



BI Monitoring Operations

Success in the 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 understands the complexities of monitoring clients, and for more than three decades has offered state-of-the-art call center services that support more than 1,000 correctional agencies.

Our 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 24x7.

BI AGENCY ASSIST

BI Agency Assist, a set of five administrative, technical, and data management support services and a 24x7 support center, is designed to relieve officers of time-intensive tasks. Our bilingual support center team helps keep clients accountable 24x7. Services are configurable and include contact documentation, scheduling, enhanced monitoring, automated self-reporting, and financial process and tracking. Learn more at BIAgencyAssist.com.

CUSTOMER SUPPORT

BI customer support ensures agencies receive top-notch service from responsive and knowledgeable professionals. Our monitoring call centers provide 24x7 support to agencies nationwide and reliably monitor more than tens of thousands offenders 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.

Call 800.701.5171 today to learn more.

KEY SERVICES

- Monitoring Support
- BI Agency Assist®
- Customer Support
- 24x7 live support
- Highly trained specialists
- Single platform data management software
- Bilingual services
- Flexible tiers of support
- Training



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