



# RELIANCE FEATURES

THERE'S A MILLION REASONS WE'RE #1. HERE'S A FEW...

Every inmate receives their own **FREE rugged tablet** and **personal phone number**—quieter facilities, no shared lines & no scheduling conflicts.

## COMMUNICATION FEATURES

### NO COST to the Facility or Inmate

Each inmate gets **5 free texts daily**, with paid access to voice, video, and additional messaging. **All equipment and core content**—including tablets, chargers, kiosks, education, forms, and mail—is **100% free to both inmates and facilities**. Only optional upgrades like the game package, 411 person search, or larger tablet carry a fee.



#### Voice Calling, Video Chat, & SMS

Inmates can call, message, video visit, and schedule visits with approved contacts anytime—even during lockdowns—reducing tension and minimizing staff workload.



#### Inbound Calling & Voicemail

Family and attorneys can call inmates directly on their assigned number and even leave voicemails—ensuring consistent contact, even when calls can't be answered.



#### Facility Messaging & Alerts

Staff can send real-time messages or emergency broadcasts to individual inmates, cell blocks, or the entire facility.



#### Privileged Line Management

Legal or clergy calls are automatically flagged and protected from recording or monitoring, maintaining compliance with all confidentiality standards.



#### Contact List Approval & Call Controls

Facilities can configure contact approval workflows, time limits, or block lists per inmate—ensuring every connection is secure and policy-compliant.



#### Usage Analytics & Reports

Track communication patterns, call frequency, message volumes, and video usage by inmate, unit, or contact group—supporting investigations and transparency.



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## SECURITY & INTELLIGENCE

### ✓ AI Call Monitoring & Transcription

All non-privileged calls are transcribed, translated, and analyzed using AI for threat detection, keyword alerts, and behavioral trends.

NEW!

### ✓ 24-Hour Risk Flag Summaries

Daily AI-generated threat summaries flag escape plans, contraband talk, or mental health concerns — automatically delivered to investigators.

NEW!

### ✓ Multi-Language Translation

Supports real-time translation of SMS messages, video calls & voice calls, ensuring no communication goes undetected.

NEW!

### ✓ Investigator Dashboard

Staff can link flagged calls, contacts, and messages across devices and dates — building an evidence trail within the investigator portal.

### ✓ Live Monitoring & Call Recording

All non-privileged calls are recorded automatically, with real-time monitoring available to staff for enhanced safety and intelligence.



**Psst... we couldn't fit everything here.**

Already use Reliance? We're here anytime for hands-on training or to talk through any challenges you're facing — just say the word.

**New here?** Let's book a demo and show you **ALL** the features!

## CONTENT & ENGAGEMENT

### ✓ Access to 100+ Radio Stations

Optional radio lets inmates listen to a wide variety of preset stations — no additional hardware required.

### ✓ Streaming Movies & TV Shows

A curated library of secure, facility-approved video content helps reduce agitation and downtime.

### ✓ In-Cell Exercise & Fitness Videos

Inmates can follow along with guided routines tailored for confinement spaces — supporting physical health without equipment.

NEW!

### ✓ Addiction Recovery & Mental Health

Evidence-based videos for substance abuse, trauma recovery, and emotional regulation — giving inmates the tools they need to succeed.

### ✓ Interactive Games

From puzzles to strategy and memory games, tablets offer secure, offline entertainment options that help inmates decompress.

NEW!

### ✓ Extensive eBook Library

Inmates can browse fiction, non-fiction, self-help, and spiritual titles — keeping the mind engaged and promoting literacy.

### ✓ Religious & Inspirational Content

Faith-based videos, sermons, devotionals, and study guides are available.

### ✓ GED, Vocational & Life Skills Training

Inmates can access GED prep, vocational training, and courses on parenting, communication, and relationships — building real-world skills for reentry and long-term success.

## PREA REPORTING

### ✓ PREA Reporting & Compliance

Inmates can confidentially report PREA concerns through a secure digital system, with access to educational resources that promote safety, awareness, and full compliance with federal PREA standards.

## CONTACT MANAGEMENT

### ✓ Inmate 411 Directory

Inmates can search for family/friends phone numbers — reducing dependency on staff especially during the booking process.

NEW!

### ✓ Phone Contact Transfer Tool

Inmates can easily transfer contacts from their personal mobile phone to their tablet during intake — speeding up onboarding and restoring communication quickly.

NEW!

## FORMS, GRIEVANCES & SCHEDULING

### ✓ Secure Digital Forms & Requests

Inmates can submit medical slips, grievances, PREA reports, and more — plus digitally acknowledge handbooks, PREA notices, and facility rules with time-stamped audit trails.

### ✓ eMessage Mail Delivery

Physical mail is scanned, screened, and delivered to the inmate's device — eliminating contraband and reducing physical property that staff must track or manage.

NEW!

## INTEGRATION & FACILITY AUTOMATION

### ✓ Full JMS Integration (Any Vendor)

Reliance fully integrates with your Jail Management System — booking, housing, trust, and classification data all synced automatically.

### ✓ Commissary Integration (Any Vendor)

Seamlessly integrates with any commissary provider to sync balances, orders, and eligibility in real-time — eliminating manual data entry and reducing errors.

## 24/7/365 SUPPORT

### ✓ Live Chat Support for Inmates

Inmates can message Reliance support directly from their device for help with calling, media, deposits, and more — no jail staff involvement needed.

### ✓ Family Support Portal & Hotline

Families have access to 24/7 help for billing, deposits, video visits, and account access — reducing facility call volume significantly.

### ✓ Training & Onboarding for Staff

Reliance provides hands-on, role-specific training for admins, supervisors, investigators, and tech support staff (whenever needed).

### ✓ Customer Support That Listens & Adapts

We listen to your needs and evolve with your facility — providing hands-on support and custom solutions that meet real-world challenges.

## INMATE WALLET

### ✓ Inmate Wallet Access

Inmates can view balances and manage their digital wallet from their device, while friends and family can deposit funds anytime from any internet-connected device.