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# PINS PROFESSIONAL SERVICES SERVICE DEFINITION

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**Prepared By:**  
Saadian Technologies UK Ltd  
80 Strand  
London  
WC2R 0DT  
England

[sales@saadian.com](mailto:sales@saadian.com)

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## 1. Service Overview

Prisoner Intelligence Notification System (PINS) enables justice and law enforcement agencies to keep track of offenders when they are in prison and when they are released from prison. Since its introduction in 2003, PINS has been iteratively developed based on feedback from our law enforcement customers. Sending over one million prison release notifications each year, PINS acts as an essential early warning system, helping police prevent re-offending.

Saadian offers four types of Professional Services to support the PINS service:

1. Transition Management, incorporating Deployment Services
2. Training Services
3. Design / Consultation
4. Service Management
5. Data Analysis and Integration

## 2. PINS Professional Services

### 2.1 Transition Management, incorporating Deployment Services

The deployment approach for PINS is dependent on your chosen hosting option chosen. A Saadian Professional Services engineer will either work remotely or come onsite to access your chosen hosting environment in order to conduct the deployment of the PINS service.

The process will take 2 - 5 days and will include:

1. Local data configuration
2. Installation on production environment
3. Acceptance testing
4. Handover to customer first line technical support
5. Administration kick start training

Technical installation notes will be provided electronically.

### 2.2 Training Services

PINS training is offered to all customers as part of their contract with Saadian to ensure users benefit from the very best advice on how to use its products and maximise its full potential.

Training is provided through an online rolling program of events which users can register to attend. A standard training session is approximately 2½ hours and is conducted by a law enforcement specialist.

In addition to this, a customer may wish to purchase bespoke site training. A Saadian Training provider will visit customers on site and provide bespoke training to meet the customer requirements.

Types of training available include:

1. General PINS user training covering all versions of PINS
2. Administrator training
3. Modular training for specialist areas
4. Train-the-trainer training

Saadian has also developed a series of training videos to support users transitioning to PINS 5 which are available on request.

## 2.3 Service Configuration

A Saadian PINS customer may require some integration and configuration to our Cloud Software PINS service.

Saadian offers Design / Consultation services to provide PINS integration and configuration including configuration of data feeds, data integration services, geocoding data optimisation, search optimisation, advanced notification configuration, integration with other data sources, implementation and migration services.

## 2.4 Service Management

Saadian offers continuous Service Management services to support PINS including configuration of data feeds, data integration services, geocoding data optimisation, search optimisation, advanced notification configuration, electronic monitoring integration, implementation and migration services.

## 2.5 Data Analysis and Integration

Saadian offers data analysis and integration services for when customers want to explore adding additional data set to PINS or to integrate PINS into other systems/data sources.

### 3. About Saadian

**“We love how the product is continually developed and are looking forward to getting the next version!”**

**A UK Police Force**

For the last 20 years, Saadian has helped law enforcement agencies keep communities safe. In the UK, Saadian provides prison intelligence and analytical services for police and other law enforcement agencies, including: HMRC, 41 UK Police Services, Counter Terrorism task forces and the National Crime Agency. Our solutions deliver unique offender insights supporting agencies to prevent and investigate crime.

In the US, PINS is used in San Joaquin, California where local jail data is joined with parole and probation data, giving a complete view of all offenders in the community.

Everyday thousands of users use our PINS across every area of policing – from neighbourhood policing to public protection and counterterrorism. Our police users have told us that there are women alive today because of PINS – these were cases where the women were victims of domestic abuse and their abusers had been released from prison with no advance warning.

Our experience is that there are deep insights to be gained from utilizing jail and prison data. Used in the right way, jail data has been proven to be an invaluable investigation tool in the prevention and identification of crime.

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We have a user-focused approach to product delivery, so our experience has grown around working with our users. We have a focused portfolio of products and have concentrated on continually improving them every year to provide increased value for our customers.

We are always transparent about our commercial terms so our customers always know where they stand. We have good relationships with all our customers, many of whom we've worked with for over 20 years.

### **Feedback from Users**

Most UK Police Forces have been using PINS for over 15 years and now consider it to be a critical tool for crime investigation and prevention.

They love how the product is continually developed and are looking forward to getting the next version!

**UK Police Forces**

## **4. Service Benefits**

### **FIT, FLEXIBILITY AND FUTURE PROOFED**

As a result of engaging our configuration services, we believe you can expect the following benefits:

1. Stakeholder engagement throughout the delivery cycle
2. A solution that fits with your business needs for prison intelligence
3. An increased understand of how PINS can support your operations
4. Improved efficiency and effectiveness
5. Improved ability to respond to changes
6. A cost-effective solution that delivers key functionality within budget
7. Right-sized infrastructure that meets your needs cost effectively
8. Benefit of our experience on similar projects
9. Re-use configuration work completed for other clients
10. Security Cleared team that can work seamlessly with yours
11. Training services ensure that our customers are able to exploit the full potential in our products
12. Regular training ensures best practice, extended knowledge and use of PINS through a continuous service improvement program

## 5. Service Deployment Model

PINS Professional Services are delivered by Saadian remotely or on customer premises.

Training is delivered by Saadian trainers through an on line training platform or at training facilities provided by the customer.

For PINS Design / Consultation and Service Management services, we offer a full service using a team of experienced industry professionals to meet the customer's needs.

## 6. Pricing

### **A FAIR PRICE ALIGNED TO BUSINESS VALUE**

Our services are available at different rates according to our SFIA rate card. We will provide you with the best blend of skills to deliver services to you in a cost effective way.

## 7. Service Lead Time

There is typically a 4 week lead time for delivery of PINS Professional Services after an order is received.

## 8. Ordering and Invoicing

Ordering can be carried out using the G Cloud Framework Agreement Schedule / Order Form. A valid purchase order is required for ordering.

## 9. Customer Responsibilities

Your responsibilities will be to provide us with detailed information in relation to business requirements and technical aspects of the solution design (such as sizing expectations) in a timely manner.