

Platform Elite

MANAGES MULTIPLE ELECTRONIC VENDOR SERVICES AND DEVICES



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COMMISSARY



REQUESTS & GRIEVANCES



E-MESSAGING



TRUST ACCOUNT



INTELLIGENCE



DIGITAL MEDIA

Introducing the new Tusa Platform Elite. An innovative future proofed technology to unify and manage all your inmate use applications from one robust platform.

Are you providing inmates with the ability to directly access automated interactive services and programs through use of kiosks, personal devices, or other mediums? Are you thinking about it? It's a growing trend in the industry that more and more agencies are getting on board with.

Electronic mail, commissary, trust accounting, grievances, and digital media programs are all popular ways to capitalize on new technology.

Often these programs are provided by various vendors. You may contract with one vendor for electronic mail but provide your commissary program through another vendor. Did you know that each of these multiple applications run on their own technical platform? Did you know this fragmentation can cause serious and unforeseen consequences? Security, cost savings, efficiency, accountability, and future proofing your investment can quickly erode in this scenario.

Your solution: The Tusa Platform Elite

A new concept in the industry, the Tusa Platform Elite is a revolutionary secure open software platform that connects, coordinates, and manages the multiple vendor services in your facility. The open design and architecture enables correctional facilities to run multiple inmate use applications from different vendors through a single interface and communication hub.

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. Tusa is the US subsidiary of Core, the leading correctional industry biometric and identity management company in Ireland www.coresystems.biz.

Multiple programs...one platform... means only one system to manage.

- One device to deliver services
- One secure log on
- One user account and profile
- One audit process
- One reporting process
- One hardware and software management system
- One network
- One user interface for inmates to learn
- **One permanent system that you own that stays in place when vendors change**

Functionality

User Management

The Tusa Platform Elite enables you to set up one user account for all inmates and staff regardless of the number of applications run on the platform. Privileges and application access rules are managed centrally through one system. Having only one user account to maintain eliminates information duplication and reduces the potential for error.

Remote Hardware Management

The Tusa Platform Elite allows you to remotely reset the kiosk or other device hardware including the keyboard, monitor and mouse when required. This includes the ability to schedule resets, shut down and restart. This level of functionality means the DOC can save electricity costs by not having the devices switched on when not required.

Remote Software Management

The Tusa Platform Elite continuously monitors all applications and quickly and accurately identifies any issues or failures. The software is managed remotely for diagnostic and error resolution purposes. When an issue is detected Tusa Customer Support staff can immediately view and resolve the problems remotely.

Through the Elite staff can also remotely monitor all user activity on the kiosks. If an inmate is doing something inappropriate, alerts can be sent to a specific device or it can be immediately disabled remotely.



Security

Think giving inmates access to technology compromises security?

With the Tusa Platform Elite inmates only go where you want them to go.

Single Log on

Staff and inmates have only one log on no matter how many or whose applications run on the Tusa Platform Elite. It's like having only one entry door to control.

Secure Log on

A variety of unique inmate identification methods can be employed for user log on including ID and password, PIN numbers, RFID tags or biometric identification.

No Access to the Internet

The tamper proof Tusa Platform Elite ensures inmates never have access to the internet since it sits on a secure internal network within the prison. Inmates can never get into other inmates accounts and they can never view information that could compromise staff or inmate safety or contribute to crime on the outside.

Lock Down

You have total control over the devices and applications running on the Tusa Platform Elite. You can lock them down any time you need to either by individual inmate or by all devices.

Benefits

Future Proof

Flexibility, control, and ownership. Is that something you strive for?

With the Tusa Platform Elite it's a reality.

No Vendor Lock In

Vendors come and vendors go. With the Tusa Platform Elite's open design you can change vendors at any time and the technical platform will stay the same.

Ownership

You bought it you own it. Most vendors' platforms are proprietary. They own it and the cost is built into the price of the application. When they leave, it leaves.

With the Tusa Platform Elite all you have to do is buy it once and keep it for the long term. It is not tied to any individual vendor or technology. Because you own it you don't have to keep paying for a new platform over and over again when you change vendors.

Scalability

Technology is constantly evolving. Your security challenges and program priorities are also evolving. With the flexible Tusa Platform Elite you can easily and inexpensively add more applications or new ones.

The advanced platform stays the same but everything else is interchangeable. So you can always keep up to date with emerging trends and the ever changing world of technology.

Efficiency

Do your existing inmate systems deliver?

Get the efficiencies you expect with the Tusa Platform Elite.

Seamless Transition

Avoid the headaches of replacing hardware removed by a vendor when a contract ends. With the Platform Elite all equipment remains intact. With the consistent interface of the Elite nothing changes. The transition is easier for everyone and your training efforts and costs are reduced.

Ease of Use

Multiple log ons, multiple user interfaces, and multiple navigation methods can be confusing for inmates to remember. The Tusa Platform Elite provides a consistent look and feel that is simple to follow no matter what application the inmate is using. Simple pictures help inmates use the programs independently even if they have literacy challenges. Multi-language capabilities help non English speaking inmates use the system with ease.

Fewer Devices

If you have multiple vendors and programs you probably have multiple kiosks and other hardware. The Tusa Platform Elite allows all vendor services to be run through the same device. The number of kiosks and other devices can be tailored to the number of inmates in your facility, not the number of applications. Imagine the cost savings and efficiencies you would gain.

Accountability

Wonder what's going on behind the scenes?

Let the Tusa Platform Elite provide you a full trace.

Full Audit Trail

The Tusa Platform Elite records all actions taken by staff and inmates for every device and every application run on the platform. The complete audit trail helps you increase accountability, monitor for staff misconduct, and reduce potential litigation.

Reporting

For every application you have you will need reports to help you manage the process efficiently. With the Tusa Platform Elite you can run one flexible integrated report instead of having to run and interpret separate reports from each and every application.

Centralized management of data gives you more control and accountability. Not only is it easier and more time efficient, merged data gives you superior statistical reporting and trend analysis to better manage your operation and resources.

