CISCO + NETSYNC

Cisco Virtual Visitation Service

Provide a secure, rules-based visitation system for the delivery of services to incarcerated persons

Key outcomes

- Improvement in morale of incarcerated persons by allowing increased access to support systems.

- Improvement in health and safety of users due to remote interaction.

- Savings through reallocation of labor and transportation costs.

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What's included?

We are ready to assist with designing, implementing, and deploying a virtual visitation experience for your correctional institution or detention center that includes:

- Secure real-time video conferencing
- Meeting scheduling portal
- Scalable design that leverages existing network and services
- Full solution delivery from Cisco Customer Experience (CX) team and/or partners.

We can help securely integrate the suite of Webex tools with other software applications, including a Jail/Offender Management System, to meet an institution's guidelines and other compliance requirements.

Plus, allowable incarcerated persons' audio and video visitor interaction can be recorded for future reference in compliance reviews and investigations. Cisco Virtual Visitation Service can enable automation to connect and disconnect calls as well as set up auto-recording for certain types of visits - and the opposite, no recording, for constitutionally guaranteed rights such as attorney-client privilege or other privileged visits.

Overview

How virtual visitation adds value

Correctional facilities require a way to quickly enable and efficiently manage visitations. That's why virtual visitation has become an essential requirement within corrections facilities to enable increased access to legal aid, courts, families, eduction, and support services for incarcerated individuals.

With Cisco Virtual Visitation Services® (VVS), your facility's unique needs are directly addressed thanks to its capability to bring services directly to specific housing units and dorm areas. Cisco VVS offers support for hybrid capabilities and provides secure, reliable quality of service that assures uptime and oversight of visitation policies.

By limiting the number of individuals entering facilities for services, Cisco VVS also reduces reliance on internal escorts and outside transportation (including their associated costs).

By deploying Cisco VVS, you also enable Telehealth service delivery and embed the capability to instantly pivot use for disaster recovery.

Key features

Easy access:
- Portal availability for both external and internal users.
- Easily schedule meetings through an intuitive interface.
- End users can join from a browser and/or a smart device.

Secure collaboration:
- Secure, cloud-based solution.
- Persona-based access control.
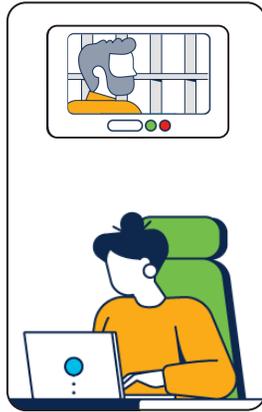- Define workflows and approvals based on business processes.

Administrative control:
- Streamlined management of meetings and devices.
- Delivery of critical services without physical contact.
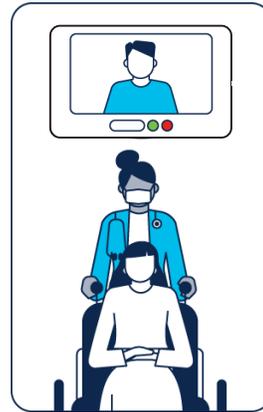- Reduction in required travel-related costs.
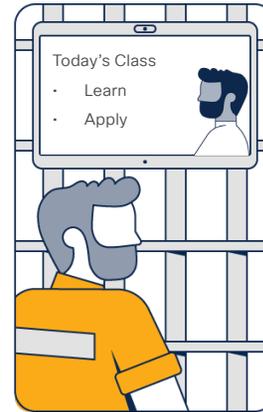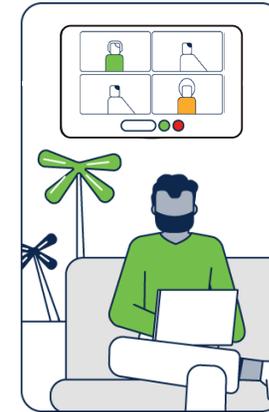
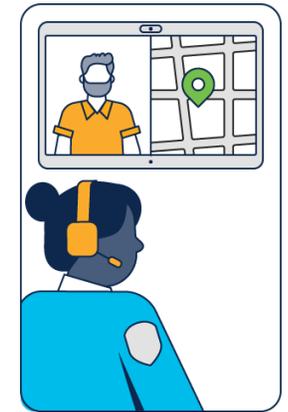## Use cases

Court session

Attorney / client contact

Telehealth and telepsychiatry

Today's Class
· Learn
· Apply

Educational content

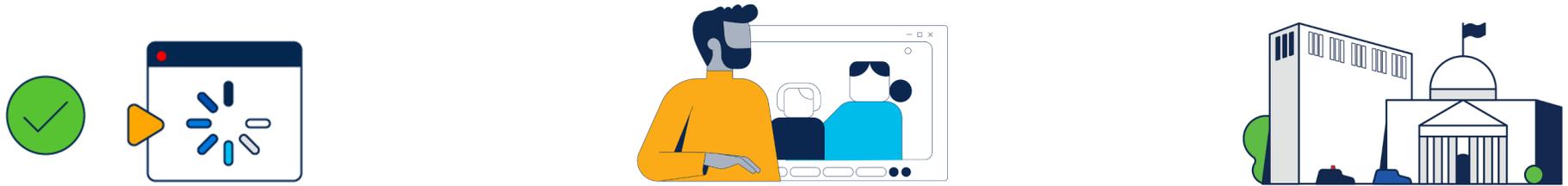**Reentry groups and contracted services**

Probation / parole

Special features

- Scheduling portal with fully automated workflows for attorneys, service providers, court hearings, and integration with a Jail Management System.
- Ability for portal to schedule meetings and connect to video units.
- Ability for officers to monitor and listen to select visitation sessions and terminate the session before scheduled end time based on forbidden behavior or other issues.
- Automated notification to visitors or internal staff when visits are scheduled, moved, or canceled.
- Custom branding.
- Recording capability (excluding attorney/client) with options to turn on/off based on visitation type; limit recording visibility to assigned officers.
- Ability for admin to control recording passwords and provide password access to officers on need basis.
- Ability to set up visitation hours to comply with location policies and needs.
- Post-implementation support for the portal.

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Service framework for Cisco Virtual Visitation Service

On-Site & End-User Devices

- Smartphone
- Tablet
- Laptop
- Cisco Desk
- Meeting Boards
- Desk Series
- Room Bars

Virtual Visitation Service

- Scheduler
- Workflow
- Notification
- Policy checks
- Security

webex by CISCO — Devices / Meetings / Webex® App

Correctional Facilities

- Customer Data Management System

Cisco Virtual Visitation Service:

- Secure real-time video conferencing.
- Meeting scheduling portal.
- Scalable design that leverages existing network and services.
- Full solution delivery from Cisco CX team and/or our partners.

Learn More About Netsync:

- Cisco Gold Partner + Four Master Certifications.
- Nine USA Regional Offices + Four Integration Centers.
- 20+ Years of Cisco Specialty Business Success.
- Learn more at www.netsync.com