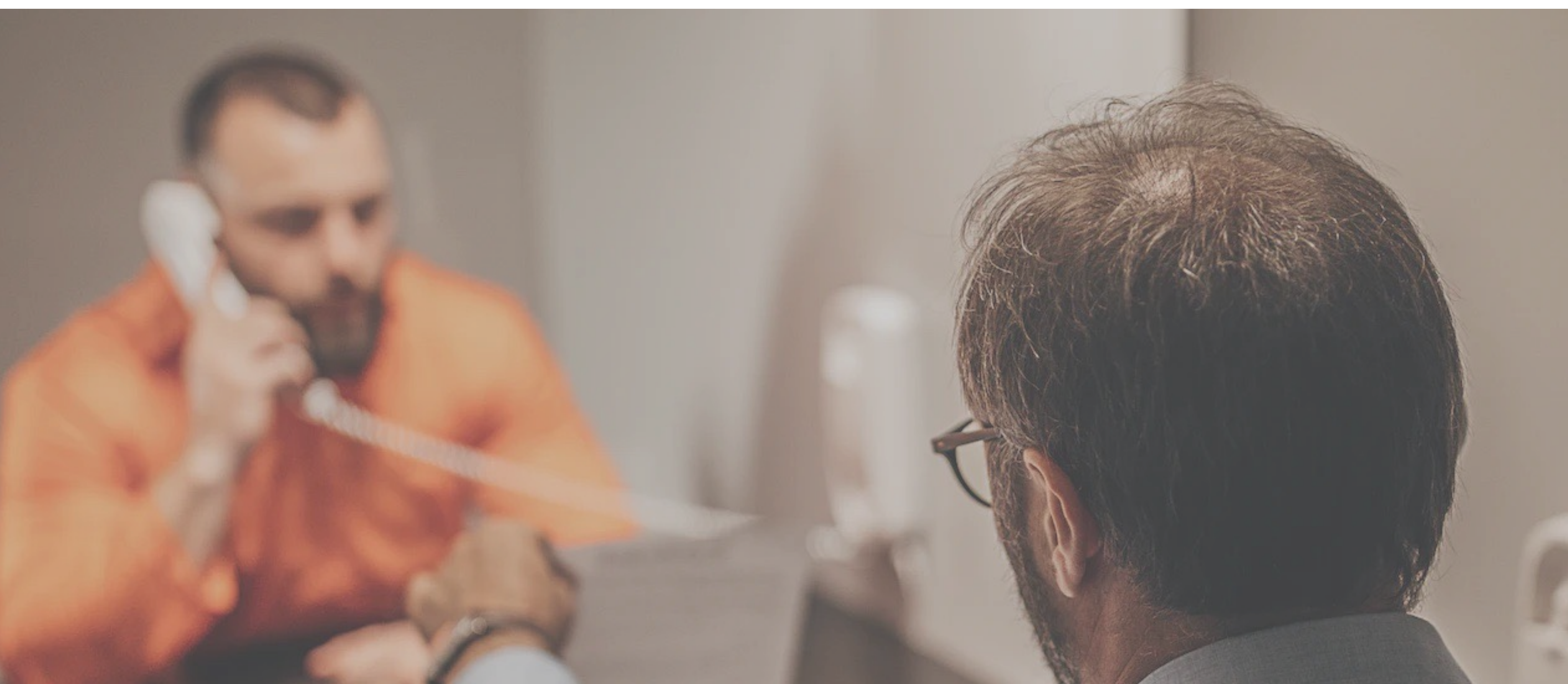
Product Overview

Socrates Software's App-to-App Calling System is a digital communication platform which enables prisons, detention centres and other secure facilities to manage and control communications both internally and externally through an app-based environment. The system provides staff with the ability to monitor, manage and record calls governed by each client's specific security policies and operational rules.

Individuals access the platform through in-app logins which are linked directly to verified devices, ensuring authorised and controlled use at all times. Users can communicate with a list of pre-approved contacts, supporting continued connection with loved ones to assist with rehabilitation and wellbeing. Where permitted, individuals may also access essential services such as legal representatives, support organisations and helplines.

Socrates connect operates on a flexible subscription-based payment model, which can be funded by the individual, the facility, or by family and friends. This approach simplifies billing, reduces administrative overhead, and provides clear and predictable costs for all parties.

The system includes an integrated reporting and analytics suite to monitor communication activity and support informed management decisions. Reporting can be fully customised to meet client requirements and compliance standards. The system also integrates seamlessly with the client's Content Management System (CMS) and other operational or security systems where required.



A close-up photograph of a person wearing an orange jumpsuit, holding a black telephone handset to their ear. The person's face is partially visible, and they appear to be in a secure facility. The background is slightly blurred, showing some equipment. The text 'Socrates Connect' is overlaid in large white letters.

Socrates Connect

Service Overview

Socrates Software has extensive experience working with prisons, detention centres and secure facilities within the UK and internationally, delivering flexible digital communication solutions designed to save time, reduce administrative burden and improve operational efficiency.

The platform has been developed using proven secure communication technologies and is supported by a dedicated in-house team of software developers and engineers. This ensures that each deployment can be tailored to meet the specific requirements of individual clients, while installation, 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 that service availability, system performance, response times and recovery objectives align with operational requirements and security expectations.

Information Assurance

Socrates Connect App-to-App Calling System is designed to meet high standards of information security and compliance for use within secure environments. The platform supports configurable data retention policies, including long-term or indefinite storage where required. All data removal processes are securely encrypted and irreversible, ensuring that deleted information cannot be recovered under any circumstances. Access to sensitive systems and support functions is restricted to security cleared personnel. All remote support activities are conducted from secure locations using dedicated, protected connections.

Customer Responsibilities

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

- Details of any existing network or data infrastructure to be utilised with the platform
- Site layouts where cabling, access points or hardware deployment may be required (if applicable)
- Information sharing agreements or NDAs for third-party system integrations where relevant
- Appropriate access and escorting arrangements to secure areas during installation and maintenance

Onboarding and Offboarding

The onboarding process includes system configuration, deployment and comprehensive training to ensure a smooth transition to the platform. Typical implementation timelines and training schedules are agreed during project planning, with all onboarding services included within the overall subscription or contract pricing. At the end of the contract period, offboarding 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 Connect 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 Connect 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 Connect is available upon request through official company contact: info@socrates-software.com

