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G-Cloud 15 Cloud Delivery Service Definitions



Excellence Through Innovation

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This document describes the services offered by Unilink for the design, delivery and support of cloud-based digital services.

Each service engagement is defined by an agreed scope of services, activities and outcomes. The applicable elements of this document are confirmed at the start of each engagement and reflected in the agreed service description, features and benefits, and contractual terms.

This document explains how services are delivered, the standards applied and the delivery approach used. Ongoing live or business-as-usual support is provided only where explicitly included within the agreed scope.

Who are Unilink?

- Established in 1994
- Based in the UK
- Innovative, accredited and award-winning software
- Provider of Justice Sector solutions for the Prison Service, Probation Service, Immigration, Police and other Justice Sector agencies
- Experts at developing and deploying biometric solutions
- Kiosk design and manufacturer
- Over 200 staff and offices in the UK, Europe and Australia designing, developing, deploying and supporting solutions for our customers.



Who we work with



What we do

We deliver security, efficiency and communication solutions to Prisons in the UK, Australia, New Zealand and Norway:

80% of prisons and 60%

of prisoners in England and Wales use Unilink's software

80,000+

prisoners use Self-Service worldwide

100+

prisons use Self-Service worldwide

3bn+

Self-Service transactions since its introduction in 2007

90+

prisons use our Secure Biometric Visits Management solution

600,000

registered users of email a prisoner (eMates) and Secure Payments (eMates)

Our Digital Solutions

We create innovative services and software for prisons, probation and other custodial institutions. We offer a complete range of services, including:

- Design of systems and databases
- Architectural design
- Agile development of test systems
- Building and design of identification systems
- Development of requirements and user stories
- Full systems development
- Specialist knowledge of Case Management, Criminal Justice, Immigration and Biometrics

Our Services

Building digital capability with customers

Our services include:

- Digital transformation
- Data migration
- Cloud hosting and support
- Digital consulting for the Criminal Justice sector
- Agile Design and Development

Our Products

Custodial Management Services:

- Detainee Self-Service Portal and Offender Management solutions
- Secure Biometric Visits System to control the visits process at secure institutions and prevent escapes

Probation services

- Full-service applications to manage engagement with ex-offenders are used by national Probation services and their partners

Communication services

- Mobile applications for communication with ex-offenders
- Telephony
- Email a prisoner (eMates) and video sessions that enable friends and families to keep in touch with loved ones

Case Study

CMS SELF SERVICE

Introduction

The custodial landscape is being reformed to reduce assaults, violence, self-harm, suicide and rates of reoffending. To assist with this reform, His Majesty's Prison and Probation Service (HMPPS) introduced its prison reform programme, implementing new digital technology and transitioning to a digital organisation. One of the first prisons to adopt this digital reform was HMP Berwyn in Wrexham, the second-largest in Europe.

Description

Rather than adopt traditional paper-based administration systems, Berwyn introduced Unilink's Biometric Custodial Management System (CMS), which manages prisoner Self-Service requests via biometric kiosks and laptops.

This radical innovation frees up staff time and, by allowing prisoners to manage their day-to-day activities, gives them a sense of self-worth. This, in turn, encourages self-reliance, promotes the 'responsible prisoner' model and mitigates digital exclusion amongst the prison population.

Over 50 million transactions that would formerly have been manual have taken place since the service went live at HMP Berwyn.

Delivery

Our solutions support both application programming interfaces and client/server deployments on desktops, tablets and kiosks. The delivery mechanism is based on the site's requirements: software may be hosted in the Cloud or on-premises.

Benefits

Analysis of the rich operational data collected enables identification of those prisoners taking drugs and most at risk of self-harm.

The effect of drugs, most particularly Spice, has been damaging to prison welfare and safety. The software gathers intelligence, enabling the identification of visitors likely to be delivering drugs and halting their activities.

Applications like AiM (Alert, Intervene, Monitor), part of Unilink's CMS, identifies prisoners at risk of isolation and self-harm and assists officers in early intervention.

Unilink's innovative software and biometric solutions have applications across a range of public sector organisations, including the Police, Probation Service, Secure Immigration Centres and Secure Hospitals.

Impacts

With the Ministry of Justice's permission, the University of York analysed the effectiveness of Unilink's CMS and found that it increased safety and reduced the number of prison officers' absences due to ill health. There were fewer incidents and a significant reduction in recidivism.

