



BI SmartLINK®

A MOBILE TOOL FOR A MOBILE WORLD

The BI SmartLINK® mobile monitoring app provides a secure platform for modern day communication anytime, anywhere. Officers and clients can securely conduct mobile-to-mobile video conferences and send messages, making remote case management a reality. Mobile communication is immediate, convenient, and time-saving for both officers and clients.

SMARTLINK FUNCTIONALITY

MY INFO Clients view information and submit changes for officer approval, including address, phone number, email, employment, personal contacts, and community referral assignments

MESSAGES Officers and clients can directly message each other, and officers can send a message to multiple clients at once; messages are stored in TotalAccess with a date and time stamp

MY DOCUMENTS Clients view documents uploaded by their officer in BI TotalAccess® (Available Fall 2020)

VIDEO CONFERENCE* Enhances officer/client communication while reducing the need for office visits; officers can schedule or conduct on-demand, streamed video conferences; date and time stamp are stored in TotalAccess

MEDIA Clients upload documents such as employment and court information for officer review in TotalAccess

RESOURCES Equips clients with agency-approved service providers for housing, medical, employment, and other essential services, and access to a dedicated call center

CALENDAR Pushes officer-created events and reminders to clients for upcoming appointments such as court dates, meetings, and counseling; officers can link biometric check-ins to calendar events to verify attendance at required activities

CLIENT-SUBMITTED SCHEDULES Clients submit their own schedules for officer approval

SELF-REPORT Clients answer a series of questions (customizable from agency to client levels); the option to complete a biometric check-in afterwards is available

BIOMETRIC CHECK-IN Biometrically verifies client identity and location through fixed or randomly scheduled check-ins; enables officers to confirm location, curfew, and travel restriction compliance

Call 800.701.5171 today to schedule a free product demo.

KEY BENEFITS AND FEATURES

- Mobile reporting and communication platform to help increase accountability
- Independent modules – select based on client risk and needs
- Saves time with fewer face-to-face meetings and phone calls
- Records confirmation of client activities and location compliance
- Provides reminders and tracks client acknowledgement of supervision tasks
- Confirms client attendance at mandated appointments
- Clients submit information and schedules electronically, reducing time spent on administrative work
- Enhances officer/client communication with secure in-app messaging and video conferencing
- Available in English and Spanish
- Ask about our secure device, BI Mobile™



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*Additional cost per streamed call · BI Incorporated is a registered trademark.





BI Agency Assist®

Expanding Resources ■ Enhancing Efficiency

BI Agency Assist® is a set of five administrative, technical, and data management support services and a 24x7 support center that can increase agency coverage and enhance community safety. Services are configurable based on agency needs to help reduce the large amount of data officers receive. Our bilingual support center team helps keep clients accountable around the clock. BI Agency Assist has advanced, secure, and reliable services to relieve officers of up to 50% of their clerical or data processing workload, allowing them to spend more time with clients.

CONTACT DOCUMENTATION SERVICE

Contact Documentation is a paperless, convenient data entry service for officers to dictate and record case notes while in the field. Our highly trained support specialists transcribe officer's first-hand account in real-time, thus increasing an officer's ability to quickly and efficiently manage cases. Support specialists also record mandated supervision requirements such as substance abuse treatment, counseling sessions, and more.

SCHEDULING SERVICE

The Scheduling service is a high-touch solution that reinforces compliance. BI support specialists take client calls to verify, schedule, or amend appointments as well as make outbound calls to verify schedule requests and obtain documents regarding a client's allowed movement. Officers approve or deny individual requests by phone or through BI TotalAccess. Officers can also supply pre-approved client movement information, allowing specialists to approve certain client requests on the officer's behalf.

ENHANCED MONITORING SERVICE

Live support specialists provide Enhanced Monitoring services by conducting initial outbound calls on EM alerts to resolve alerts prior to dispatching information to the officer. Initial calls are made to troubleshoot equipment issues or to locate a missing monitored individual. If unsuccessful, the alert is escalated to the supervising officer for additional action. BI Agency Assist support specialists handle more than 550,000 EM violation alerts a month.

