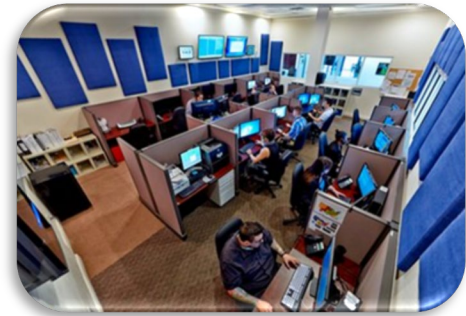


Enhanced Monitoring

The Attenti Monitoring Center offers a cost-effective solution to your increasing workload. In the event of an alarm, our staff will contact your offenders and gather information on your behalf, ensuring that your offenders are always monitored.

Our goal is to resolve alerts as they occur, thereby helping to reduce the number of violations forwarded to agency staff. Providing offenders immediate feedback and instructions for resolving alert conditions helps reduce officer workload and minimizes unnecessary overtime.

We offer several customizable protocols, including afterhours only monitoring. Our experienced staff can help you craft the ideal offender monitoring protocol to meet or exceed your needs.



Key Features

- **Alert Triage** – monitoring center agents review and prioritize alert notification based on the event-handling protocols set up by the agency
- **Outbound Alert Resolution Calls** – agents call offenders to investigate alert conditions and provide feedback and instructions for alert resolution
- **Officer Notification via Live Operator Phone Call** – the Attenti Monitoring Center agents will contact your Officers to ensure they are aware of any high-priority violations
- **Closed Loop Notification** - Attenti provides verifiable alarm confirmation through our Closed-Loop Notification service, utilized by agencies that want verification their officers received every alert
- **Enhanced Escalation** – in the event an alert notification is unresolved, our monitoring system will trigger an automated escalation to the officer via text message, email, or phone call
- **Call Tree Program** – Attenti also provides phone call escalation on all unacknowledged alarm notifications, following the established Call Tree procedure to inform agency staff

attenti

Our strength is in our service delivery.

Attenti's Customer First culture is the key ingredient to your success. Enhanced Monitoring provides a cost-effective solution to ease workloads.



24/7 Customer Support

Enabling communities to become safer and more secure.

Since 1994, Attenti has been trusted by government agencies and service providers worldwide by providing advanced technology, exceptional support, and industry expertise. Our field-proven solutions improve the security of communities by enhancing public safety, protecting agency budgets, and helping participants rebuild their lives.

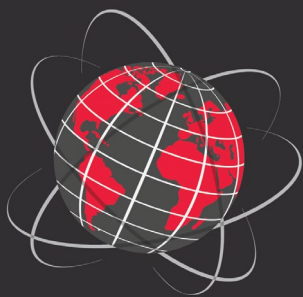
attenti

Attenti US, Inc.

1838 Gunn Hwy.
Odessa, FL 33556 USA
Tel: 866.213.0240

Learn more:

www.attentigroup.com
@AttentiUS



©Attenti US, Inc., 2020. All rights reserved.

ATTENTI is the trademark of Attenti Electronic Monitoring Ltd.
Other trademarks are the property of their respective owner.



Key Features



Enhanced Monitoring

The Attenti Monitoring Center offers a cost-effective solution to reduce officer workload. We offer calls to offenders to resolve alerts, afterhours monitoring, officer alert calls, and enhanced escalation and call tree programs.



Monitoring Center Support

Knowledgeable Customer Service Agents quickly and accurately assist with software, equipment, mapping, zones, rules, notifications, and more. Our U.S. based monitoring center is available 24/7.



Multi-Tiered Account Management Team

Experts on our products, Attenti account managers provide training, technical support, inventory management, information on new product releases, and court testimony.



Contract Implementation

One of the benefits of contracting with Attenti is our two decades of experience implementing and supporting electronic monitoring programs. We have an infrastructure of experienced support personnel built from years of servicing contracts across the United States, Canada, and the Caribbean.



In-Depth Training

Attenti built its reputation on service and training is service; we take it seriously and we do it well. Our unique training approach can be tailored to meet your needs. Options include webinars, videos, and expert level on site classes.

attenti