Continuous Improvement

We work with our customers to identify new ways to benefit from the system.

For example, HMP Berwyn has recently migrated from a paper-based system for prisoner charitable donations to CMS. This has reduced the time taken to create a report and process the donation from 2.5 days a month to just 10 minutes of prison officers' time.

Agile discovery, design and delivery of secure cloud services

Services designed to support secure, user-centred cloud delivery

Business Analysis and User Research

Unilink supports organisations to understand user needs, business objectives and operational constraints, and to translate these into clear, testable requirements. Activities are typically delivered during discovery, design and delivery phases and are aligned to government digital standards and agile delivery approaches.

Services include

- Analysis of business processes within complex organisations
- Identification and assessment of risks, impacts and constraints
- Definition and validation of user needs and service requirements
- User research activities such as interviews, workshops, surveys and usability testing
- Research methods including contextual, desk-based and remote research
- Development of user journeys, personas and user stories
- Use of analytics and data insight to inform - decision making
- Collaboration with multidisciplinary teams using agile methods

Benefits

- Clear understanding of user and business needs
- Reduced delivery risk through early validation and insight
- Requirements that support iterative delivery and integration
- Improved service design through evidence-based decision-making
- Knowledge transfer to client teams throughout delivery
- Services designed to operate effectively in complex environments

Experience

Unilink's business analysts and user researchers have experience working in criminal justice and other high-assurance public sector environments. This experience informs approaches to stakeholder engagement, inclusive design, usability and the practical realities of delivering services for operational users.

Discovery Services for Cloud

Discovery services are delivered where early-stage assessment and definition activities form part of the agreed service scope.

Unilink supports organisations to explore service ideas, understand user needs, assess feasibility and define a clear direction for subsequent delivery. Discovery activities focus on building shared understanding across users, stakeholders and delivery teams, and on reducing risk before significant investment.

Services include

- User research to understand needs, behaviours and journeys
- Identification and engagement of stakeholders and subject matter experts
- Review of existing services, processes and operating models
- Assessment of existing technology, systems and constraints
- Exploration of policies, regulatory and organisational considerations
- Iterative discovery through workshops, interviews and research
- Definition of success criteria and outcomes
- Preparation for subsequent delivery phases where required

Discovery Services for Cloud

Typical outputs

Discovery outputs are tailored to the agreed scope and include:

- A clear service vision and problem statement
- Prioritised user needs and user journeys
- Personas, user stories and initial backlogs
- Accessibility considerations and assisted digital needs
- Risks, dependencies and assumptions
- Outline delivery approach and options for next phases

Benefits

- Improved understanding of user and organisational needs
- Reduced delivery risk through early insight and validation
- Clear alignment across vision, scope and outcomes
- Better-informed decisions on delivery approach and investment
- Strong foundations for iterative design and delivery

Experience

Discovery activities are informed by Unilink's experience delivering digital services in criminal justice and other high-assurance public sector environments, supporting effective engagement with complex stakeholders and operational users.

UX Design for Cloud

UX design services are delivered where user experience and interface design activities form part of the agreed service scope.

Unilink supports organisations to design accessible, usable and effective cloud-based digital services. UX activities are informed by user research and delivered using user-centred design principles to support services that meet user needs and operate effectively in public sector environments.

Services include

- User-centred UX and UI design aligned to government digital standards
- Design of user journeys, flows and interaction models
- Accessibility-led design, informed by relevant accessibility standards
- Review and improvement of existing UX and UI designs
- Low- and high-fidelity wireframes and interactive prototypes
- Visual and interface design using appropriate design tools
- Iterative design informed by user feedback and testing
- Collaboration with delivery teams during design and build

Benefits

- Services designed around real user needs and behaviours
- Improved usability and accessibility of digital services
- Reduced delivery risk through early design validation
- Better alignment between design, development and delivery
- Designs suitable for use in complex operational environments

Experience

UX design activities are informed by Unilink's experience delivering services in criminal justice and other high-assurance public sector environments, including services that must operate securely, inclusively and reliably for diverse user groups.



Alpha Services for Cloud

Alpha services are delivered where prototyping, validation and feasibility activities form part of the agreed service scope.

