



Powerful Wireless Notification for Corrections



HipLink uses the latest in paging technology to mobilize key personnel across departments, agencies and geographies. Complete failover and redundancy ensure critical message delivery all the time — every time.

The challenges facing corrections departments across the country are well known — overcrowded facilities, insufficient staffing and reduced budgets. Robust communication technology can be a critical element to improve operations, reduce costs, increase safety and provide a means for public or victim notification.

THE HIPLINK SOLUTION

HipLink is powerful notification software designed to meet every need. While it's a full desktop paging solution, it can also integrate into any software to provide effective wireless alerts. HipLink helps an organization bridge the wireless gap among groups both internal and external. Using proven technology, the software provides SMS text and voice alerts to any wireless device including pagers, cell phones, PDAs, land-line phones, fax machines, and even desktops.

Automating key alerting functions that target the right person or group with relevant information, results in significant cost and time savings. Additionally, HipLink has advanced features that allow for the delegation of administration, for automatic escalation and powerful two-way communication. HipLink resides onsite and conforms to the tightest security measures for a secure platform.

HipLink provides Corrections Departments with enhanced wireless connectivity to meet the challenges of today's critical messaging needs. The ability to send secure, mission-critical information as it occurs to the right personnel can save time, save lives and save property.

CHALLENGES

- Information comes in from a variety of sources and needs to go to on-site and off-duty personnel, senior staff, technicians, maintenance crews, community leadership and outside agencies.
- Need to be able to initiate notification from many locations
 - A Call Center
 - Automatically from dispatch system (CAD)
 - An EAC
 - User's desktop at home or work
 - Even from a mobile device
- Require clear, clean lines of communication between department and the agencies with interoperability and decision support
- Integrate with technologies and software from all silos
- Decrease the time DOC employees spend on routine tasks
- Systems must be multipurpose and provide daily operational value as well as comprehensive incident management in an emergency

HIPLINK USAGE OPTIONS

Nurse-Emergency Communication for executing or activating any response scenario anytime from anywhere

Call Center Dispatch for trouble reports and updates with real-time status reports

Logistics Coordination for court transportation issues, delivery timing or service staff

Application Integration with any Software for broadcast messages or automatic alerts

Two-way Messaging ensuring alerts are received confirmed and responder can request further assistance

Victim Notification in an urgent situation

Switch Communication protocols or networks, in cases where a disaster knocks out a key element

Building Management Systems automatic alerts from fire safety and building systems

E-Discovery Compliance tracking communication and providing complete records

Interoperability communication with outside agencies, organizations and stakeholders

Building a standard wireless solution is not enough for mission critical applications. To satisfy the demands of Corrections personnel, a wireless communication solution must be reliable, robust, and secure to perform at the highest standards. HipLink is designed and built with Best-of-Breed technology from an industry leader in Wireless Communications.

IMPORTANT FEATURES

- Advanced Communication Protocols – Enterprise protocols with no dependence on email
- All Devices – alerts and notifications to the widest possible range of devices: phones, pagers, fax machines, email, PDAs, etc.
- Voice and IVR – full functionality for delivery to any phone number with Text-to-Speech technology
- Easy Access – fully web-based for universal access
- Two-way Messaging – empowers mobile responders to: confirm messages, request additional information or personnel, check the status of equipment and facilities, from anywhere, any time
- Powerful Grouping – can mobilize any size group instantly. “On-duty” groups and departmental permission policies are easily defined in HipLink scheduling facility
- Message Escalation – escalates messages or alerts messages to a defined group of users automatically until they are acknowledged and received
- Distributed Administration – the system can be divided into logical business units for easy administration by smaller groups
- Message Templates – simplify the delivery of standard messages, by pre-defining them as templates and send lengthy, complex messages within seconds
- Secure Environment – with extensive user permissions, advanced LDAP and multiple layers of encryption
- Scalable Architecture – accommodates any message or speed required
- Reporting – status of all message delivery to the carrier and to the receiver are recorded by the system and reflected in real-time
- Logging – all interaction within the software is completely logged including user sessions, message delivery and carrier interaction



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