

Visibeat

Cloud-Based Operational Policing Platform

G-Cloud 15 Service Definition

Service Category: Lot 2b - Software as a Service (SaaS)

Target Sector: UK Police Forces and Law Enforcement

Deployment Model: Private Cloud (Customer-Managed Infrastructure)

Data Location: United Kingdom

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1. Service Overview

Visibeat is a cloud-based operational policing platform designed specifically for UK police forces. The platform supports evidence-based hotspot policing including Koper patrols with real-time officer tracking, geofenced patrol management, and command & control capabilities. Features include activity heatmaps, a mobile field app, and comprehensive audit logging. The service is UK hosted with configurable data retention policies.

1.1 Key Capabilities

- Real-time GPS officer tracking with 2-10 second location updates
- Geofenced patrol zones with automatic entry and exit detection
- Koper hotspot patrol timing and compliance monitoring
- Interactive command dashboard with live mapping
- Native Android mobile app with offline capability
- Activity heatmaps for evidence-based deployment decisions
- Hierarchical team management supporting Gold-Silver-Bronze command structure
- Immutable audit logging for IOPC investigations
- Role-based access control with need-to-know security
- UK hosted with configurable data retention policies

2. Target Users

Visibeat is designed for UK territorial police forces, British Transport Police, Ministry of Defence Police, Civil Nuclear Constabulary, and Police Scotland. The platform serves two primary user groups:

Command Staff and Supervisors - Access the web dashboard for real-time situational awareness, patrol zone management, team administration, and reporting.

Field Officers - Use the mobile app for location transmission, receiving commands, and patrol compliance tracking.

3. Features and Benefits

Feature	Benefit
Real-time GPS tracking	Reduce response times by instantly locating nearest available officers
Activity heatmaps	Optimise patrol coverage with data-driven deployment decisions
Geofence detection	Eliminate manual patrol logging through automatic detection
Live mapping dashboard	Maintain real-time situational awareness across entire force area
Koper timing alerts	Ensure patrol compliance with automated monitoring
Command delivery	Deploy officers instantly with commands delivered under 2 seconds
Audit logging	Access complete audit trails for investigations and legal proceedings

Multi-team view	Monitor multiple teams simultaneously from single command dashboard
Offline capability	Continue field operations offline with automatic data synchronisation
Compliance records	Evidence patrol activity for community reassurance and accountability

4. Technical Requirements

Visibeat is deployed on customer-managed infrastructure within the force's secure network environment. The following infrastructure is required:

4.1 Application Server

- Operating System: Debian 11+, Oracle Linux 7+, or RHEL 7+
- CPU: 4 vCPUs minimum
- RAM: 8GB minimum
- Storage: 100GB+ SSD
- Network: VPN or DMZ protected environment

4.2 Database Server

- Software: Microsoft SQL Server 2016+ (2022 recommended)
- CPU: 4 vCPUs minimum
- RAM: 32GB minimum
- Storage: 1TB SSD

4.3 Additional Requirements

- Active Directory for user authentication and officer import
- SSL/TLS certificates for API and dashboard endpoints
- Google Play Console account for mobile app distribution
- GPS-enabled mobile devices for field officers
- Open ports: 443 (HTTPS), 1433 (SQL), 22 (SSH)

5. Support and Service Levels

Standard support is included with all licences, providing 3rd line application support during business hours (Monday to Friday, 9am-5pm UK time excluding bank holidays). A designated Service Delivery Manager is assigned to each customer account.

5.1 Response Times

Priority	Definition	Response	Restoration
P1 - Critical	System unavailable or security incident	1 hour	4 hours
P2 - High	System partially unavailable	1 hour	8 hours
P3 - Medium	System inconvenient to use	4 hours	N/A
P4 - Low	No operational impact / queries	8 hours	N/A

Out-of-hours urgent support is available by prior arrangement at additional cost.

5.2 Support Includes

- Proactive application monitoring and error reporting

- Quarterly software updates including bug fixes and improvements
- Regression testing when new mobile OS versions are released
- Monthly service reports
- Google Play Store app deployment management

6. Onboarding and Training

Deployment includes initial system configuration, Active Directory integration, application branding, and mobile app distribution setup.

6.1 Training Provided

- Remote training sessions for command staff and administrators
- Dashboard operation, patrol zone creation, and team management training
- Train-the-trainer sessions for customer leads to onboard field officers
- User documentation including administrator guides and quick reference materials
- Onsite training available at additional cost

7. Security

7.1 Data Protection

- All data stored and processed within the United Kingdom
- Data held exclusively on customer-managed infrastructure
- No data transferred to supplier systems or outside the UK
- TLS 1.2+ encryption for data in transit
- Configurable data retention policies

7.2 Access Control

- Role-based access control integrated with Active Directory
- Comprehensive audit logging of all user activity
- Immutable audit trails for compliance and investigations
- Support staff hold Non-Police Personnel Vetting (NPPV)
- Remote support access requires explicit customer authorisation via VPN

7.3 Incident Management

Defined incident management process with tiered priority classification. Incidents are logged through the service management tool and triaged by severity. Root cause analysis is performed for significant incidents with findings documented and communicated to the customer.

8. Data Handling

8.1 Data Location

All customer data is stored and processed on customer-managed infrastructure located within the United Kingdom. Customers have full control over the physical location of their servers. No customer data is transferred outside the UK or processed on supplier infrastructure.

8.2 Data Export

Customers have direct access to the SQL Server database and can export data at any time using standard database tools and queries. Common export formats include CSV, JSON, and XML.

8.3 End of Contract

At contract end, all data remains on the customer's own infrastructure with full database access retained. Data schema documentation is available to support migration to alternative systems. Transition support and migration assistance are available at additional cost if required.

9. Pricing

Pricing is based on deployment scale and support requirements. Factors include number of mobile user licences, dashboard user licences, and support level. Pricing details are available on the Digital Marketplace or on request.

9.1 Pricing Model

- Annual licence fee based on deployment scale
- Annual support fee included with standard support
- No per-transaction or usage-based charges
- Training and onboarding included in initial deployment
- Onsite training and out-of-hours support available at additional cost

10. Contact Information

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