AUTOMATED SELF-REPORTING SERVICE

Our Automated Self-Reporting service helps agencies save time by streamlining check-ins through an automated system. By utilizing Interactive Voice Response (IVR) technology, clients call the system as required to check-in. The system verifies each caller through a series of questions. If there are changes or exceptions to the expected responses, the caller is promptly routed to a live support specialist to provide updated information. Automated notifications and reminders can be sent to clients, and the messaging service allows officers and clients to leave and pick up messages from one another.

FINANCIAL SERVICE

The Financial service relieves officers of the burden of collecting and processing client fees, and tracking bonds, vouchers, and restitution. Fee reminders can be configured by individual through our Automated Notification system, which alerts clients when payments are due or late. Clients pay via remittance envelopes or credit card through our 24-hour center.

KEY FEATURES

- Five configurable services
- 24x7 live support specialists
- Real-time updates available in BI TotalAccess®
- Centralized data for seamless case management
- Client management services include profile, media management, fingerprint and name matches, hold and page, and supervision level assessments

FIVE TIME-SAVING SERVICES

Contact Documentation Service

- Transcribe case notes in real-time
- Document all client contact
- Update and verify client contact information
- Track mandated supervision requirements
- Available in TotalAccess

Scheduling Service

- Schedule, track, and verify client appointments
- Process schedule change requests
- Record valid supporting documentation
- Available in TotalAccess

Enhanced Electronic Monitoring Service

- Handle alerts and escalation to reduce alert flow
- Real-time officer notification
- Troubleshoot equipment
- Available in TotalAccess

Automated Self-Reporting Service

- IVR technology to automate client check-ins
- Real-time officer notification
- Officer and client messaging capability
- Available in TotalAccess

Financial Service

- Fee collections and reminders
- Bond, voucher, and restitution tracking



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BI LOC8[®] XT

EASIER THAN EVER TO STAY CHARGED, CONNECTED, AND COMPLIANT

BI LOC8[®] XT, the latest GPS tracking system from BI, improves ease of use and provides agencies with detailed information about a client's movement in the community. This rugged and dependable tracking device is equipped with LTE technology to meet agencies' future needs. With convenient cordless charging in under 2 hours, LOC8 XT makes it easier for clients to stay charged, connected, and compliant.

UPGRADED BATTERY PERFORMANCE

LOC8 XT provides upgraded battery performance through a non-removable battery and extended battery life - up to 60-hours of performance on a single charge. The battery withstands environmental influences and requires minimal interaction from the client.

WI-FI DETECTION ABILITY

LOC8 XT searches for a location fix using GPS location technology such as Assisted Autonomous GPS and CellLocate[®]. Utilizing Wi-Fi signals, LOC8 XT can provide accurate location information even in impaired urban canyons or densely populated environments.

EQUIPPED WITH LTE TECHNOLOGY

With GSM and CDMA network technology becoming obsolete in the next few years, LOC8 XT is equipped with Long-term Evolution (LTE) technology to improve data capacity and transfer speed, provide wider geographical coverage and improved network responsiveness, and increase network longevity.

INTUITIVE MONITORING SOFTWARE

Officers with GPS caseloads can access industry-leading mapping technologies integrated with BI TotalAccess[®]. Google Maps[®] enables officers to easily build zones, track client movements, identify issues requiring immediate attention, and access a client's GPS points and location history in 2D and 3D views.

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KEY FEATURES

TRACKING UNIT

- Size: 4.3 x 1.5 x 2.5 in
- Weight: 6.1 oz
- Non-removable battery
- Up to 60-hours battery life on a single charge
- Convenient cordless charging
- Enhanced tamper detection including proximity tamper
- LTE network connectivity
- Water resistant
- Flash memory to preserve data, even if battery is depleted
- Internal diagnostics
- Fiber optic strap
- Wi-Fi indoors/secondary tracking
- Accelerometer/MEMS motion sensor
- Memory of 50,000 events
- Customizable reporting rate
- Built-in speaker for officer to client communication
- Vibration pulse notifications for hearing impaired users
- Optional beacon

ONLINE MONITORING

- 24x7 online access
- Case management
- Dynamic mobile app
- Create inclusion and exclusion zones
- Mapping playback



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