



# 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.



#### Privileged Line Management

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



#### 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.



#### 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.



#### Facility Messaging & Alerts

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



#### 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.

**24-Hour Risk Flag Summaries**  
Daily AI-generated threat summaries flag escape plans, contraband talk, or mental health concerns – automatically delivered to investigators.

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

**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.

**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.

**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.

**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.

## 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.

## 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.