

TELMATE BIOMETRIC SOLUTIONS

Telmate's advanced and comprehensive image and voice biometric solutions verify the identity of every contact, measuring and analyzing unique physical and behavioral characteristics.

Image Biometrics: Do You Really Know Who is Visiting?

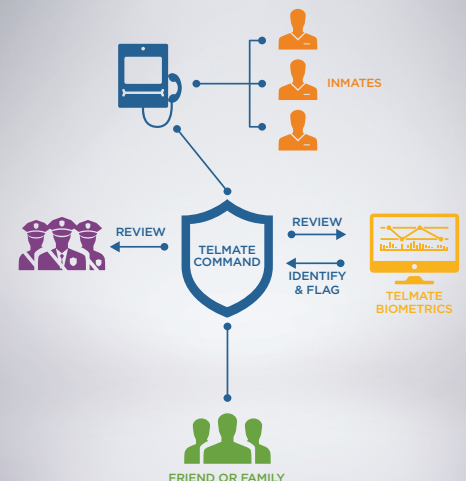
Security is a concern with every inmate interaction. When inmates conduct video visits, it is essential to ensure that the inmate that booked the visit is the one that conducts the visit, from start to finish.

With Telmate, every video visit is comprehensively analyzed for rule violations, including communications from unauthorized inmates. The Telmate system actively analyzes every video visit, comparing every face with a known and verified photo of the approved participants. When a mismatch is identified, the Telmate system instantly compares the unrecognized facial image with other verified inmate photos housed in the same location in an attempt to identify the unauthorized inmate participant. Next, Telmate timestamps any identified violation in the video and flags the live video visit for immediate review by facility investigators, along with a shortcut link that allows staff to quickly jump to and review the suspicious section of video and see the potential identity of the perpetrator.

Telmate has the most comprehensive, and only 100% accurate, unapproved video visit participant detection system in the industry today. Telmate biometric solutions result in a unique methodology that:

- Prevents repeat occurrences of extortion, or using visitation funds as a form of contraband.
- Creates an effective investigation tool by identifying and flagging all unapproved inmate video visit participants.
- Increases security by ensuring that all inmate communications are identified and attributed to the correct inmate.

Telmate's image and voice biometric solutions increase facility security, prevent fraudulent calling, and thwart the extortion of calling funds.





Voice Biometrics: To Telmate, Every Inmate's Voice is Like a Fingerprint.

Every human voice carries with it a unique set of characteristics. Each voice reflects acoustic patterns defined by the speaker's anatomy, such as the size and shape of their mouth, nasal cavity and throat, and environmental (learned) patterns, such as accent, pitch, speed and cadence. Telmate can take each inmate's voice, and use it in the following ways:

1. Voice Biometric Authentication

Even in a secure facility, inmates are susceptible to PIN theft and extortion. To prevent fraudulent calling and protect inmates' call investments, Telmate creates and stores a voice print of every inmate. When an inmate places a call, we compare the caller's voice to the stored voice print using a rigorous set of measurements and comparisons. The comparison is made even more accurate by isolating the comparison to inmates who have physical access to that particular phone.

2. Continuous Voice Biometrics

Once an inmate identifies himself there is a chance the phone will be passed to another individual in an attempt to bypass an inmate's calling restrictions, extort calling funds from another inmate, or trick investigators who are reviewing calls from the inmate. To prevent this, Telmate monitors voice throughout the call, looking for any deviation indicating a second speaker. When a second speaker is detected, Telmate flags the call for review and offers a probability of who the new speaker might be by comparing it to the voice prints of others with access to that phone. Telmate's Automated Speaker Recognition System (ASRS) sends a link to investigators so they can quickly see and review when the second voice was detected.

3. Speech to Text

Telmate's speech-to-text technology allows investigators to automatically transcribe inmate phone calls. Telmate uses one of the best speech-to-text software solutions available making phone call transcription quick and fully integrated. Investigators simply select any completed calls, add them to a transcription queue, and then initiate automatic conversion to text. Once transcribed, the transcript appears as an investigator note attached to the call record in TelmateCommand.

4. Advanced Voice Analysis

Advanced voice analysis can be an effective indicator of individuals and behavior worthy of further investigation. Telmate is in the process of testing voice analysis to allow investigators the ability to see which parts of a conversation are accompanied by indications of violence to self, violence to others and deception. Telmate's voice stress analysis compares an inmate's voice to past samples and looks for signs of stress, depression and changes in pitch and speed that frequently precede aggressive behavior. In addition, when compared with stored voice recordings, such as past phone calls, Telmate's software indicates voice changes correlated with extortion, fraud and deception.

Why Telmate?

The Industry's Best Service and Support

We offer the industry's best customer service with live US-based, bi-lingual 24/7 toll-free support, in-house repair technicians, 24 hour circuit monitoring and two hour, on-site response time.

Increase Usage and Operating Efficiencies

Our range of communications products, automated admin tasks and deposit options drive increased system usage and unsurpassed operating efficiencies.

Innovative Technology

Our system is the most robust, full featured, and secure inmate communications platform available featuring deposit and account management, phone, video visits, social media, investigation tools, mobile access and full integration with commissary and JMS systems.

Unified Software Platform

Telmate's fully integrated software and hardware ecosystem has been designed and built by our engineers to meet the unique needs of the corrections industry.

Telmate is one of the fastest growing inmate communications systems in North America currently providing service to hundreds of correctional facilities in nearly every U.S. State and two Canadian Provinces. From city and county jails to federal facilities, Telmate serves populations of all sizes—many exceeding 1,000 beds.

UPGRADE your inmate communications system to Telmate.
sales@telmate.com | 1.855.TELMATE (835.6283)

