



## SUCCESS STORY:

# Nassau County Detention Center

### The Background:

Nassau County Detention Center, a 315-bed correctional facility located in Yulee, Florida, partnered with Lattice Incorporated in June 2015 to install and manage its Inmate Phone and Video Visitation systems. Nassau County was looking for a trusted vendor who could provide superior customer service, including timely technical support, as well as deliver operational efficiencies to the facility and reduce the administrative burden on its staff.

"Lattice is a trusted partner to Nassau County because they provide outstanding customer service and highly reliable communications products and services. Lattice's Inmate Phone and Video Visitation products help our inmates connect more frequently with their family and friends, which can help reduce recidivism when our inmates get released. And, Lattice's products benefit our facility by reducing the administrative burden on our staff. This helps increase efficiency at our facility. I value our partnership with Lattice and would recommend them to any correctional facility."

—SHERIFF BILL LEEPER NASSAU COUNTY



### The Process: Meeting Nassau County's Needs

Lattice's Account Executive worked closely with Nassau County's team to review their needs in detail. This team included the following personnel:

- Sheriff
- Director
- Lieutenant
- General Counsel

Of primary importance to Nassau County was the following:

- A partner offering superior customer service, including expedited response to technical issues
- Robust and reliable Inmate Phone and Video Visitation communications platforms
- Fair calling rates and account deposit fees for inmates and their families and friends
- Investigative value of call data

Through the evaluation process, Nassau County recognized that Lattice possessed all of these key attributes, and Nassau selected Lattice as its new Inmate Phone and Video Visitation provider.

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## S U C C E S S   S T O R Y :

### The Solutions:


Lattice proposed, installed, and currently manages its Nexus Inmate Phone System and NetVisit™ Video Visitation System, which includes the following key elements:

- Inmate Phones
- Video Visitation Stations
- Lattice's cloud-based software platform, which automates phone call recording, monitoring and investigative functions
- Our NetVisit Video Visitation software platform, which provides visitation scheduling, monitoring of multiple visitation sessions simultaneously, and session recording
- Access to InTouch™, our unique service where inmates can dial directly into our call center and speak with a live representative regarding phone call-related issues—completely removing this burden from facility staff
- Access to InTouch for inmates' families and friends, to set up and make deposits into phone accounts
- Our secure website, [www.ourphoneaccount.com](http://www.ourphoneaccount.com), where inmates' families and friends can make secure online deposits into phone accounts
- Oversight of all deposit processing, billing, and commission payments to Nassau County

### Superior Results:

Since the system was installed, its impact on the Nassau County Detention Center's operations has been significant in several areas:

- Outstanding system reliability
- Excellent customer service and technical support response times, from in-house Lattice employees
- Reduction in administrative burden and labor costs, resulting from efficiencies generated by the system
- Enhanced investigative tools have aided in additional arrests

**S**heriff Bill Leeper of Nassau County noted "Lattice is a trusted partner to Nassau County because they provide outstanding customer service and highly reliable communications products and services. Lattice's Inmate Phone and Video Visitation products help our inmates connect more frequently with their family and friends, which can help reduce recidivism when our inmates get released. And, Lattice's products benefit our facility by reducing the administrative burden on our staff. This helps increase efficiency at our facility. I value our partnership with Lattice and would recommend them to any correctional facility." 

For more information about Lattice's innovative inmate management and communications solutions, please visit us on the web at [www.latticeinc.com](http://www.latticeinc.com), or contact:

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