Unilink supports organisations to explore solution options, test assumptions and reduce delivery risk before committing to full build. Alpha activities focus on validating user needs, technical feasibility and delivery approach using iterative, user-centred methods aligned to government digital standards.

Services include

- Validation of assumptions and outcomes identified during discovery
- Rapid prototyping and exploration of design and technical options
- User research and usability testing to inform design decisions
- Definition and refinement of user journeys and user stories
- Assessment of technical, security, privacy and data considerations
- Architecture options and integration considerations
- Workshops to align stakeholders on scope, priorities and risks
- Preparation for subsequent delivery phases where required

Alpha Services for Cloud

Typical outputs

- Alpha outputs are tailored to the agreed scope and include:
- Validated user needs and refined problem statements
- Prototypes and design artefacts
- Prioritised backlogs and acceptance criteria
- Accessibility considerations and assisted digital needs
- Identified risks, dependencies and constraints
- Recommended options and approach for next phases

Benefits

- Reduced delivery risk through early validation and prototyping
- Clearer understanding of feasible design and technical options
- Evidence-based decisions before committing to full build
- Designs informed directly by user feedback
- Strong foundations for iterative delivery

Experience

Alpha delivery is informed by Unilink's experience supporting digital services in criminal justice and other high-assurance public sector environments, where early validation and risk reduction are critical.



Beta Services for Cloud

Beta services are delivered where iterative build, testing and validation activities form part of the agreed service scope.

Unilink supports organisations to incrementally develop, test and refine cloud-based digital services with users. Beta activities focus on improving service quality, validating assumptions in real-world use and preparing services for wider release, using agile and user-centred delivery approaches.

Services include

- Iterative development and improvement of service functionality
- Ongoing user research and usability testing during delivery
- Functional, performance, security and accessibility testing
- Use of analytics and service data to inform improvements
- Integration and deployment using automated DevOps pipelines
- Resolution of issues identified during discovery, alpha or beta
- Collaboration with stakeholders to address process and policy considerations
- Preparation activities to support subsequent service phases where required

Experience

Beta delivery is informed by Unilink's experience supporting digital services in criminal justice and other high-assurance public sector environments, where reliability, security and usability are critical prior to wider release.

Typical outputs

Beta outputs are tailored to the agreed scope and include:

- A refined service increment based on user feedback
- Evidence of how the service performs against agreed success criteria
- Updated backlogs, user stories and acceptance criteria
- Accessibility considerations and findings
- Identified risks, constraints and improvement opportunities
- Recommendations and options for next phases

Benefits

- Improved service quality through real-world testing and iteration
- Reduced risk prior to wider service rollout
- Services informed by user behaviour and operational feedback
- Clear evidence to support decisions on next delivery steps
- Better alignment between service design, technology and operations

Solution Design

Solution design services are delivered where architecture and design activities form part of the agreed service scope.

Unilink supports organisations to design cloud-based solutions that are secure, scalable and suitable for complex public sector environments. Design activities focus on translating user and business needs into clear technical designs that support effective delivery and operation.

Services include

- Solution and application architecture design for cloud environments
- Design of data, information and integration structures
- Definition of non-functional requirements, including performance and resilience
- Design of secure system architectures appropriate to risk and context
- Review of existing systems and integration constraints
- Technology option assessment to support informed decision-making
- Production of design documentation to support delivery and governance
- Collaboration with stakeholders to align technical and business perspectives

Benefits

- Clear, implementable designs aligned to user and business needs
- Reduced delivery risk through early architectural definition
- Solutions designed for scalability, resilience and maintainability
- Improved alignment between design, delivery and operational considerations
- Designs suitable for use in high-assurance public sector environments

Experience

Solution design activities are informed by Unilink's experience delivering systems in criminal justice and other high-assurance public sector environments, including services involving sensitive data and biometric identity. This experience supports the design of solutions that are practical, secure and appropriate for operational use.

Testing and Test Automation Services

Testing and test automation activities are delivered where assurance and quality activities form part of the agreed service scope.

Unilink supports organisations to validate that cloud-based digital services meet user needs, technical requirements and delivery expectations. Testing activities are embedded within agile delivery and DevOps practices to support service readiness and reduce delivery risk.

