



# EFFICIENCY SERVICES

## AUTOMATING PROCESSES

Correctional facilities can automate activities and requests with GTL's Efficiency Services, allowing corrections officers to focus on more important issues.

GTL's **Efficiency Services** automatically create accountability by keeping records of all orders, requests, and grievances from inmates. These automated processes save facilities time and money by eliminating paper forms and records, instead relying on seamless integration with current facility applications as well as those from third-party vendors, such as jail management systems, commissary systems, and more. Efficiency Services also reduce the interaction between inmates and staff, increasing safety and security. These solutions are available on GTL's Inspire® tablets as well as Flex® Link multi-service units.

- The **Requests to Staff** application produces real-time data for an inmate's individual request. From a standardized electronic form, inmates can choose a request type, submit a request for review, check its status, and view the outcome. Through this app, requests are automatically routed to the party responsible for responding to the request, reducing confusion and minimizing officer involvement.
- **Grievance Filing** gives inmates the ability to file grievances electronically, creating records that keep correctional facilities accountable. After submitting a grievance, inmates can check the status and even file appeals through the app. Electronic grievances and appeals reduce a facility's need for storage space and the possibility of misplacing paper files.
- **Commissary Ordering** allows inmates to place commissary requests, again reducing paper forms and busy work for correctional officers and staff. The app will integrate with any third-party system, incorporating restrictions and allowing inmates to only order the items for which they are approved.
- **Sick Call**, which allows inmates to make a medical request, and **GTL Support**, which is available at any time to solve technical issues, are additional Efficiency Services offered by GTL.

Efficiency Services enable correctional facilities to become more effective and efficient, which benefits the facility, officers, and inmates.

