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## Inspire® Tablet

This integrated product uses cutting-edge technology to allow inmates to safely use hardened handheld tablets for secure attorney/client visits, court hearings, family and friend's visitation, enhancing offender communication with facility staff, enhance the ability to deliver educational resources and testing. Tablet use will provide an additional resource for internal department hearings to include parole board hearings.

**Built for Corrections.** These hardened tablets have been custom built by ViaPath with a proprietary, secure operating system that offers vastly superior security compared to product offerings based on off-the-shelf tablets. ViaPath has a long history of addressing the technology, telecommunications, and security needs specific to corrections and provides the ideal foundation for installing, servicing, and supporting the introduction of a tablet solution into a corrections environment. ViaPath built Inspire from the ground up, blending our custom-built, unique, Operating System (OS) with secure, durable hardware ensuring only ViaPath software can function on the hardware and vice versa.

**Security.** Tablet security is a primary focus. Security features such as digitally signing the boot loader, removing the swipe functionality on the home screen, removing access to the settings application, as well as removing the hard button factory reset combinations via the operating system, has allowed ViaPath to create an inmate-safe, secure operating system/boot loader. This security package can only work on our tablet hardware because the software is tied to specific chipsets. ViaPath provides a separate, secure network for the tablets, so customer's own network will not be saturated with inmate traffic. Using best-in-class security measures to ensure the device and the networks are properly protected from malicious behavior results in ViaPath controlling all aspect of the wireless network, including allowing only ViaPath devices onto the network as well as identifying 'rogue' Wi-Fi networks. To further protect the network, ViaPath has implemented best security practices as recommended by the Wi-Fi Alliance using

Wi-Fi Protected Access II (WPA2) Enterprise security protocols. All aspects of the operating system are locked down, thereby limiting an inmate to facility approved access and content.

**Future of Inmate Communication.** The Inspire tablets are the next generation of secure inmate communications, allowing the use of multiple mediums such as email and video calls. Society is changing the way it communicates. Inspire will keep your inmates connected. It is the ideal platform for the future of communications.

**Same Inmate Phone Features.** For most inmates, already accustomed to using wall-mounted inmate phones, transitioning to the wireless tablet calling platform will be seamless because Inspire tablets connect directly to ViaPath's ITS via the secure network. For investigators, the analysis tools will be the same, but additional investigative opportunities are created with more calls available to analyze due to inmates speaking to associates from their housing units, where they are more comfortable and at ease. All the security features of the traditional inmate telephone, like limiting inmates to approved numbers, are available as part of ViaPath's Inspire tablet solution. Tablets are simply a gateway for inmates to access ViaPath's software-based proprietary inmate phone platform.

**Convenience.** With ViaPath's Inspire tablet solution, inmates no longer have to wait in line or deal with other inconveniences associated with a wall-mounted phone. Due to the innovative nature of the ViaPath program, the Inspire helps minimize inmate politics which, in some circumstances, can limit an inmates' access to phones. This new freedom drives a larger volume of calls that translates into more contact with friends and family. This increased contact between inmates and their families and friends has been proven in studies to result in a reduction in recidivism, providing governmental entities the opportunity to lower costs of incarceration.

**More than Just a Phone.** Most facilities start with ViaPath's Inspire tablet program providing wireless calling for the inmate population. However, as correctional facilities become comfortable with the technology, additional opportunities to utilize the full capabilities of the

Inspire solution become more and more attractive. The Inspire solution can deliver secure interactive educational, substance abuse and behavioral health programs, telehealth, email, and electronic requests/grievances. Software content security is ensured since the software can only run on Inspire devices. By providing these extended capabilities in a correctional facility, Inspire tablets introduce powerful incentives for positive behavior in the inmate population. In a County customer deployment, they found:

- 60% reduction in inmate-on-officer violence
- 40% reduction in inmate-on-inmate violence
- 66% reduction in suicide attempts
- 20-28% increase in calling minutes

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**In addition, one of our DOC partners automated their inmate requests procedures and found:**

- 616,520 inmate requests were processed in the first year of operation
- 30 different types of requests were processed through our workflow and handed off to the appropriate staff to address
- 97.58% were answered within the timeframe set by the DOC policy
- Paper use was eliminated saving over one-million pieces of paper per year
- Inmates received timely responses and were happier

**Why Correctional Facilities need Inspire.** Inspire® is the future of inmate communications, providing more avenues than ever to connect inmates to friends and family and that has proven to be a powerful component in the reduction of recidivism. Furthermore, when utilized to their full potential, tablets will expose exponentially more inmates to programming and job skills training than traditional processes do today. This has been proven to increase employment

opportunities when released as well as a reduce recidivism (the RAND study reported a 13% reduction in recidivism for inmates who participated in educational programs. Additionally, the odds of inmates obtaining employment if they participated in vocational programs was 28% higher).

The Inspire tablet is a simple, yet effective, way to increase efficiency for facility staff while finding more ways to connect inmates to their friends and family, a true win-win for your facility.