



Söze for UK Police

Product Licence and Support Options

Akkodis UK

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1 SÖZE LICENCES

The Söze licencing model is an annual subscription with four tiers based on the number of distinct user logins (users). In the case of multi-year contracts, the user count resets annually on the anniversary of the contract commencement. The 2026 Subscription fees for Söze in the UK are detailed in the table below are indexed against CPI each year as deemed by the UK Government Office for National Statistics.

Multi-year incentives are available and negotiated on a case-by-case basis on what best suits each customer needs. This could take the form of a financial discount, or an increase in licenced seats or additional support services.

Annual Subscription and Essentials Support	12 months
<500 users	£349,000
501-1,000 users	£469,000
1001-1,500 users	£589,000
>1,500 users	POA

Customer's with an installed instance of Soze can add additional licences as investigative demand increases using the licence expansion packs below.

Annual Subscription and Essentials Support package < 1,500 Users base licence	12 months
+ 50 users	£30,000
+ 100 users	£50,000
+ 250 users	£100,000

Full licence terms and conditions are included in *Appendix 1 – Soze End User Licence Agreement*

2 BUNDLED SUPPORT

Bundled support is included with the purchase of a Soze licence. This is broken down to *Application Support* for technical matters relating to the Soze software platform and to *Customer/User Support* to support the maximisation of benefits to the customer.

All support escalations will be in accordance with the conditions as detailed below:

Standard Support Hours are included in the License Fees and do not include target response times.

Application Support	Definition
Level 1 (supported by the Customer)	- Will be provided by the Customer or the Reseller depending on the deployment location. - This will provide first point of contact for staff for all service incidents and requests. Söze application support requests typically resolved at this level include: - Can I please have access to the application? - Can I please have the link to the application? - Requests unable to be resolved by Level 1 Support are escalated to the Level 2 support. - Standard Support Hours will be 8:00am – 6:00pm Business Days (UK GMT)
Level 2 (Performed by Akkodis)	- Level 2 support will provide specialist support personnel to provide in-depth technical support. All service requests and incidents will be recorded, coordinated, and managed in the Customer's or Reseller's Service Management System. - Söze Level 2 support activities typically include: - Analysing and resolving incidents that do not require changes to the Söze code base. - Where available, Level 2 support will provide work arounds for known issues and recommendations to Söze product team, on features to increase customer satisfaction. - Requests that cannot be resolved or completed will be escalated to Level 3 support. - Standard Support Hours will be 8:00am – 6:00pm Business Days (UK GMT)
Level 3 (performed by Akkodis)	- Akkodis will provide expert product support, leveraging the product development team to implement code fixes. These code fixes will be deployed at the discretion of Akkodis. - Söze Level 3 support activities include: - Developing code fixes to ensure Söze behaves as expected. - Requests that cannot be resolved or completed at Level 3 will be escalated to either Level 4 support, or, to both Akkodis and the Customer's Service Delivery Management. - Standard Support Hours will be 8:00am – 6:00pm Business Days (Australian Western Standard Time - Perth, Australia)

Level 4 (Performed by Akkodis)	• Akkodis will assist the buyer in raising, with Microsoft Azure, requests as per the support agreement the buyer has with Microsoft. • Requests will only be escalated to Level 4 where Akkodis has identified that the issue does not reside within, or result from, Söze, and cannot be resolved by Level 2 or Level 3 support. • Standard Support Hours will be 8:00am – 6:00pm Business Days (Australian Western Standard Time - Perth, Australia)
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Customer / User Support	Definition
<500 user Licence	Maximum 32 hours per month of SME Support
501 -1,000 User Licence	Maximum 42 hours per month of SME Support
1,000 -1,500 User Licence	Maximum 54 hours per month of SME Support
Deliverables	Users receive basic user guidance and investigative workflow support are included. Monthly advisory sessions are delivered online by UK based subject matter experts, including ex police personnel. These experts respond to operational guidance queries within two business days, Monday to Friday. Support includes orientation on investigative workflows, user support and force advice.
Unused hours	100% of the unused hours for each month can be rolled over to the following month as a credit. Rolled over hours from a previous month are only valid for 1 month.

3 BUNDLED TRAINING

The below is included with a licence purchase.

All support escalations will be in accordance with the conditions as detailed below:

Training	Included
<500 user Licence	Maximum: 4 Sessions per calendar month
501 -1,000 User Licence	Maximum: 5 Sessions per calendar month
1,000 -1,500 User Licence	Maximum: 7 Sessions per calendar month
Deliverables	Delivery Format: Hybrid Audience: End users, Super Users and Trainers. Max Class Size in person 10 users. Max Class Size online 40 users.
Onboarding Session Content	Platform overview and key features Login, roles, and permissions Case creation and management Evidence upload and review Dashboards and reports User guide included Step-by-step walkthroughs of common case types Use of advanced tools: • Facial matching • Communication analysis • Timeline • Translation • Data interpretation • Collaboration • Case reports • Exhibits • Intelligence products

4 SUPPORT UPGRADE OPTIONS

Where the Customer requires additional support, an upgraded Akkodis Premium Support Package is available at an additional cost.

