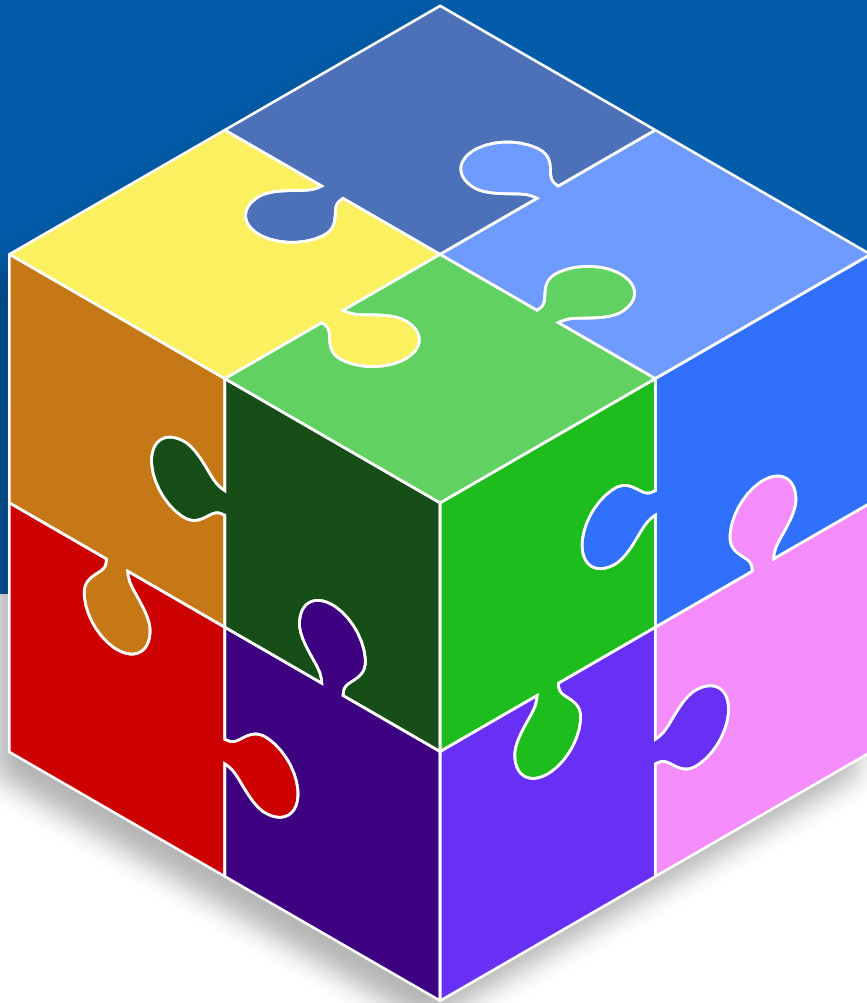


# UNILINK

Excellence Through Innovation



## U-PP

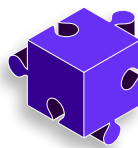
### Prisoner Self-service Platform



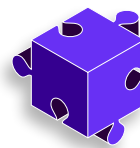
Prisoner  
Self-service



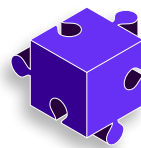
Secure Internet  
Access



Education  
Services



Multi-media  
Content



Self-service  
Device

Implementing the principle of normality in correctional organisations has become more challenging in a world where information, communication and the delivery of services has taken the digital route. The concept of prisoner self-service is today a fundamental aspect of engaging, motivating and helping offenders to prepare for release.



With U-PP, Unilink has created the next generation self-service platform to enable the secure and controlled delivery of digital content and services, tailored to the specific needs of the offender, helping them to really engage in change and prepare for reintegration into society.

*"It is like jumping from the 1860's Pony Express to the 2017's smartphone."*

SM, Prisoner

Professor Cynthia McDougall OBE of York University has conducted an independent academic research into the effect of introducing Unilink's self-service technology in custodial environments and found that technology in prisons has the possibility to transform the prison service and prisoner outcomes, to drive efficiencies across the whole service and to the society on a much broader level.

## Prisoner Self-service

Unilink's self-service system transforms prisons by automating paper driven processes and streamlining routine administrative tasks.

Prisoners are given the responsibility to manage their own affairs by accessing the system on a secure device, enabling them to make a variety of requests, purchase items, view their account balance, schedule their visits, send and receive e-messages and more - all of which is proven to have a rehabilitative impact.

Prison staff can manage, process and respond to any prisoner request quickly and easily, using CMS, the "backbone" of self-service.

Reducing the administrative burden frees up prison staff time, reduces frustration, thus increases the mental well-being of both, inmates and staff who support their journey back into society to live a life without crime.

## Education and other Services

Delivering offender education enables prisoners to get familiar with a the digital normal they will experience when they return into society.

U-PP can integrate with existing, or a Moodle-based learning management systems according to the customer needs.

## Secure Internet Access

Secure browsing of trusted or white-listed websites gives prisoners digital skills and learning opportunities to help prepare them for a role in society.

## Multi-media & Content

U-PP enables access to games, ebook library and supports full streaming of multi-media content such as music, TV and movie-channels from external providers or internet based resources.

Available content, allowed access time and other applicable restrictions can be configured according to particular security regulations through the U-PP content Management console. Set parameters can apply to a specific individuals or a group and all activity is logged and can be monitored.

## Self-service Devices

The self-service solution is device agnostic - it can be accessed via in-cell-devices, such as tablets, laptops, PCs, or on biometrically enabled wing based devices - kiosks, specifically designed to withstand heavy attack.

*"Self-service has the potential to overcome prisons being in a 'parallel universe' when compared to the ubiquity of IT in the outside world. This works towards prisoners' successful reintegration into the community."*

Professor Cynthia McDougall OBE, York University