



BI Monitoring Operations

Success in the electronic monitoring business requires dedicated attention to the specific needs of community corrections agencies. The consequences of underestimating these requirements can directly impact public safety, officer safety, and individual accountability. BI Incorporated understands the complexities of monitoring clients, and for more than three decades has offered U.S.-based call center services to support more than 1,000 correctional agencies.

BI monitoring and support specialists are trained and certified to handle any compliance scenario, ranging from complex monitoring issues and equipment troubleshooting, to transcribing officer case notes, and scheduling. The result: BI corrections expertise yields more time for officers to focus their efforts on other mission-critical responsibilities. BI helps an agency define its supervision objectives and recommends the best products and services to achieve those goals.

MONITORING SUPPORT

When it comes to support, the BI team is respected as the most experienced, skilled, and accurate monitoring services option in electronic monitoring. Superior technology and automated response systems are combined with trained and certified staff to provide the highest quality monitoring and service 24/7.

HIGH-TOUCH MONITORING SERVICES

BI Agency Assist® support services and 24/7 support center can increase agency coverage and help relieve officers of time-intensive tasks. Our bilingual support center team helps keep clients accountable. Services are configurable and include contact documentation, scheduling, enhanced monitoring, clients docs, and automated client services.

CUSTOMER SUPPORT

BI customer support ensures agencies receive top-notch service from responsive and knowledgeable professionals. Our monitoring call centers provide 24/7 support to agencies nationwide and reliably monitor more than tens of thousands justice-involved individuals each month. The customer support team understands the intricacies of compliance monitoring, enabling them to quickly respond to agency inquiries.

TRAINING

To help agencies and supervising officers maximize the capabilities of their electronic monitoring systems, BI delivers continuous expert training through online classes, webinars, and on-site training. BI works with each agency to tailor training to meet their goals and objectives, from program implementation through refresher sessions.

KEY FEATURES

- 24/7 live support
- Alert triage to reduce officer workload
- Rapid response for officer questions
- Bilingual services
- Single platform data management software
- Flexible tiers of support

Call 800.701.5171 today to schedule a product demo.



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