

REGIONAL CASE STUDY | MARKET: **GOVERNMENT** | REGION: **EUROPE** | COMPANY: **RISE - CRIMINAL SANCTIONS AGENCY**

FINLAND'S CRIMINAL SANCTION AGENCY TAPS NEW TELEPHONY SERVICE TO SIGNIFICANTLY REDUCE COST OF SUPERVISING PRISONER COMMUNICATIONS

The Alcatel-Lucent Enterprise innovative telephony solutions have decreased the cost of supervising and monitoring prisoners while providing a more humane approach to communications for prisoners.

RISE

The Criminal Sanctions Agency is responsible for the enforcement of sentences in Finland. It operates under the direction of the Ministry of Justice and implements the criminal policy defined by the Ministry.

The primary duty of the Criminal Sanctions Agency is to see that the sentences passed by the courts of law are enforced lawfully and safely in Finland. In particular, the Agency's goal is to enhance the safety of society by decreasing sentenced offenders' risk of reoffending.

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THE CHALLENGES

In Finland a prison population of some 5,000 inmates, distributed across 16 closed prisons and three prison hospitals, are housed in residential quarters and permitted to make external phone calls only in the presence of a prison guard.

In these quarters some 10 to 30 inmates share two or three phones, allowing them to make calls with family and friends and keep in touch with the outside world. The responsibility for overseeing these external calls belongs to the Criminal Sanctions Agency, which tasks its guards with monitoring individual communications – a costly and complicated procedure – the agency was eager to re-think with the help of new telephony services.



"In prisons, the expectations placed on new technology systems are always very high. Through our co-operation 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

CHALLENGES

- **Improve the procedure for supervising and monitoring calls from inmates to people outside the prison.**
- **Reduce the investment of time and effort on the part of prison personnel and guards to accompany each individual prisoner while making calls.**
- **Pre-approve telephone numbers to ensure prisoners do not abuse their communications and call privileges.**

SOLUTION

- **A unique telephony system designed by the Alcatel-Lucent Enterprise Professional Services team.**
- **The Alcatel-Lucent OmniPCX RECORD Suite provides for recording and silent monitoring features.**
- **The integration of a call barring and billing credit control application, tailored to the customer's exact requirements, to restrict inmates' calls to authorized only calls and credit control based on pre-paid credit.**

The procedure of overseeing these communications, which is strictly regulated and must be secure to ensure inmates don't abuse the privilege, is also a drain on agency resources as it requires prison guards to supervise and monitor each individual call.

Having to make a phone call in the presence of a prison guard is also not an optimal experience for inmates, many of them minor offenders, keen to keep their private calls private.

Finding a better approach, one that benefitted all stakeholders, was seen as an important step toward achieving a better use of manpower and resources, and a giant step in the direction of the agency's higher goal to ensure the safety of society through the successful rehabilitation of prisoners.

THE SOLUTION

After a rigorous selection process, which included a formal RFP, the agency made the decision to implement an advanced and dedicated voice over IP (VoIP) telephony system – one that would also allow guards access to a suite of new services to cut the time and complexity around monitoring calls.

The solution, which was designed by the Alcatel-Lucent Enterprise Professional Services development team, is based on the Alcatel-Lucent OmniPCX® Enterprise platform. It also integrates the OmniPCX RECORD Suite and features a specific call barring and billing credit control application to fulfill the agency's specific requirements.

The solution resembles a pre-paid calling system without an actual card. Instead, each prisoner signs in to the IP telephony system with their own personal username and PIN, access that allows them to view their account and details. Money left on the account is used to make calls and cannot be lost or stolen by other inmates. What's more, inmates who have not used all the money on their account are paid out the remaining amount.

Importantly, the call barring mechanism provides the proper level of security and control, ensuring that calls are only made to pre-approved telephone numbers. The mechanism simply cuts off calls if prisoners attempt to dial unknown numbers and abuse this privilege.

BENEFITS

- Significant reduction in the cost of supervising prisoner communications as calls are recorded and monitored remotely removing the requirement for guards to be present.
- Increased staff productivity as guards can now focus on work-related tasks.
- Free but controlled access to communications serving all stakeholders, allowing inmates enhanced privacy and autonomy while making calls and providing guards control of outgoing communications based on pre-approved lists of numbers and call barring.
- Centralized management of individual profiles enhanced by easy administration with a user-friendly web interface and automated control of communications based on personal credit.
- Guaranteed surveillance efficiency supported by centralized monitoring and conversation recording capabilities, ensuring complete compliance with security regulations.
- More humane inmate communication with perceived privacy to create a more peaceful and quiet atmosphere.

THE BENEFITS

Indeed, as the agency postulated, improving the quality of life for offenders in prisons and prison hospitals would result in a win-win situation for all parties involved.

At one end, the agency would achieve greater levels of efficiency, at a lower cost, thanks to the boost in agility and flexibility delivered by a telephone system that did not require constant and manual monitoring and supervision.

At the other end of the spectrum, prisoners who were given the feeling they had more personal freedom and a greater say in their private affairs might be easier to rehabilitate and re-integrate into society after their release.

What's more, the implementation made good on the promise that a tailored telephony solution would allow guards to make better use of their time. All inmates' calls are managed centrally and can be listened to remotely and in real-time, not in the presence of the prisoner.

The inmates also benefit from a system that keeps tabs. They are free to make their personal calls, and they have their own personal account that allows them to see their balance on the screen before making a call and top up when necessary.

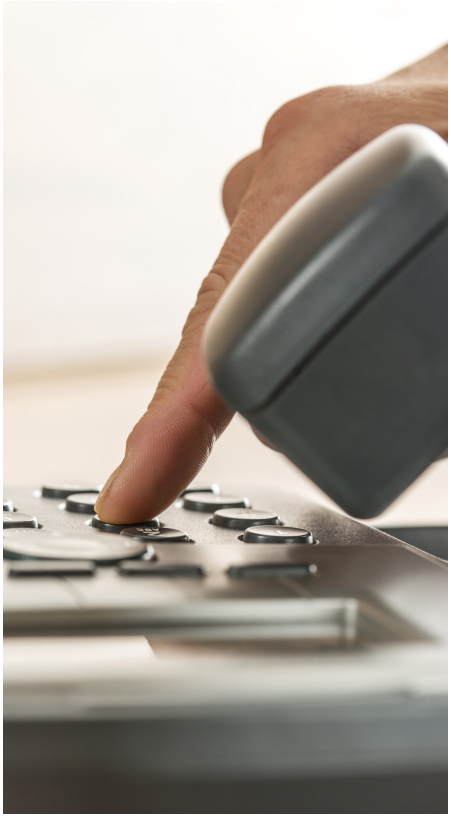
CUSTOMER SUMMARY

Criminal Sanctions Agency

MARKET: GOVERNMENT

NUMBER OF USERS: 5000

URL: www.rikosseuraamus.fi



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