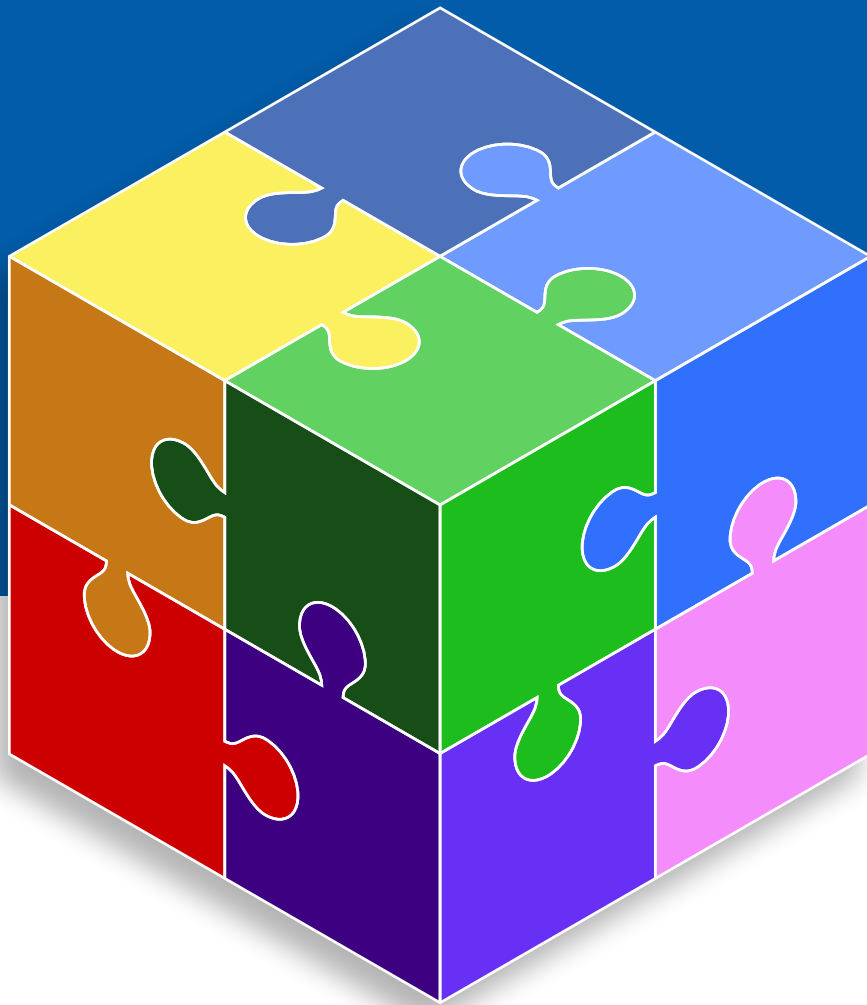
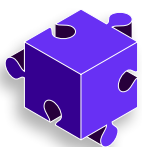




## AI powered Solutions for Justice



### Prisoner Self-service Platform



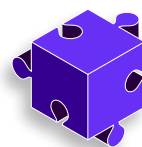
Prisoner  
Self-service



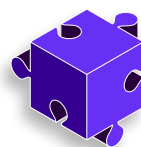
Secure Internet  
Access



Education  
Platform



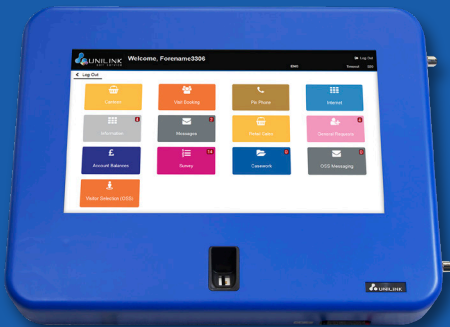
Entertainment  
Platform



Self-service  
Devices

# Empowering Offenders Through Digital Self-Service

Implementing the principle of normality in correctional organizations has become increasingly challenging in a world where information, communication, and services are now predominantly digital. Prisoner self-service is a fundamental tool for engaging, motivating, and preparing offenders for release.



Unilink's self-service platform provides a secure and controlled way to deliver digital content and services, tailored to the specific needs of offenders. By fostering engagement and personal development, it helps individuals take an active role in their rehabilitation and reintegration into society.

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

SM, Prisoner

Independent academic research by Professor Cynthia McDougall OBE of York University has shown that introducing self-service technology in prisons has the potential to transform prisoner outcomes, drive efficiencies, and positively impact society as a whole.

## Prisoner Self-service

Unilink's self-service system transforms prisons by automating paper-based processes and streamlining routine administrative tasks. Prisoners gain greater responsibility over their daily affairs through a secure device, allowing them to make requests, purchase items, check their account balance, schedule visits, and send or receive e-messages. This empowers offenders and has been proven to support rehabilitation.

For prison staff, CMS serves as the backbone of self-service, enabling them to manage, process, and respond to prisoner requests quickly and efficiently. By reducing administrative workload, the system frees up staff time, minimizes frustration, and improves the mental well-being of both inmates and staff. This creates a more positive environment that supports successful reintegration into society and a life free from crime.

## Self-service Devices

The self-service solution is device-agnostic, accessible on in-cell devices such as tablets, laptops, and PCs, as well as biometrically enabled kiosks located in prison wings. These kiosks are designed to withstand heavy physical attacks, ensuring durability and security in high-risk environments.

## Education Platform

Providing offender education helps prisoners adapt to the digital world they will encounter upon release, improving their chances of successful reintegration. Unilink's education platform seamlessly integrates with existing learning management systems, including Moodle-based platforms, ensuring a flexible and tailored educational experience that meets the specific needs of each institution.

## Secure Internet Access

Providing secure browsing of trusted, whitelisted websites helps prisoners develop digital skills and access learning opportunities, preparing them for reintegration into society.

## Entertainment Platform

Unilink's Entertainment platform offers access to games, an eBook library, and full streaming capabilities for music, TV, and movies from external providers or internet-based sources. Content availability, access times, and restrictions can be configured to comply with security regulations through the Content Management Console. These settings can be tailored to individuals or groups, with all activity logged and monitored for security.

*"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