

SERVICE OVERVIEW

Managed Digital Interview Recording

Digital Interviews in a secure cloud environment,
available to procure on operating expenses

Overview

The increasing pressure on organisations to deliver services efficiently is leading to a review of working practices to identify potential improvements and savings. Many forces have begun to invest in standalone DIR solutions replacing obsolete cassettes by writing the interview to multiple DVDs. Whilst this removes dependency on the cassette itself, the DVDs still need to be managed and they take significant time to write. In addition, a standalone solution does not allow for "live streaming" of the interview over the network or the secure electronic distribution of the interview to 3rd parties such as courts.

Digital Interview Recording Managed Service

Our Software as a Service (SaaS) DIR offering addresses these challenges and is transforming the way in which interviews are being processed and made accessible in all types of environments. Fixed or portable equipment can be installed in various locations. The digital recordings are stored in a hosted, secure repository, allowing authorised individuals to access content from the network and legal representatives and other authorised parties have access to recordings via a secure networked portal, reducing costs further by removing the need to issue interviews on physical media such as DVDs. This service opens new procurement options based on usage and without long term commitment rather than upfront capital expenditure.

Sopra Steria's Digital Interview Recording offering has been designed to be fully compliant with legislative requirements, most notably the Police and Criminal Evidence Act (PACE) for suspects and Achieving Best Evidence (ABE) for witnesses and victims.

As a cloud solution, it will help you to significantly reduce the upfront implementation costs, such as those associated with integrating a solution into the Force network and it will also remove the requirement for already stretched Force ICT departments to provide ICT deployment capability. As well, the SaaS model means that the Force does not have to invest capital in procuring additional server hardware and personnel to manage them.

To maximise service availability our comprehensive DIR service is delivered through ITIL best practice and supported with a proactive management approach.

A SaaS based Digital Interview Recording solution delivers a number of benefits:

- Ability to procure full DIR capability through operating expenses rather than capital
- Rapid sharing of interviews by teams located at different locations through online access
- Reduced need and costs of managing physical media and to provide it to legal representatives who instead can access interviews via an online secure portal
- Integration with other digital evidence as part of the interview
- Integrated capture of meta data means that each recording is reliably and easily linked to the case
- Improved security with back-up in a managed storage environment
- Reduced resourcing requirements on stretched Force ICT departments

Sopra Steria SaaS DIR key elements

The DIR offering is easy to use, manage, integrate, and support. Based on a COTS technology platform, a secure IL3 hosted environment and industry best practice we provide a comprehensive solution encompassing:

- High availability architecture
- Secure storage
- Infrastructure hosting
- Service management model

High availability architecture - Sopra Steria have designed a high availability, automatic failover and secure architecture based on the Indico System's software platform.

During live interview recording it is possible for individuals to monitor interviews from any location on the network. Once interview data is securely stored, subject to access permissions interviews can be accessed across the network by users or via a secure portal by authorised third parties.

Secure storage - Recognising that the storage is a significant part of the overall cost of the DIR solution due to the volumes involved and the size of, in particular, video interview files, the resilience required and the need to ensure access from internal and external parties, Sopra Steria have taken an innovative approach to the storage solution. The SaaS data storage solution allows the Force to easily expand its data storage requirements as use of the service extends. The storage is also regularly backed up within the high availability architecture.

Infrastructure hosting - The SaaS offering has a number of options based on data storage requirements, bandwidth and the availability of test and training servers. Sopra Steria will work with the customer to determine the most appropriate but all come with:

- Integration with existing infrastructure services and support for recording systems installed across multiple locations
- Compliance with security classification of data and networks
- Achievement of stated service levels and availability

Service management model - The service management solution for the DIR SaaS offering will follow ITIL best practices, principles, processes, procedures, policies and plans which ensure a compliant, managed and measured end to end service. It will address: Service Desk, Incident, Request Fulfilment, Problem, Change, Availability, Capacity and Service Level Management together with formal reporting against service level targets and continual service improvement.

The monitoring of the DIR dedicated hardware and software elements will be performed by a Sopra Steria team located in the Remote Operations Centre at our UK head office in Hemel Hempstead. This team will be responsible for proactive identification of capacity issues or technical incidents and initiating remedial actions.

About Sopra Steria

Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development and Business Process Services. Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added-value and innovation, Sopra Steria enables its clients to make the best use of information technology.

+ 37,000
people

+ 20
countries

+ 45
years' experience



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