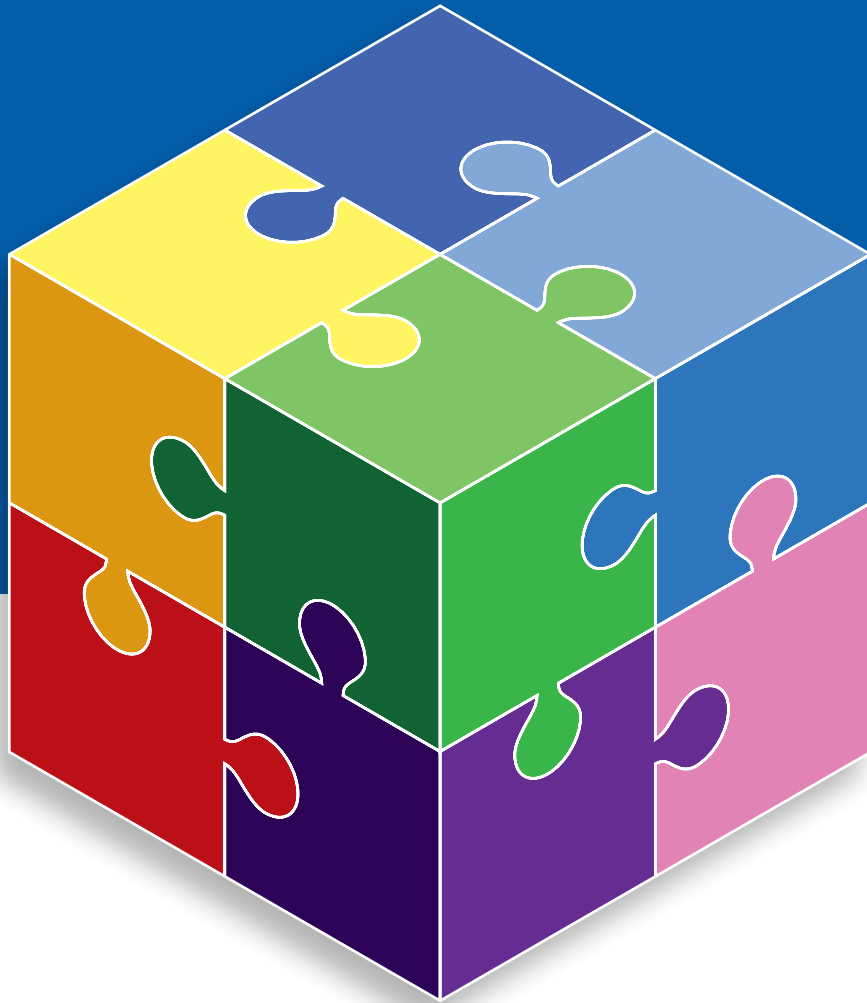




Excellence Through Innovation

AI powered Solutions for Justice

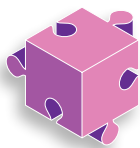


eMates

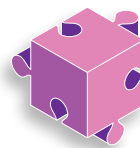
Unilink Communications



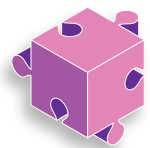
Electronic Messages



Secure Payments



Video Sessions



Telephony

Staying Connected: eMates

Maintaining **contact with family and friends** is vital for **mental well-being** and sustaining relationships. However, distance, travel time, and costs often make in-person visits difficult. **eMates** provides **affordable text, voice, and video communication** tailored for **custodial institutions**. With over 600,000 registered users, including **friends, family, probation services, and lawyers**, eMates is available in all UK prisons and Australia.

Easy & Affordable – Cost-effective for families, free for institutions.

- **Reduces Administrative Burden** – Minimizes reliance on paper correspondence.
- **Enhances Well-being** – Helps residents maintain meaningful connections.

By making communication **accessible and secure**, eMates supports **rehabilitation, mental health, and stronger personal relationships**.

"Just wanted to say a big THANK YOU to you all at eMates/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

Unilink's e-message service provides a **fast, secure, and affordable** alternative to traditional mail, enabling **two-way communication** between detained individuals and their family, friends, and professionals. It helps **maintain family bonds** and prevent breakdowns, ensuring that relationships remain strong despite physical barriers. By **preventing drug smuggling** through impregnated paper and reducing the need for manual mail checks, the system enhances security while saving staff valuable time. Automated monitoring scans all content for banned words and suspicious activity, ensuring **compliance** and maintaining **safety**. By streamlining communication and reinforcing security, e-messaging creates a **safer and more connected custodial environment**.

Secure Payments

Friends and family can send money to detained individuals **quickly and easily** through a **secure and affordable** online payment service. With **full traceability** of senders, the system reduces the need for cash and cheque handling while minimizing the processing of postal orders. Prisons receive payments directly into their bank accounts, **reducing the risk of fraud and human error** while ensuring a **safer and more efficient financial process**.

Virtual Visits

Visiting loved ones in **custodial institutions** can be challenging due to distance, health issues, or time constraints. Video Sessions provide a **secure and convenient** way for **friends and families** to see and connect with residents when in-person visits are not possible. This helps maintain **strong relationships** and offers reassurance about their well-being.

Video Sessions bridge the gap for those who live far away or face travel difficulties, ensuring they can stay in touch with their loved ones. They also enhance emotional well-being by reducing feelings of isolation and strengthening family bonds. The service has proven to be **reliable and effective**, particularly during the Covid-19 pandemic, when Scottish Prisons implemented it to maintain inmate contact with their families.

Telephony

Staying connected is essential for inmate well-being. Unilink's VOIP telephony solution, designed specifically for **custodial institutions**, allows inmates to make **affordable** calls to their permitted recipients. The call administration portal provides full account management, real-time monitoring, and built-in analytics, ensuring **security, intelligence gathering, and compliance**.