



POLICEBOX



QUVO



**Cloud Support**  
Empowering the Frontline

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# Cloud Support overview

## What is it?

PoliceBox® and Quvo® are mobile working platforms, designed for any compliance based, regulated organisation employing mobile workforce operating at OFFICIAL. They deliver straightforward digital transformation of workflow and business processes to frontline workers empowering organisations to be in control of the design, management, and implementation of their operational processes, without needing to rely on third party suppliers or consultants. PoliceBox is designed specifically for operational Policing and Quvo is designed for public sector organisations such as Border Force, Local and Central Government, Fire, Ambulance, NHS, Justice operating etc.

PoliceBox and Quvo allow offline and online working with smartphones, tablets or PCs running Android, iOS or Windows UWP.

They have been designed so that you or your authorised suppliers can implement your digital

business processes and integrate with other software systems.

We can also provide these services, described in this service definition to help you get your service operational quickly or bolster your resources at any time during the subscription period.

Our professional services cover:

### Business Process Support

This includes business process mapping and business process design/configuration.

### Training Support

This includes all aspects of training.

### Integration Support

Integration support will include the provision of standard connectors, 3rd party integration connector development and testing service for 3rd party developed connectors.





# Business Process Support

Business process support can be procured at any stage during the subscription period and will help you to digitise your business processes in a way that will speed up your implementation and operation of the service.

## Business process mapping



### Features/Deliverables

- Analysis and documentation of your 'as-is' frontline business processes.

### Benefits/Outcomes

- Coeus team will help you to speed up the implementation of your service
- Update processes more quickly
- Bolster your own resources for a defined period.

### On Boarding

We will work with you to define a specification for the business processes that you would like to digitise for your frontline officers. This will include reviewing current manual paper-based processes to help us to understand the flow of each business process. We will nominate an operations team's member to handle the service to conclusion.

### Scope

We will include specification of the scope of the business processes to be digitised. This will involve one or more meetings which may be virtual or face-to-face.

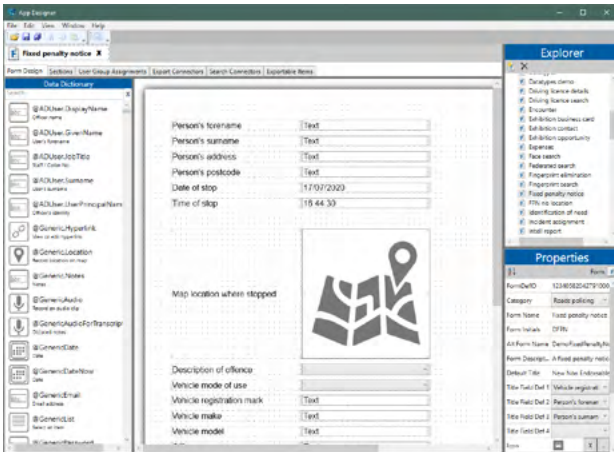
### Off-Boarding

Once complete, we will supply the specification for the frontline processes to be digitised.

### Service Migration

Service migration is not applicable for business process mapping.

## Business process design and configuration



### Features/Deliverables

- Conversion of your documented processes to digitally optimised processes
- Implementation of these processes into your service.

### Benefits/Outcomes

- Coeus team will help you to speed up the implementation of your service
- Update processes more quickly
- Bolster your own resources for a defined period.

### On Boarding

This is designed to follow the business process mapping support and will use the specification that was developed to design configuration of the processes you defined. We will nominate an operations team's member to handle the service to conclusion.

### Scope

We will include the following steps:

1. Use the specification to design the service configuration using our 'test system'.
2. Provide a 'show and tell' meeting using the test system to ensure as far as practicable that this meets the specification.
3. Incorporate any feedback from you to finalise the design.
4. Install and configure the business processes in your subscription.

### Off-Boarding

Once complete, we will supply the completed configuration and any applicable document templates. We will then install or provide instructions to do so as is best suited to you.

### Service Migration

You may have already commenced business process modelling and implementation of your processes but may wish for us to carry the activity through to completion. We will obtain a copy of your current configuration to install in our test system where further work can be undertaken to complete the scope of works.