Services include

- Definition of testing approach aligned to delivery scope
- Functional and non-functional testing during service development
- Performance, integration and security-focused testing activities
- Test automation to support repeatable and efficient testing
- Support for user testing and acceptance activities
- Use of test data and environments appropriate to risk and context
- Integration of testing within continuous integration and delivery pipelines
- Identification and resolution of defects and quality issues during delivery

Benefits

- Improved service quality through embedded assurance
- Reduced delivery risk through early identification of issues
- More efficient delivery through automated and repeatable testing
- Greater confidence in service readiness prior to wider release
- Testing aligned with agile delivery and DevOps practices

Testing activities are informed by Unilink's experience delivering digital services in criminal justice and other high-assurance public sector environments, including services involving sensitive data and complex operational requirements.

Typical outputs

- Testing outputs are tailored to the agreed scope and include:
- Test approach and scope documentation
- Test cases, scripts and automation assets
- Evidence of testing activities and outcomes
- Identified risks, defects and improvement recommendations
- Input to delivery decisions and next-phase planning

Transition readiness and early life considerations

Activities may include



Planning for transition from delivery into live operation



Knowledge transfer from delivery teams to operational teams



Documentation to support service handover



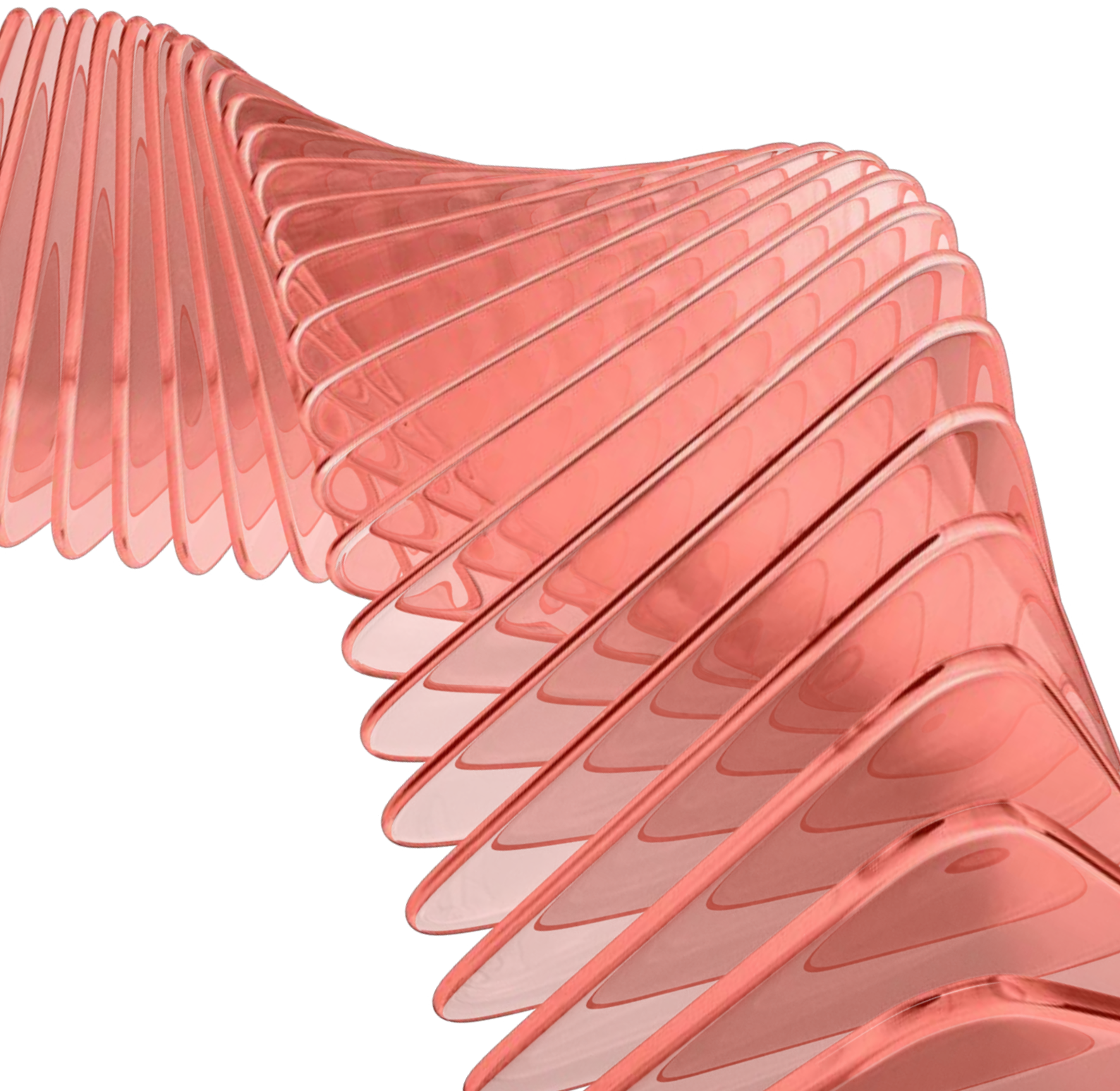
Preparation for early life support following go-live