The below an indication of what could be provided but is subject to change:

- *Elite Package – Cost £30,000 per annum* - Additional 30 days per year of enhanced training or SME support. Further days can be purchased on a per day basis if required, should 30 days be reached.

The following additional services are available on request. Pricing for these services is determined by the scope of work and services levels required for each customers bespoke requirements.

Service offering	Deliverables
Enhanced Training	Format: Online and Onsite Audience: End users, Super Users and Trainers. Max Class Size in person 10 users. Max Class Size online is 40 users. Included Content: • Platform overview and key features • Login, roles, and permissions • Case creation and management • Evidence upload and review • Dashboards and reports • User guide • Step-by-step walkthroughs of common case types Use of advanced tools: • Facial matching • Communication analysis • Timeline • Translation • Data interpretation Collaboration: • Case reports • Exhibits • Intelligence products • Quarterly refresher training • Train-the-trainer package • Role-specific training

SME	Online and on site. Same business day response is provided for all queries. Support includes basic user guidance, investigative workflow assistance, and advisory support from UK-based subject matter experts, including ex-police personnel. Services cover case setup, proactive monitoring, and monthly operational reviews. Users also benefit from proactive support and fast-time operational consultation on demand, ensuring effective use of the Söze platform in live investigations.
Integration Services	We provide skilled developers to design and build secure APIs that connect Soze with your existing policing systems. Our team delivers full API development, including authentication, data mapping, and integration. We follow modern standards ensuring compliance with UK policing requirements like GDPR, MOPI, and NCSC security guidelines. From design and coding to testing and deployment, we handle the entire lifecycle to deliver reliable, scalable integrations and connectors.
Cybersecurity Enhancements	We provide comprehensive cybersecurity enhancements tailored for UK police systems. Our service includes advanced encryption for data in transit and at rest, multi factor authentication, and strict role-based access controls. We can implement continuous threat monitoring, vulnerability scanning, and intrusion detection to protect against cyberattacks. All solutions align with UK GDPR, MOPI, and NCSC security standards, ensuring compliance and resilience. We can also deliver regular penetration testing, patch management, and incident response planning to maintain a strong security posture across all platforms.
Enhanced SLA response	We can offer enhanced SLA options with extended coverage to meet critical policing needs. This includes faster response and resolution times for high priority incidents, 24/7 support with guaranteed availability, and proactive monitoring to prevent service disruptions. Clients benefit from dedicated escalation paths, priority engineering resources, and regular service reviews to ensure compliance and reliability. These enhanced SLAs can provide additional assurance that your systems remain operational and secure under all conditions.
Cloud Migration	We provide a complete cloud migration service for UK police systems. Our team manages the full process from assessment and planning to execution and post migration support. We move applications and data to secure, compliant cloud environments, ensuring resilience and scalability. The service includes re platforming, data transfer, and integration with existing systems, all aligned with UK GDPR, MOPI, and NCSC security standards. We also implement encryption, identity controls, disaster recovery, and performance optimization to guarantee operational continuity and security.

APPENDIX A - SOZE EULA

EULA to be added once approved by AU Legal team

APPENDIX B – FEATURE COMPARISON TABLE

			Licence Tiers			
Users			<500 Users	501-1,000 Users	1,001 – 1,500 <u>U</u> ers	Elite Support
Bundled Support	Level 1	Customer provided	✓	✓	✓	✓
	Level 2	0800 - 1800 UK GMT Business days	✓	✓	✓	✓
	Level 3	0800 - 1800 AWST Business days	✓	✓	✓	✓
	Level 4	0800 - 1800 AWST Business days	✓	✓	✓	✓
Bundled Training	Online		✓	✓	✓	✓
	Onsite		✓	✓	✓	✓
	Sessions PCM		4	5	7	30 days split between Training & SME
	Maximum Users Onsite		10	10	10	10
	Maximum Users Online		40	40	40	40
	Induction training		✓	✓	✓	✓
	Maximum Hours PCM		32	42	54	
	Additional Days					✓
	Online Delivery		✓	✓	✓	✓
	Onsite Delivery		✓	✓	✓	✓

Subject Matter Expert Support	Response time	2 Business Days	2 Business Days	2 Business Days	Same Business Day
	Onboarding	✓	✓	✓	✓
	Basic User Guidance	✓	✓	✓	✓
	Follow up Q&A	✓	✓	✓	✓
	Monthly advisory sessions	✓	✓	✓	✓
	Quarterly Refresher Sessions				✓
	Role Specific Training				✓
	Train the Trainer				✓