# Training Support



We provide several 'out of the box' videos and FAQ's to help you to become familiar with the service.

These include:

- Client App self-service training forms
- Client App self-service training videos
- App Design tool training video and user guide
- Service desk training videos

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## Additional Training services

We can also supply optional training services outlined below which focus on best practice for business process design using the App Design tool, Management portal and connector development.

### Features/Deliverables

- Classroom training to your key personnel at your location
- Role based training, allowing specific focus on key parts of the service
- Q&A with expert Coeus staff

### Benefits/Outcomes

- Dedicated training in your environment
- Key personnel train-the-trainer for cascading knowledge
- Familiarisation in order to gain full value from the service

### On Boarding

We will need you to nominate a training manager who will confirm the scope of the training and manage

the overall logistics. We can provide training via a webinar, on-site or a combination of both.

Training services can be focussed for the following users:

- Frontline Officers (Client App)
- Business Process designers (App Designer)
- Customer service desk users (management portal and integration server)
- Auditors (management portal)
- Developers (API and SDK)

We can accommodate classes of up to 12 per training session and require the following information to design your training solution:

- Number of each type of user (described above) to be included in the training package
- We will need to generate joining instructions, including dates and times
- If you are providing the training environment (class/meeting room) then we will need AV support and Wi-Fi and internet access

### Off Boarding

At the end of the training process a feedback form will be provided for attendees to complete. This is part of our continuous improvement process.

### Service Migration

Not applicable.

# Integration Cloud Support



Integration cloud support is used to allow data flow between your service and other third-party services you have access to. It can be procured at any time during the subscription period and is designed to ensure you can use the service to its fullest potential.

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## Standard Integration Connectors

### Features

- Select and procure an integration connector from our library of integrations that do not form part of the 'out-of-the-box' deliverables for the service.

### Benefits/Outcomes

- Quickly integrate with your 3rd party systems with available standard connectors.

### On-Boarding

We will discuss your requirements for use of standard integration connectors during an initial 'discovery meeting' and will assign a project lead to scope any need to personalise it to your service (including configuration and testing).

### Off-Boarding

Off-boarding will result in the loss of this integration. We will provide you with an uninstall capability allowing you to remove these connectors from your environment. The support service will automatically terminate at the end of your service subscription.

### Service Migration

Service migration is not applicable for bespoke integration connectors.



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## Custom Integration Connectors

### Features

- Develop and test custom connectors to provide integration with 3rd party systems where such integrations do not exist
- Deploy these connectors into your service to ensure that they work as expected.

### Benefits/Outcomes

- Connect the service to your IT systems, allowing data to flow and realise the potential.
- Benefit from Coeus experience to speed accelerate the deployment of connectors.

### On-Boarding

We will discuss your requirements for integration during an initial 'discovery meeting' and will assign a project lead to scope the service requirements.

### Scope

This will include the following steps:

1. Development of a Technical Specification from High Level Requirement.
2. Agreement to project plan, which will follow agile development rules with set milestones.
3. User acceptance testing which may include staged deliverables.

### Deployment and configuration

Meetings about custom integration will normally be held virtually. However, onsite visits may be necessary.

To prevent proliferation of similar connectors, bespoke connectors that we develop will be added to the library of 'off-the-shelf' connectors when complete as per our standard Terms and Conditions.

### Off-Boarding

Off-boarding from this support service will result in the loss of this integration capability if completed. If you wish to off board before delivery then any work completed, including milestones, will be charged at our standard SFIA rate. We will provide you with an uninstall capability allowing you to remove these connectors from your environment. The support service will automatically terminate at the end of your service subscription.

### Service Migration

Service migration is not applicable for bespoke integration connectors.



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## Testing Service for 3rd party Integration Connectors

If you, or your 3rd party has developed an integration connector, we will offer to test that integration connector against the stated user requirement/specification.

### On-Boarding

You will need to provide the software components that make up the connector together with documentation that we can devise the testing requirements. We will examine the connector in our service laboratory and conduct tests.