As part of agile discovery, design and delivery activities, Unilink supports early consideration of transition into live operation.

Delivery teams work with operational stakeholders to ensure knowledge transfer, documentation and support models are established ahead of go-live. This approach reduces delivery risk, supports continuity, and prepares services for early life operation without disrupting live environments.

Support Services for Cloud Solutions

Services that support the reliable operation, performance and ongoing management of cloud-based digital services.



Dev-Ops – Continuous Integration

DevOps services support the delivery, deployment and ongoing improvement of cloud-based digital services, where these activities form part of the agreed service scope.

Unilink supports teams to implement and operate DevOps practices that improve consistency, quality and reliability across build, test and deployment activities. DevOps activities focus on automation, integration and visibility to support effective delivery and service operation.

Services may include

- Design and implementation of continuous integration and deployment pipelines
- Automation of build, test and deployment processes
- Infrastructure and configuration management using code-based approaches
- Integration and optimisation of existing development and delivery toolsets
- Monitoring, logging and alerting to support service health and performance
- Secure management of environments and release processes
- Support for incremental improvements to delivery and deployment practices

Benefits

- Improved consistency and reliability of deployments
- Faster and more repeatable release processes
- Reduced manual effort and delivery risk through automation
- Improved visibility of service health and deployment outcomes
- DevOps practices suitable for high-assurance environments

Experience

DevOps activities are informed by Unilink's experience supporting cloud-based services in criminal justice and other high-assurance public sector environments, where reliability, security and controlled change are essential.

Cloud Application Support Services

Cloud application support services maintain, monitor and support live cloud-based applications, where ongoing support is included within the agreed service scope.

Unilink provides structured, ITIL-aligned application support to help organisations operate cloud-based services reliably and securely. Support activities focus on incident resolution, service continuity and ongoing service performance.

Benefits

- Reliable operation of live cloud-based applications
- Reduced service disruption through structured support processes
- Faster resolution of incidents and defects
- Improved service stability and performance over time
- Support suitable for secure and regulated environments
- Scalable support aligned to service criticality

Experience

Application support services are informed by Unilink's experience supporting live systems in criminal justice and other high-assurance public sector environments, where availability, security and resilience are critical.

Services may include

- ITIL-aligned application support and service management
- 1st, 2nd and 3rd line support for supported applications
- Incident, problem and change management processes
- Monitoring of application availability, performance and health
- Security, patching, vulnerability and access management
- Backup, recovery and service continuity support
- Collaboration with development teams and third-party suppliers
- Planned transition of services into live operation
- Early life support following go-live
- Knowledge transfer from delivery to support teams
- Training for operational and support staff
- Reporting on service performance, trends and improvement opportunities

Delivery Management Services

Delivery management services are provided to support the planning, coordination and governance of cloud service delivery activities, where these activities form part of the agreed service scope.

Unilink supports organisations to manage delivery effectively across multidisciplinary teams, ensuring work is planned, coordinated and aligned to user needs, delivery objectives and governance requirements.

