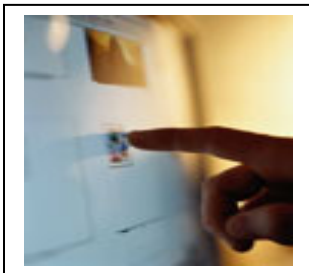


# SUCCESS

## Info-Mate@work



### Business Needs

- Handle Growing Inmate Population Safely and Efficiently
- Reduce Staff Workload
- Provide Inmate with Data

### Solution

- Implement **Info-Mate** Kiosk Solution
- Integrate Multiple Systems Behind Kiosk Interface

### Benefits

- Allows caseworkers to provide more meaningful services
- Empowers inmates to retrieve their own information
- Saves the Department money

### Missouri Department of Corrections Improves Inmate Banking, Canteen and Kiosk Operations.

The Missouri Department of Corrections (MODOC) is constantly faced with the challenges associated with an increasing inmate population. MODOC is always looking for ways to utilize technology to handle this growing population efficiently and safely.

To that end, MODOC has implemented the “**Info-Mate**” kiosk solution developed by Huber & Associates, Inc. to provide inmates with information about their financial accounts. In the past, an inmate would have to visit a caseworker and request such information. With **Info-Mate**, the inmates are empowered to retrieve information on their own, the caseworkers are freed to spend their time more productively, and the Department saves money as it delays or avoids expanding its caseworker workforce.

The **Info-Mate** system includes the kiosk to provide touch screen access for the inmate and software to drive the kiosk, interface with the MODOC inmate banking system, and provide

the inmate with a simple and informative interface. The kiosks themselves include a compact, sturdy, cast aluminum enclosure with concealed wires and cables.

The system allows an offender to enter his/her account number (inmate number) and personal id number for verification and then select the options he/she wants by touching the screen. The screen provides detailed account information with dates, transaction descriptions, and transaction amounts.

Since the first **Info-Mate** kiosk installation in 2000, the Info-mate system has processed over 12.2 million transactions, or an average of over 10,000 transactions per day. MODOC has 100+ kiosk workstations installed in 21 different institutions supporting approximately 30,000 inmates and plans to expand both the number of installations and the types of data provided to the inmates.

### The Numbers

- Over 12.2 million transactions since 2000
- Average of over 10,000 transactions per day
- 100+ kiosk workstations installed in 21 different institutions
- Supports approximately 30,000 inmates



**Info-Mate**

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