



SUCCESS STORY:



Cleveland County Detention Center

The Background:

Cleveland County Detention Center, a 544-bed correctional facility located in Norman, Oklahoma, has partnered with Lattice Incorporated to oversee its Inmate Communications System since January 2014. Cleveland County was looking for a trusted, experienced vendor who could provide operational efficiencies for the facility, reduce the administrative burden on its staff, and generate additional revenue that the facility could invest into its inmate communications programs.

We chose Lattice because they are a reputable partner with a strong record of integrity and a robust, highly-reliable inmate calling platform. Their solution and service has had a significant positive impact on reducing the burden on our staff and generating important revenue for our facility. Lattice is an excellent partner, one whom we'd recommend to any corrections facility.

—SHERIFF JOE LESTER CLEVELAND COUNTY

The Process: Meeting Cleveland County's Needs

Lattice's Account Executive met extensively with Cleveland County's team to review their needs in detail. This team included the following personnel:

- Sheriff
- Undersheriff
- Chief
- IT Directors

Of primary importance to Cleveland County was the following:

- A partner with strong integrity, not under legal or investigative scrutiny
- A robust and reliable communications platform
- Favorable calling rates and account deposit fees
- Investigative value of call data

Through its due diligence, Cleveland County found that Lattice possessed all of these key attributes, a primary reason why Lattice commands 45% market share among county corrections facilities in Oklahoma.

The Solution:

Because Lattice met the key criteria noted above, Cleveland County Detention Center selected Lattice to install and manage its Nexus Inmate Communications System,





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which included the following key elements:

- Inmate Phones
- Lattice's cloud-based software platform, which automates call recording, monitoring and investigative functions
- An account deposit Kiosk located in the Detention Center lobby, where inmates' families and friends can deposit funds into phone accounts for inmate calls
- Oversight of all deposit processing, billing, and commission payments to Cleveland County
- Access to InTouch™, our unique service where inmates can dial directly into our call center and speak live with a representative regarding phone call-related issues
- Access to InTouch for inmates' families and friends to make phone account deposits

Superior Results:

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

- 49% increase in average monthly commission revenue vs. previous inmate phone provider, attributable to accessible calling options, increased system uptime, and availability of phones
- Reduction in administrative burden and labor costs resulting from efficiencies generated by the system
- Top-notch technical support from Lattice-dedicated field technicians
- Excellent system reliability and customer service

Sheriff Joe Lester of Cleveland County noted "We chose Lattice because they are a reputable partner with a strong record of integrity and a robust, highly-reliable inmate calling platform. Their solution and support has had a significant positive impact on reducing the burden on our staff and generating important revenue for our facility. Lattice is an excellent partner, one whom we'd recommend to any corrections facility." 

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

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Securing Information and Communications since 1973

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