Services may include

- Delivery planning and coordination across delivery phases
- Establishment of agile delivery environments and ways of working
- Application of agile delivery with PRINCE2-aligned governance where required
- Management of dependencies, risks and delivery constraints
- Monitoring of delivery progress, outcomes and milestones
- Stakeholder engagement and communication
- Governance and reporting aligned to public sector programmes
- Support for benefits tracking and delivery assurance

Experience

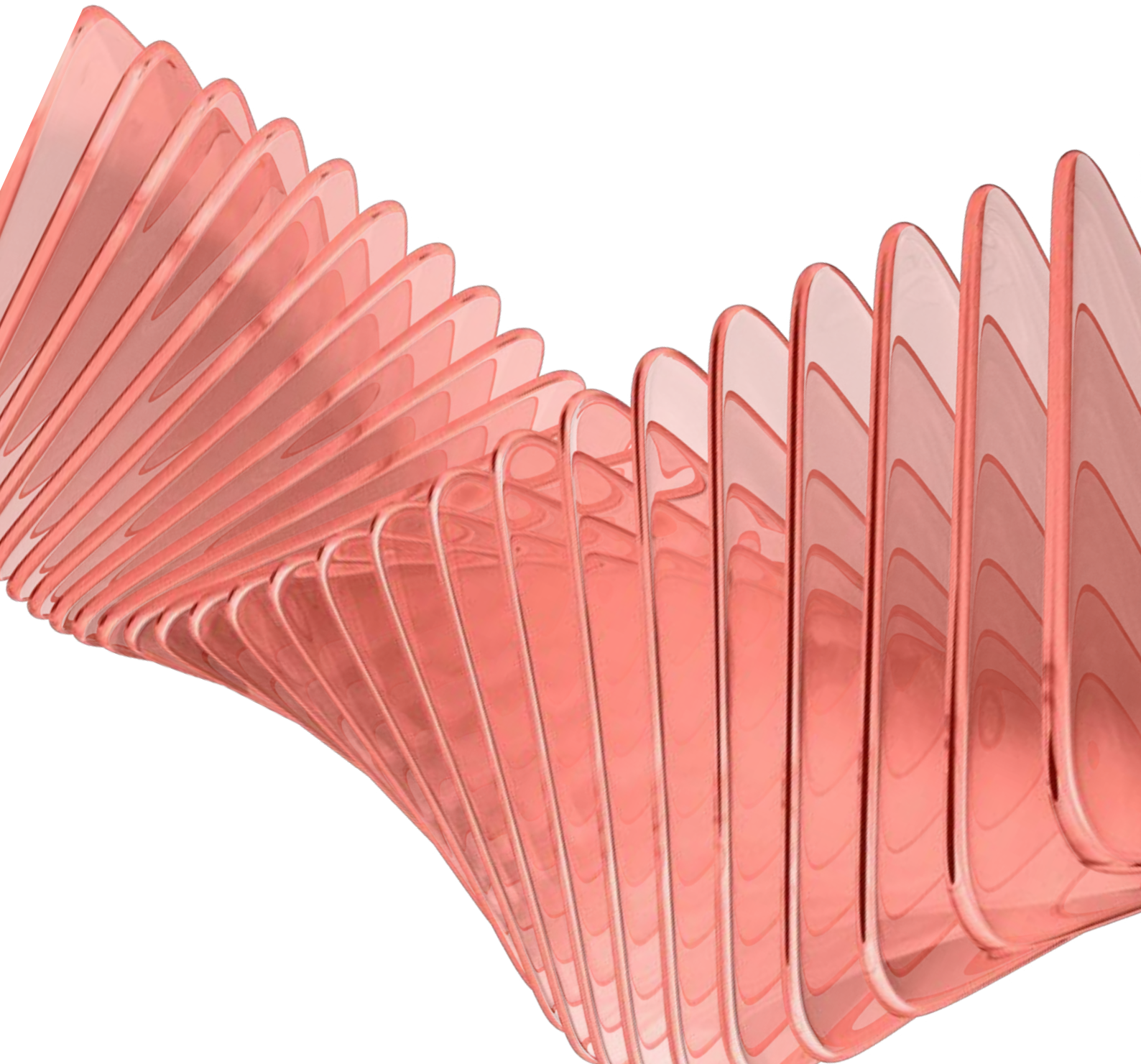
Delivery management services are informed by Unilink's experience supporting complex public sector programmes, including criminal justice environments where governance, assurance and stakeholder engagement are critical.

Benefits

- Clear oversight and control of delivery activities
- Reduced delivery risk through structured governance
- Improved coordination across teams and suppliers
- Delivery aligned to user needs and agreed outcomes
- Transparent reporting on progress, risks and dependencies
- Effective transition between delivery stages

Application Development Services for Cloud Solutions

Services to support the design and build of secure, scalable cloud applications.



