

Correctional NEWS

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GTL: Providing Correctional Technology Solutions

By Torrey Sims

The future of corrections depends not only on the leaders in the industry, but also on the technology that has been implemented in facilities around the country. Reston, Va.-based GTL has been working with correctional facilities for nearly 25 years in order to incorporate a portfolio of technology solutions from telecommunications equipment and services, video visitation equipment and scheduling, investigative tools, data analysis software, facility management software, payment services and much more. All the technology produced by the company works to interact with each other to improve functionality, and all the products can be hosted in the cloud or provided as on-premise deployments to give customers maximum flexibility, according to Tony Bambocci, executive vice president and chief marketing officer at GTL.

TRADE FILES

Headquarters: Reston, Va.

Founded: 1990

Company Type: Integrated Correctional Technology Solutions

President: Jeff Haidinger

Mission: To serve as an integrated technology partner for correctional facilities

Website: www.gtl.net

GTL currently serves more than 2,100 correctional facilities throughout the U.S., with various product lines. With its broad range, its technology products reach more than 1.1 million inmates in 50 states, Puerto Rico and the District of Columbia.

“With video visitation, for example, we have deployed 8,800 visitation stations and manage over 2.5 million visits a year,” Bambocci said.

The company has a long history of providing services for the correctional market and has continued to expand its products and its customer base over the past two decades. Since its founding, the company focused on providing telecommunications equipment and services and built its portfolio with the corrections industry. From there, GTL has expanded to serve the needs of other government institutions including courts and health care providers; however, they have continued to stay strong and true to the corrections market.



Tony Bambocci, executive vice president and chief marketing officer, GTL

Although GTL has been in business for nearly 25 years, the real movement began to change in 2011, according to Bambocci. “If you look where we were prior to 2011, it would be fair to say that we were just a phone company,” Bambocci said. “From 2006 to 2011, we focused on market consolidation by acquiring six telecommunication companies. Mergers and acquisitions activity was, and is, one of our core competencies.”

The company’s most recent acquisition — TouchPay, a company providing automated payment services and a leader in correctional payment services — will position GTL to offer more funding solutions via facility kiosks.

“We are proud to enhance our correctional payment services offerings through the acquisition of TouchPay, which had already been a trusted technology partner of GTL prior to the acquisition,” said Brian Oliver, CEO of GTL. “With this acquisition, we enhance our technology offerings and ease the burden that payment services — particularly cash payments — place on our correctional facility customers. Additionally, we are able to add the highly valuable, leading experts in payment services from TouchPay to our team of customer-focused employees.”

Along with its acquisitions, the company also recognized a trend in corrections back in 2011: shrinking budgets, but high demands. “Things like court transportation, PREA requirements, more fingerprinting and central booking, education, better grievance reporting to meet federal and state standards, incident reporting and more were weighing heavily on facilities,” according to Bambocci.



Jeff Haidinger, president and COO, GTL

“[Because of this], facilities needed to be more efficient, and they began to release RFPs and speak with our sales network accordingly.”

As the change took place, GTL and others in the industry were challenged to meet the new needs of facilities. “The industry adapted, our company adapted, largely in the form of convergences,” Bambocci said. “A need for space efficiency caused hardware convergences with phones, video units and in-pod kiosks emerging.”

Many vendors, GTL included, converged their offerings through mergers, acquisitions and partnerships. Because of this, infrastructure became more efficient in terms of phone calls, video calls, downloading and more sharing bandwidth, according to Bambocci.

“Software began to take on a distinctive look and feel,” he explained. “Payment for email, trust accounts, phones and more by inmates’ friends and family began to be consolidated into single portals, rather than disparate systems.”

The flexibility that GTL’s products and services bring to correctional facilities is what keeps the company at the top of the competitive marketplace. Bambocci explained that every year GTL organizes a forum for its clients in order to improve on current technology and truly give the customer what they want and need.

Another key factor that keeps GTL ahead of the game is the creative and experienced minds behind the company that continue to look ahead to the future of corrections and what the clients will need.

“GTL has a deep understanding of trends in corrections,” Bambocci said. “This understanding comes from our ex-

GTL Acquisitions

2005: Acquired AT&T-NPM
2007: Acquired MCI-DOCS
2010: Acquired DSI-ITI & PCS
2011: Acquired CTI & VAC
2014: Acquired Renovo Software
2014: Acquired TouchPay

tensive experience in the industry, the experience of many of our employees in correctional roles, and our national sales and service force who stay in contact with our customers regarding their needs.”

GTL prides itself on looking ahead, Bambocci explained. More than three years ago the company could see that correctional facilities were beginning to move away from phones on the wall (that could only perform a single function) towards secure multifunction devices that can provide calling, video, grievances, commissary, medical scheduling, education, entertainment and more.

“This is a trend that has only just begun to take shape, but we are already ready to meet this need with our innovative corrections-grade tablets, as well as the Flex series of tablet mounts and sync stations. These products offer all of the functions just mentioned, while meeting correctional standards for security in form factors, operating systems and networks,” Bambocci said.

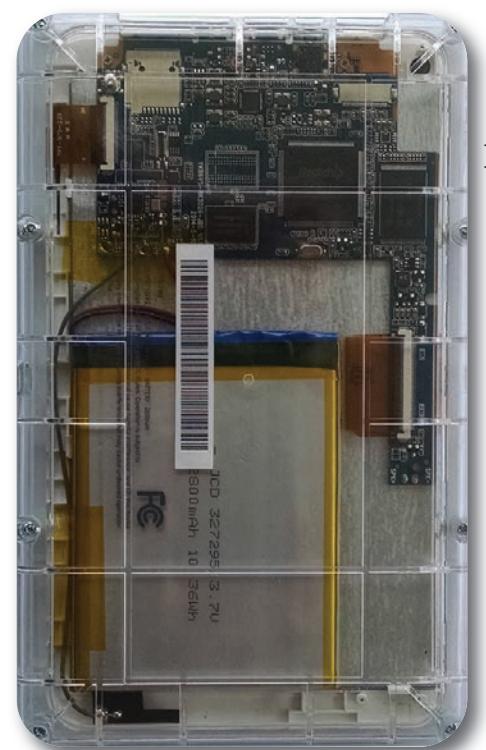


Photo Credit: iJill: GTL

GTL’s proprietary tablet devices are designed to corrections-grade specifications to ensure safety and security within correctional facilities.