### Scope

The scope will follow these high-level stages:

1. Development and Agreement of a Test Specification from the known use cases
2. Agreement to a testing project plan, following agile rules, with milestone payments.
3. Construction of test environment (this may need access to the test instance of the target back-office systems)
4. Conduct testing
5. Provide a test report.

### Off-Boarding

Off-boarding from this support service will result in the loss of this testing. If you wish to off board before delivery then any work completed, including milestones, will be charged at our standard SFIA rate. The support service will automatically terminate at the end of your service subscription.

### Service Migration

Service migration is not applicable for 3rd party integration connector testing.

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## Data Return Service

We store some of your data in the cloud environment to ensure proper running of the service. Artefacts such as logs, audit-logs, management statistics (to drive dashboards) as well as management of accounts and devices. These are held in a secure tenant (Customer) specific area separate from other customers.

At the end of the subscription your data must be destroyed and will not be able to be recovered.

### On-Boarding

We offer you the ability, prior to the end of your subscription, to return this data as a professional service on request.

### Scope

The data from your service will be securely downloaded and delivered in one or more encrypted storage devices by secure courier. The encryption key is sent by a separate route.

The data will be in the form of a SQL Sever 'bacpac' file (only) together with a compressed set of file folders containing other data which is in a GZIP-compressed json format.

We will supply documentation to describe the structure of the data so it can be loaded into a SQL Server instance so it can be read.

### Off-Boarding

Off-boarding from this support service will be on a successful delivery of the downloaded data and confirmation that you are able to read it. If you wish to off board before the Return Data has finished, then any work completed will be charged at our standard SFIA rate.

### Service Migration

Service migration is not applicable for Return Data Service.

# Data Protection



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## Information Assurance

The PoliceBox service is hosted at the Microsoft Azure in-country datacentres which are ISO 27001 accredited and approved for storing data at OFFICIAL level. There is a dedicated database for each customer's live data to ensure maximum separation of data. Data is stored to enable store-and-forward capabilities to pass data to police force systems, to manage business process configuration, to log events and audit trails, and to enable the management of user accounts and devices.

Data at rest on the mobile device is encrypted to AES 256. Data is similarly encrypted during transmission in addition to standard protections offered by HTTPS using the TLS 1.2 protocol.

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## Data Back-Up, Data Restoration and Disaster Recovery

PoliceBox service is built using Microsoft Azure Cloud. The entire service includes geographic replication of data as well as failover for our services

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## Privacy by Design

We recognise privacy and security of data is critically important to our customers so the system has been designed so that our staff cannot see or manage any of the data belonging to our customers. Customers have total control over data management, including location of task data as well as weeding of task data.

We provide product documentation, including a Data Processing Agreement as well as support towards a (wider) Privacy Impact Assessment for the use of technology-based solutions to empower mobile workforces.

We are committed to privacy and data protection, including the General Data Protection Regulation (GDPR). Our Customer Relationship Management (CRM) system has been developed to ensure that your employees and associates have privacy and that we only hold necessary information to conduct our business and only make contact when appropriate based on consent.

The data processing agreement and privacy impact assessment support are aimed at assisting organisations in their accreditation of IT systems for information assurance regulations, including compliance with regional Data Protection laws such as the EU General Data Protection Regulation (GDPR).

# Our experience

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## Company Overview

Coeus Software Ltd. (trading as PoliceBox) is a provider of cloud-based, intelligent mobile solutions for the police, emergency services, health, social care, and wider public and private sectors.

Our services have been specifically designed around the day-to-day needs of our customers. From frontline police officers to nurses and social workers, our products support and enhance the way our customers already like to work. This ensures they fit seamlessly into our customers' workday to deliver tangible benefits from day one.

We understand that every organisation wants to deliver on the vision of a truly mobile, secure and connected workforce, where paper-based processes, duplication of effort and unnecessary errors are minimised at every opportunity.

Our staff are cleared to Non-Police Personnel Vetting level 3 (NPPV3). We hold the Cyber Essentials and GDPR certifications (IASME) and we are working towards both Cyber Essentials Plus and ISO 27001.





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