Cloud Application Development and Architecture Services

Cloud application development and architecture services support the design and build of secure, scalable cloud-based applications, where these activities form part of the agreed service scope.

Unilink supports organisations to design and develop cloud applications that are aligned to user needs, business objectives and operational constraints. Services focus on application architecture, development and integration, using modern engineering practices suitable for complex public sector environments.

Services may include

- Cloud application architecture and technical design
- Application portfolio and cloud readiness assessment
- Development of cloud-hosted applications and services
- Design and development of APIs and system integrations
- Iterative application development using agile approaches
- Development informed by business analysis and user-centred design
- Prototyping to validate requirements and technical options
- Embedded functional and non-functional testing during development
- Accessibility-informed design and development practices

Benefits

- Secure, scalable cloud applications aligned to user needs
- Reduced delivery risk through iterative design and development
- High-quality, maintainable application code
- Improved usability and accessibility of applications
- Faster delivery using agile development approaches
- Better alignment between business objectives and technical solutions

Experience

Application development and architecture services are informed by Unilink's experience delivering cloud-based applications across criminal justice and other high-assurance public sector environments, where security, reliability and operational resilience are critical.

Strategic input to application development

Strategic services inform and shape application development decisions, where early planning and prioritisation activities form part of the agreed service scope.

Unilink works with organisations to assess existing applications, understand constraints and identify practical options for modernisation and cloud adoption, ensuring application development is sequenced appropriately and aligned to organisational objectives.

Services may include

- Assessment of application portfolios and technical debt
- Identification of modernisation and cloud migration options
- Definition of target application architectures
- Sequencing and prioritisation of application development activities
- Input to business cases and investment decisions
- Risk, dependency and constraint assessment

Benefits

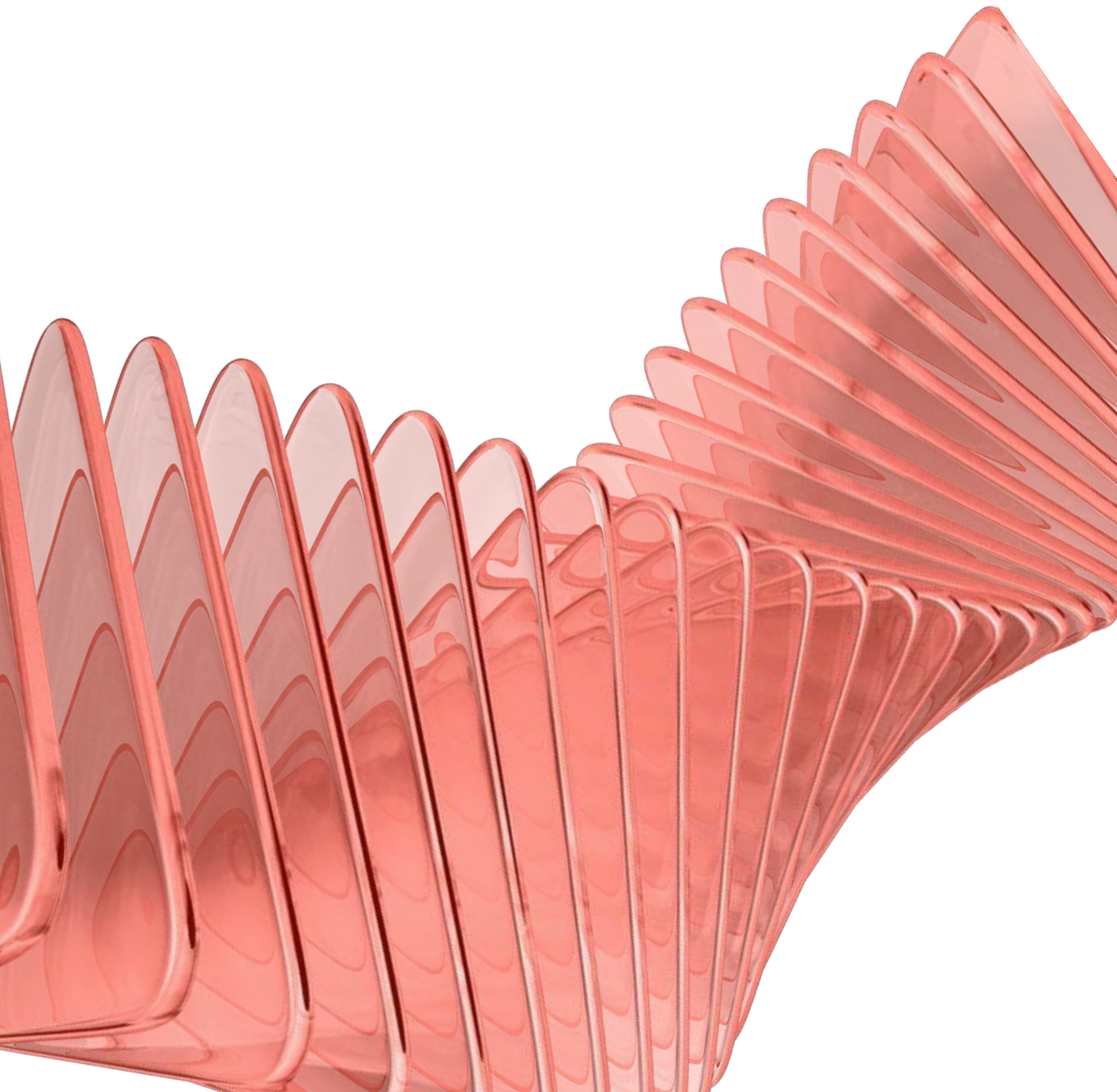
- Clear direction for application development and modernisation
- Improved alignment between business objectives and technical decisions
- Reduced delivery risk through informed planning
- Better prioritisation of development activity

