



SCORE Jail

A judiciary seeks to expedite the adjudication process, making it easier for inmates to speak with their lawyers and the courts.

Customer

The South Correctional Entity Regional Jail (SCORE) provides correctional services to 7 cities and several agencies in Washington State.

Challenge

SCORE wanted to expedite the processes by which inmates meet with lawyers, the courts and with loved ones. This required a flexible, interoperable solution.

Solution

In order to leverage their existing infrastructure, Polycom recommended RP1Cloud. It provided the flexibility to meet on any device, while maintaining tried and true Polycom workflows and feel.

Result

SCORE Jail reduced transportation costs by 50% thanks to the expanded video program, and are now able to provide inmates better access to people and services.

The Customer

The South Correctional Entity Regional Jail (SCORE), located in Des Moines, Washington, acts as a confinement space for 802 inmates from 7 cities and several contract agencies. Their stated mission: "To provide professional, cost effective and efficient correctional services to our Member Cities."

SCORE needed a solution that modernized their communications between inmates and court officials, while maintaining the comfort and continuity of an established workflow.



The Challenge

The goal of SCORE Jail was to expedite the processes in place that allow inmates and legal authorities to communicate. They wanted to decrease both the time and expense involved in having inmates appear in court, meet with lawyers, and otherwise communicate with the outside world. They had to reduce the need for inmate transport, which involves a lot of security and resources.

SCORE's stated objectives were to:

- Speed up the adjudication process
- Reduce case backlog by bringing the court system to the inmate

- Eliminate extra transportation, housing and security costs that are incurred by moving inmates to and from courtrooms and correctional facilities
- Streamline court wait times and scheduling
- Facilitate stronger relationships with Local, Regional and State Court systems

The Solution

Prior to getting in contact with Polycom, SCORE had reached out to several different providers to research their options. These alternatives required the replacement of hardware and a change in workflow. Given that they had already proven success on a smaller scale, SCORE didn't want to change something that worked. Polycom pointed them toward RP1Cloud as a solution that would work seamlessly with SCORE's existing Polycom infrastructure and meet all of their demands. As an additional value-add, several Polycom GroupSeries 310s were bundled with the deal to replace their aging HDXs.

SCORE required the video solution to provide a Virtual Meeting Room (VMR) per county courthouse that they worked with. Due to the sensitive and secure nature of the solution's use, they also required a high level of reliability and full support. The RP1Cloud SLAs and dedicated support team allowed them to put their trust in a managed service.

The Result

RP1Cloud's ability to scale, and its interoperability with any video device has enabled SCORE to consider offering services in counties they had previously never had a presence in. SCORE continues to expand, and RP1Cloud with it.

By expanding the video service, SCORE was able to cut transportation costs in half, while being able to offer more opportunities for inmates to connect with lawyers and loved ones. With money and time saved, they developed a more efficient system, giving more people access to the services previously lacking.

“ I am very pleased to say that RP1Cloud has met this challenge head on. They have delivered a service that works seamlessly in our environment, removes the complexity for the end user, and alleviates some of the stress of my job that involves making sure our Cloud Video solution works with our current Polycom endpoints, laptops, mobile devices and other technology we leverage. I have and will continue to recommend them.”

A. Munson

IT Director, SCORE Jail

RP1Cloud provides the highest quality audio and visuals in video conferencing today. Its virtual bridge provides an optimized meeting place where users can join from any room system, device, or telephone, as well as Skype for Business. With more ways to manage and customize your experience, RP1Cloud is a simple and affordable way to meet face-to-face over distance.



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