



NEW PHONE SYSTEM BOOSTS STAFF EFFICIENCY AND INMATE MORALE IN FINNISH PRISONS

RISE - CRIMINAL SANCTIONS AGENCY

Operating under the direction of the Ministry of Justice, the Criminal Sanctions Agency’s primary duty is to see that the sentences passed by the courts of law in Finland are enforced lawfully and safely. In particular, the Agency’s goal is to enhance the safety of society at large by decreasing the number of prisoners at risk of reoffending.

CHALLENGES

The procedure for supervising and monitoring external phone calls made by some 5,000 inmates in closed prisons across multiple sites in Finland needed rethinking.

Strictly regulated communications requiring prison guards to accompany inmates and oversee individual calls was costly and inefficient, and not an optimal experience for inmates; many of them being minor offenders.

PRODUCTS AND SERVICES

Bespoke telephony system designed by the Professional Services team

Alcatel-Lucent OmniPCX® Enterprise Communications Platform

Alcatel-Lucent OmniPCX® RECORD Suite

WHAT MADE THE DIFFERENCE?

The Agency decided to implement an advanced and dedicated voice over IP (VoIP) telephony system designed by the Alcatel-Lucent Enterprise Professional Services development team.

The tailored solution integrates the OmniPCX RECORD Suite and features a specific call barring and billing credit control application to fulfill the Agency’s specific requirements. Calls are managed centrally and can be listened to remotely in real time when necessary – keeping private calls private, and preventing potential abuse of call privileges.

Location: FINLAND

Vertical: Government

Number of users: 5,000

BENEFITS



TECHNICAL

The centralized management of individual profiles is enhanced by easy administration with a user-friendly web interface and automated control of communications based on personal credit.

Centralized monitoring and conversation recording capabilities ensure compliance with security regulations.



FINANCIAL

The cost of supervising prisoner communications has been significantly reduced, as calls are monitored and recorded remotely. Guards can now focus on work-related tasks.



USER EXPERIENCE

Inmates enjoy enhanced privacy and autonomy while making calls, and guards can quickly and easily control outgoing communications based on pre-approved lists of numbers and call barring.



“In prisons, the expectations placed on new technology systems are always very high. Through our cooperation so far, these expectations have certainly been met by the Alcatel-Lucent Enterprise solution. The Criminal Sanctions Agency is extremely satisfied with this solution.”

Jani Kotoaro, Lawyer, Criminal Sanctions Agency