Experience

Strategic services are informed by Unilink's experience supporting application development initiatives in criminal justice and other high-assurance public sector environments, where assurance, sequencing and stakeholder alignment are critical.

Consultancy Services

Services to support strategic, operational and technology decision-making in complex criminal justice environments.



Criminal Justice Consultancy (CJS)

Consultancy support organisations operating within custodial, probation, court and wider justice contexts, where specialist domain expertise is required to inform strategy, design and delivery decisions.

Helping organisations to understand their current landscape, define future direction and address complex operational and technological challenges. Services are tailored to each jurisdiction, recognising differences in policy, operating models, governance and legacy systems.

Services may include

- Assessment of criminal justice technology landscapes and capabilities
- Technical audits across on-premise and cloud-based systems
- Strategy development covering governance, organisation and technology
- Support for digital and service modernisation initiatives
- Business case development and benefits definition
- Advisory support for web, mobile and digital justice services
- Input to the design and implementation of digital technologies
- Risk, dependency and constraint assessment
- Advisory support for large-scale justice transformation programmes

Benefits

- Strategies aligned to operational realities and justice outcomes
- Improved reliability and fitness of justice systems
- Clear governance and decision-making frameworks
- Reduced delivery risk through informed planning
- Incremental, structured progress towards modernisation
- Better alignment between policy, operations and technology
- Engaged stakeholders and shared strategic direction
- Improved organisational capability through knowledge transfer

Criminal Justice Consultancy

Examples of Unilink's assignments

Integrated offender management for prisons and probation

Norwegian Correctional Service (Kriminalomsorgen)

Unilink supported the development of a new integrated offender management system for prisons and probation services, enabling joined-up case management and improved information sharing across custodial and community environments.

"Unilink's experience in the criminal justice sector and its integrated suite of products, proven to help rehabilitate prisoners, is the perfect match for us to support our digital transformation strategy."

Jan-Erik Sandlie, Deputy Director General



Probation case management services

States of Jersey and Guernsey

Unilink delivered probation case management and management information services, supporting operational needs across multiple jurisdictions. The solution was delivered within a constrained timeframe and integrated with wider criminal justice systems.

"Unilink provided us with a Probation case management and management information system, which was developed and delivered on a tight timescale and within budget. Throughout the process, the team involved end users and ensured compatibility with other Criminal Justice System technologies."

Brian Heath, Board Member, Confederation of European Probation



Prisoner self-service delivery

Department for Correctional Services, South Australia

Unilink delivered prisoner self-service capabilities to support operational efficiency and improve access to services within secure custodial environments.

"It was great to deal with a company that actually delivered things."



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Commercial Models

We offer commercial models to suit any requirements:

- Fixed Price – bespoke support for your requirements with the certainty of a set price for the service each month
- Time & Materials – solutions available for events, changes and ad hoc issues

Commercial Statement

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