







# Transforming digital education across prisons in England

The Ministry of Justice (MoJ), in collaboration with His Majesty's Prison and Probation Service (HMPPS), is responsible for the prison system across England and Wales. The MoJ launched the Prison Education Service (PES) Programme, a transformative initiative designed to reimagine how education is delivered within custodial environments.

## Their challenge

-  The Prison Education Service (PES) Programme aimed to develop a secure, standardised digital learning platform for learners and educators in 103 prisons across England and Wales.
-  Triad was tasked with deploying modern digital infrastructure, including secure Wi-Fi and managed end-user devices, tailored for secure learning.
-  We also had to introduce a Print Management Service to support educational workflows.
-  We were given nine months to complete this programme.

## Our approach

- 1 We operated in a highly regulated environment with stringent security protocols. Each site offered different logistical challenges. None were designed to host wi-fi or accommodate computers.
- 2 We worked closely with the MOJ/HMPPS Senior Leadership Team to create bespoke delivery plans, tailoring the operational, technical, and security needs for each establishment.

## Results

- + We established a standardised digital framework across the prison system.
- + 103 prison networks were commissioned, creating a consistent, secure national infrastructure to support prison education and future digital services.
- + Prisoners now enjoy safe and secure access to digital education, enhancing their rehabilitation.
- + 161 multi-functional devices (MFD's) were integrated with Universal Print, a Cloud-based print solution, designed to deliver a reliable, centrally controlled print environment across the prison estate.
- + Over 7,400 PES devices were deployed, providing modern, secure, fully managed devices that expanded digital access for learners and teaching staff.



## Their story



Ministry  
of Justice

The MoJ asked Triad to lead on the deployment, rollout and installation for the Prison Education Service (PES) Programme. We navigated strict security controls, complex site conditions, and narrow operational deployment windows to establish a safe, standardised digital learning platform across 103 prison sites in 9 months.



### **Ground-breaking transformation**

Because of this programme, inmates now have access to online learning facilities. And HMPPS has a scalable technical platform to support long-term digital transformation.

### **103 Prison networks commissioned**

Despite varied infrastructure and strict access constraints, we delivered fully compliant, secure WI-FI network across all prison categories. The prisons ranged from Category A, high-security environments, to Category D, open establishments. We created a bespoke plan to accommodate each site's unique security and governance requirements, while operating in restricted areas with prisoners.

### **Over 7,400 PES desktop computers deployed**

Large volumes of fully configured devices were deployed into secure operational environments with strict chain-of-custody processes. These modern, secure desktop computers significantly increased digital access for learners and teachers. We also oversaw the controlled removal and disposal of legacy hardware and software.

### **161 Multi-Functional Devices connected to Universal Print**

We replaced a fragmented legacy print estate with a unified, centrally managed solution. Each device met Universal Print security standards and performance requirements. This has improved reliability, reduced local maintenance effort and strengthened visibility and control over print usage.

### **Supporting prison education with a managed print service**

We introduced a nationally standardised managed print service. This provided a consistent user experience and reliable access to printing across education, directly supporting teachers with activities, planning, and education delivery.

“This represents a herculean effort to achieve what many stakeholders’ thought was impossible. The new services are improving the quality of education for prisoners and reducing costs to HMPPS. I hope that those involved are already rightly proud of what they’ve achieved and aware of the difference that it has and will continue to make.”



**Mark Robinson**

Director of Technology - Ministry of Justice