

# Direct 2 Inmate

GIVING YOU THE FUTURE.  
TODAY.



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## Direct 2 Inmate is a multi-purpose interactive inmate communication and services system.

Specifically designed to increase efficiency and reduce costs, Tusa's Direct 2 Inmate provides a secure and consistent interface for inmates to directly access information and make service requests.

Offering new levels of flexibility for correctional facilities, Direct 2 Inmate can be deployed through a range of secure methods including kiosks, PC's or in cell media systems and personal devices.

### How it works

Using a unique identification method (biometric, inmate ID, RFID tag, pin number) authorized inmates log on to Direct 2 Inmate. On successful authentication, Direct 2 Inmate initiates the inmate's personal session and provides the requested information and services immediately, directly and accurately. The Direct 2 Inmate platform controls access to the various vendor services and provides the facility with additional management and control functions.



Tusa Reg. U.S. Pat. & T.M. Off

Tusa Inc. is an industry expert in correctional security and information technology. Using innovative direct to inmate communication and biometrics technologies Tusa helps correctional facilities create more secure environments and efficient inmate management processes. [www.tusa-usa.com](http://www.tusa-usa.com). Tusa is the US subsidiary of Core, the leading correctional industry biometric and identity management company in Ireland [www.coresystems.biz](http://www.coresystems.biz).

# Direct 2 Inmate is a more efficient way for facilities to provide inmate services, and puts responsibility on inmates to find information and make requests.

Direct 2 Inmate is designed as a modular solution to accommodate the various needs and requirements of a wide range of correctional facilities. Direct 2 Inmate is a flexible system that allows for implementation of one or more services.

## Commissary

Replacing the need for manual ordering; using a touch screen inmates order items and funds are automatically deducted from their account. Product images make the electronic store easy to navigate and to select the correct items. This feature also makes it easier for illiterate or non-English speaking inmates to independently and successfully access this service.

## Secure Electronic Messaging

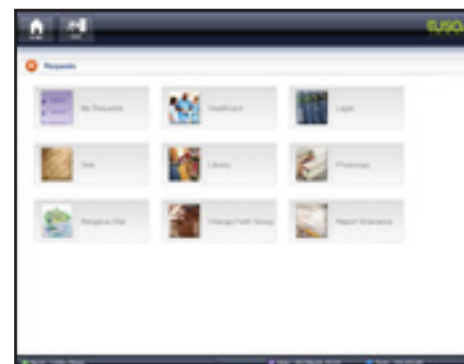
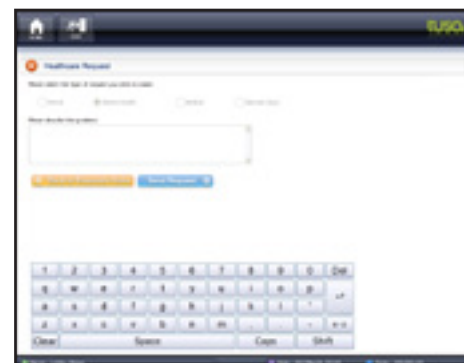
Enabling inmates to communicate with family and friends in a secure and controlled way. The system enhances security by reducing contraband from entering the facility through correspondence.

## Platform Elite

A secure open software platform that connects, coordinates and manages multiple vendor services from a single interface. The platform Elite enables the central management of users (staff and inmates) and hardware (kiosks and other devices). This allows facilities to have more freedom and control over existing and new vendor services.

## Grievance and Request System

Allowing inmates to make requests and report grievances using electronic forms. Staff view the request or grievance and log any action taken, and inmates can see the progress of the request or grievance through the system. The nature of requests can be customized to meet the facility's requirements; types available include, but are not limited to, medical, property and legal.



## Inmate Trust Account

Providing the facility with a fully comprehensive software system to effectively manage inmate trust funds.

## FAQ's

Enabling the facility to publish general and up to date information including inmate handbook, policies and procedures and programs information so they are available to inmates at all times.

## My Details

Allowing inmates to seek out their personal status information independently, reducing reliance on staff by providing answers to commonly asked questions, as determined by the facility.

## Law Library

Providing inmate access to an electronic library through third party companies, eliminating the facility's requirement to invest in costly books, while providing inmates with instant access to the information they need through a secure environment. Additionally, the elimination or reduction of hard copies reduces the potential for inmates to conceal weapons, drugs, and other contraband within the books.

## Benefits

### Security and Safety

Inmates do not have access to the internet. Only authorized staff and inmates can access information through user ID and password protection, or biometric login.

### Efficiency and Time Savings

Improves administrative efficiency and increases workload capacity. Allows for instant access to real-time information and tracking of inmate requests and communications. Enables faster implementation of regulatory changes.

### Increase Revenue

Reduces overhead and increases Return on Investment through the implementation of a single system. Increases vending, commissary & phone revenues.

### Automation of Facility Functions

Streamlines processes to reduce work duplication, and ensure that staff resources are managed cost effectively.

### Full Audit Trail

Records all actions and transactions carried out by staff and inmates, and a full audit trail is stored. Superior statistical reporting and trend analysis increases accessibility to useful operational information.

### Accountability

Records all actions carried out by staff and a full audit trail is stored. Information generated can be used to verify that actions have been conducted to decrease staff misconduct and increase protection from litigation.

### Flexibility

Ease of integration with existing security, inmate management systems and services to avoid information duplication.

### Preemption and Evidence Gathering

Allows for preemption of potential criminal activity or facility disorder through interception of communications relative to plans or evidence.

### Intelligence Gathering

All messages and actions are stored and can be used for investigative purposes or intelligence gathering.

### Encourages Communication

Facilitates increased and improved communications between staff and inmates.

### Reduces Contraband

Significantly reduces contraband and contaminants from entering the facility through correspondence.

## Functionality

Single interface for managing and monitoring all services that is easy to access and use.

Simple check boxes, drop down menus and product images help inmates accurately navigate the system, enter orders and requests with ease.

Bilingual functionality allows for inmate communication and requests in English and Spanish.

Secure external websites are available for inmate family and friends to make commissary purchases, send messages and add funds.

Direct 2 Inmate can integrate effectively with other third-party applications used in the facility, enabling seamless and secure transfer of information to and from any supported platform.

