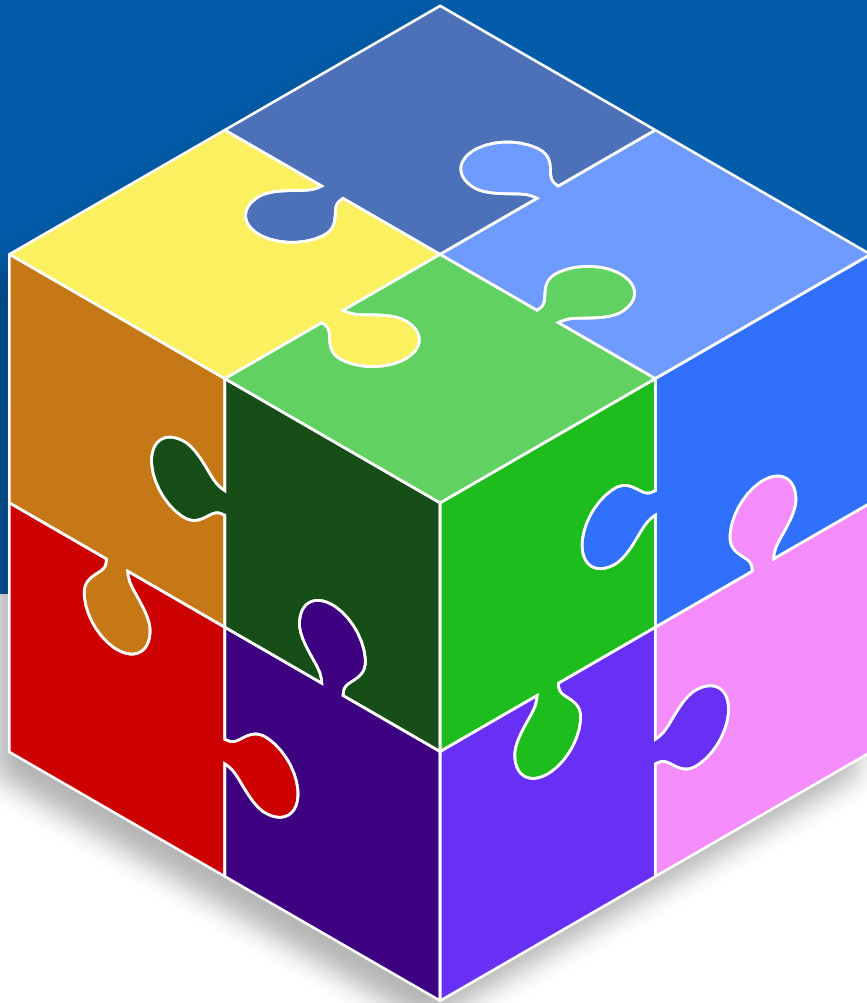




UNILINK

Excellence Through Innovation



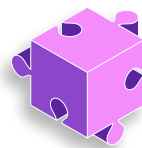
U-Comms Unilink Communications



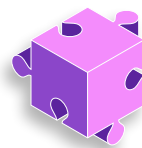
Electronic
Messages



Secure
Payments



Virtual Visits



Telephony

Staying in touch with family and friends helps to maintain personal relationships and contributes to mental wellbeing of loved ones. Many prisoners are held far from home making it often difficult for loved ones to visit due to the travel time required and cost involved.

Unilink Technology Services - UTS is dedicated to providing affordable text, voice and video-based communication, specifically designed for use in custodial institutions. Covering Over 600,000 registered users: friends & family of residents - prisoners, detainees or patients; probation services and lawyers use these services to keep in touch with residents. Available in all UK prisons, in The Netherlands and Australia, the service currently has over 600,000 registered users.

Easy to use, the services are affordable to friends & family and free to establishments where the administrative burden of paper correspondence is greatly eliminated, whilst mental well being of residents is increased.

"Just wanted to say a big THANK YOU to you all at emailprisoner. So grateful that you're continuing to work despite what's going on around us with Covid -19. Keeping in touch at this time whilst we can't visit our loved ones is even more essential than normal. Just wanted to let you know that you are appreciated. THANK YOU."

"After reading about the secure payment scheme I feel that all prisons should operate this system. If this operates and works anything like the email a prisoner scheme, which I think is brilliant for all concerned prisoners, staff, family and friends alike then then this should be considered and implemented in all prisons in the country."

"To be able to see my brother and talk to him as we live too far apart for visiting and phone calls. His nice and nephew also loved talking to there uncle something they cant do so often! Great service to use! Thank you!!"

Electronic Messaging

Provides fast, secure and affordable alternative to posting letters. Family, friends and professionals can use the two-way e-message to communicate with detained individuals. This helps to maintain relationships and prevent family breakdowns.

E-message also eliminates potential for drug smuggling through drug impregnated paper and saves staff time in checking/auditing post. All e-content is scanned electronically for banned words and phrases to detect suspicious activity.

Secure Payments

Friends and family can send money quickly and easily to detained individuals with the secure, affordable online payment service. Offering full traceability of senders, it reduces cash, cheques handling onsite and processing fewer postal orders. Prisons receive payments directly to their bank account reducing the opportunity for fraud and error.

Virtual Visits

Visiting residents at custodial institutions can be time-consuming and often difficult, particularly for people who live far away or have health problems.

Virtual Visits allows friends and families to see their loved ones when physical visits are not possible, giving them comfort about their well-being, whilst helping maintain positive relationships with family members.

The service has been particularly valued during the Covid-19 pandemic, when it was adopted by Scottish Prisons to enable virtual visits to their inmates.

Telephony

Keeping in touch is vital for inmate wellbeing. Unilink's VOIP telephony solution, designed for custodial institutions, enables inmates to make affordable calls to their permitted recipients.

The call administration portal enables complete account management and monitoring of calls with built in analytics and security monitoring features for intelligence and compliance purposes.