



# BI SmartLINK®

## A Mobile Tool for a Mobile World

The BI SmartLINK® mobile monitoring app provides a secure platform for modern day communication anytime, anywhere. Officers and clients can securely conduct mobile-to-mobile video conferences and send messages, making remote case management a reality. Mobile communication is immediate, convenient, and time-saving for both officers and clients.

SmartLINK is a practical and affordable way to securely monitor, collect real-time data, automate administrative work, and enhance compliance and accountability. In today's society, communication is largely digital, and BI is at the forefront of adjusting the way electronic monitoring services are provided. Managed by officers in BI TotalAccess®, SmartLINK can be used in conjunction with electronic monitoring or as an alternative.

Option A    Option B    Option C

### SMARTLINK FUNCTIONALITY

	Option A	Option B	Option C
<b>My Info</b> Clients view information and submit changes for officer approval, including address, phone number, email, employment, personal contacts, and community referral assignments	✓	✓	✓
<b>Messages</b> Officers and clients can directly message each other, and officers can send a message to multiple clients at once; messages are stored in TotalAccess with a date and time stamp	✓	✓	✓
<b>My Documents</b> Clients view documents uploaded by their office in TotalAccess Media Management (Available in Q2)	✓	✓	✓
<b>Video Conference*</b> Enhances officer/client communication while reducing the need for office visits; officers can schedule or conduct on-demand, streamed video conferences; date and time stamp are stored in TotalAccess	✓	✓	✓
<b>Media</b> Clients upload documents captured as photographs, such as employment and court information, to TotalAccess for immediate officer review	✓	✓	✓
<b>Resources</b> Equips clients with agency-approved service providers for housing, medical, employment, and other essential services, and access to a dedicated call center	✓	✓	✓
<b>Calendar</b> Pushes officer-created events and reminders to clients for upcoming appointments such as court dates, meetings, and counseling; officers can link biometric check-ins to calendar events to verify attendance at required activities	✓	✓	✓
<b>Client-Submitted Schedules</b> Clients submit their own schedules for officer approval		✓	✓
<b>Self-Report</b> Clients answer a series of questions (customizable from agency to client levels)	✓	✓	
<b>Self-Report (with Biometric Check-in)</b> Clients answer a series of questions (customizable from agency to client levels) and completes a biometric check-in afterwards			✓
<b>Biometric Check-in</b> Biometrically verifies client identity and location through fixed or randomly scheduled check-ins; enables officers to confirm location, curfew, and travel restriction compliance			✓

\*Additional cost per streamed call

Contact us at 877.652.1044 or solutions@bi.com to select a SmartLINK program that meets your immediate remote case management needs.



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