



“THE REMOTE ACCESS SERVICE HELPS CASE-WORKERS CARRY OUT THEIR COMMUNITY-BASED REHABILITATION WORK EFFICIENTLY AND EFFECTIVELY.”

**Chris Lenaghan,
Chief Operating Officer, Nine23**

Who is Nine23?

Sector: Mobile technology solutions provider

Headquarters: Southampton, Hampshire

Nine23 provides secure mobile solutions to the public and private sectors. It specialises in user-focused mobility services for complex and regulated environments.

ENABLE INFORMATION ACCESS IN THE FIELD

The Durham and Tees Valley Community Rehabilitation Company (DTV CRC) is one of the CRCs formed as part of the MoJ's 'Transforming rehabilitation' strategy.

DTV CRC works with low- and medium-risk offenders in the Durham and Teesside area. Participants in CRC-run rehabilitation programmes don't visit the office: instead, case-workers take the programmes out into the community. So they need to be able to use their mobile devices to retrieve information about the participants they meet with.

The main challenges DTV CRC faced in making mobile working a reality were:

- A lot of information case-workers need is held in legacy MoJ systems
- The sensitive nature of the information means the MoJ systems can be accessed only via the PSN
- Connectivity to the PSN is restricted to secure, accredited IT services and devices

SERVICES



Sovereignty and security



Internet-facing Assured cloud platform



PSN-connected Elevated cloud platform

“UKCloud met all our requirements for a secure cloud platform delivered from the UK, with connections to government networks.”

Chris Lenaghan,
Chief Operating Officer,
Nine23

A SECURE MOBILE SOLUTION MADE TO MEASURE

DTV CRC called on Nine23 to develop a mobile solution for its case-workers. “The major hurdle we had to overcome was securing the endpoints,” says Chris Lenaghan, Nine23’s COO, referring to the case-workers’ mobile devices.

The solution designed by Nine23 creates a secure connection between the internet and the PSN, and secures the data that travels between the two. It includes a gateway service, a monitoring service for endpoint devices, and a management tool for endpoint security and internal policies.

Nine23 hosts the solution on UKCloud platform. It has established a single domain that spans the internet-facing Assured platform and the PSN-connected Elevated platform.

THE TOP-PERFORMING CRC

The Nine23 solution satisfies PSN accreditors and lets DTV CRC’s case-workers access the information they need to do their jobs. The solution works on any device and OS, so DTV CRC can provide any make or model to its case-workers.

According to MoJ data, the DTV CRC is the top performer against its metrics. Lenaghan puts that success down to the CRC’s operating model, saying:

“The remote access service is an essential component, as it helps DTV CRC’s case-workers carry out their community-based rehabilitation work efficiently and effectively, with all the information they need at their fingertips.”



Business benefits:

- **End-user empowerment**

DTV CRC’s case-workers can access the information they need in the field

- **Rehabilitation programmes delivered**

Efficient mobile working supports successful delivery of rehabilitation programmes

- **Data security and protection**

UKCloud’s assured, UK-based cloud platform helps maintain security and protection for sensitive offender information

5,000
rehabilitation programme
participants supervised