Lock&Track ^{sm}
Comprehensive Overview
(For decision makers.)

Overview of Important Points

The **Lock&Track**SM **Corrections Information System** is a jail, prison and correctional management system[1] designed for use by corrections staff who manage jails, prisons, work centers, boot camps, halfway houses, juvenile detention and other correctional facilities.

Lock&Track and **Lock&Force** provide instant access to inmate and offender information from the initial police report through incarceration and parole. The application screens, report formats and data processing rules were developed in close cooperation with corrections professionals, and have been continually enhanced according to lessons learned in field use since 1987.

This means that our application package is intimately attuned to the practical needs and requirements of staff and professionals. This product **will do the job, and will not get in the way** or disappoint users.

- ➢ LockWorks tool suite covers your management needs throughout the incarceration cycle. Frequently required, time-critical tasks such as booking, incident logging, and inmate movement records have been partially automated to reduce work-hour requirements.

- ➢ Consistent, streamlined interfaces ensure that every module works the same way. Integration of both graphical and keyboard-only interfaces means that LockWorks products are both accessible to infrequent users and efficient for dedicated data-entry.

- ➢ Extensive reporting capability includes hundreds of bundled report templates, ad-hoc reports a phone call away, and complete integration with all SQL-compatible report tool, including Microsoft Office Suite, Crystal Reports, and Discoverer.

- ➢ Tracking tools facilitate management tasks. Use Lock&Track to locate appropriate housing, generate early-release candidate rosters, create line-ups, or generate reports for daily court appearances. Sentence clocks can be stopped, started, or arbitrarily adjusted (with logging).

- ➢ VINE, COGENT, Swansons and other third-party integrations are included. Ongoing integration updates of broad interest are provided to our LockWorks client base without additional charge.

- ➢ Federal compliance efforts are fast-tracked. Existing reports generate social security information, public-records web pages, and other supporting materials. As new laws are passed, we continue to craft the tools our clients need to maintain steady funding and efficient performance.

- ➢ LockWorks products offer budgetary elegance. Availability of hosted products allows facilities to adopt cutting-edge software with 24-hour/365-day support, minimal start-up costs and no hardware or IT costs.

- ➢ LockWorks customer service is unprecedented. Ask other vendors if they provide home phone numbers for support staff. We do, and we cheerfully respond. Ask us for a reference from the customer who called us on Christmas Eve with a hardware failure this year.

For more information, contact LockWorks' staff at 503.538.2361 or info@locktrack.com. We'll answer your questions without being pushy. Our commitment to listen to our customers starts with the very first call.

Product Organization

 Lock&Track is a suite of application components called *desktops*, each of which focuses on a particular aspect or functional requirement regarding information flow within the correctional facility. These desktops allow dedicated users to focus on the area(s) of Lock&Track they use frequently, while keeping other components easily available.

 Full database integration exists across desktops. For example, an offender entered in **Lock&Force**'s case management tools, or in **Lock&Track**'s warrant tracking capability will appear on the booking screens with available data displayed for faster entry.

Brief Overview of Functionality

• Booking, Intake, Transfer & Release

• Inmate Records (Sentences, Time Served, etc.)

• Housing, Movement and Transportation

• Disciplinary logs and reports

• Automatic Lineup generation

• Commissary and Trust Accounts

• Property Tracking and Management

• Visiting and Visitor Registration/Management

Interfaces

Software users generally fall into two categories: occasional users, and power-users. Occasional users include those who must use the software as part of a job not primarily focused on computer use, such as deputies and new or part-time users such as volunteers or temporary hires. Expert users are those who use the software frequently for extended periods of time, such as dedicated data-entry staff. The latter tend to prefer keyboard-based interfaces that allow heads-down data-entry, while the former generally prefer graphical user interfaces with point-and-click capability.

LockWorks has solved this conflict by providing two integrated interfaces. For most users, there is a modern Windows^{TM}-compliant GUI (graphical user interface) complete with help, tips, validation, and prompts. For expert users, there is a keyboard-only interface that is proven to increase data-entry speed significantly. We've also provided those shortcuts "behind the scenes" in the GUI for the times a power user finds themselves at a GUI-based workstation.

Customization

Customization is foundational to the LockWorks business model. For standalone installations, we can provide virtually any customization you desire, from adding or disabling a field on-screen, to re-organizing the work-flow to match your operations, or even building modules tailored to your facility. Small changes are often accomplished in a few days. Contrast this to the usual software-development cycle of months or even years of development and testing, and you will realize we must be doing something differently. The LockWorks "power tool" for fast response is RAPT[1] (Relational Application Programmer's Toolkit), a software layer designed by LockWorks's founders specifically for rapid prototyping and development.

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1   For details please download our Technical Specification whitepaper at http://www.locktrack.com

For **Lock&Track Online** customers, we provide more limited customization. Report customization is virtually unlimited if the hundreds of existing reports developed for our customers do not meet all your needs. Changes to shared interfaces require community involvement, however it is possible to create custom input screens for individual clients.

Our motto at LockWorks is "If the customer wants it, we can do it."

Security

We start with OpenVMS, an enterprise-level operating system designed with security and reliability in mind. Created for businesses with critical functions, OpenVMS has been deemed "uncrackable" by several symposia. Redundant backup functions are built into HP Integrity servers' internal hardware design, insuring disk-loss is a minor inconvenience rather than a crisis.

For in-house security, user permission settings are provided at a much finer-grained level than in other commercial servers, meaning users can have read-only access to one report, no access to another, and data-entry access to still others in arbitrary configurations.

The next layer of data security is the Oracle/Rdb relational database. Once again, we have selected known-secure, well-established and commercially reputable software to underpin LockWorks products. Rdb is completely SQL-compliant for industry-standard database queries, updates, and management. Rdb provides the means to access data from a wide variety of sources, including ODBC for client-server access – it meets all requirements for open systems and controlled/authorized access to data. This provides you with a different kind of security – your data remains accessible to you even if you choose to leave LockWork's family of products. Yes, we're that confident you won't ever want to.

Finally, there is another form of security few vendors will openly discuss. All the security features in the world won't protect your data if your employees share accounts because it's too hard to get a new one, or your IT staff makes all files world-readable to 'fix' some other problem. We work hard to make sure your staff never feels the need to make such "accommodations." We know security is essential to corrections facilities.

Adopting Lock&Track

On-Premise Systems

Traditionally, operations software required a large initial outlay for equipment purchase, IT staff acquisition and training, installation and configuration. After this initial outlay, maintenance costs would include upgrades to hardware and software, support contracts and in-house staff, and periodic software updates. LockWorks' products have been available with this model for over 20 years, and we are experienced with the bid process. For larger facilities, or those with extensive customization needs, this remains the purchase plan we recommend. It includes all application server hardware, offender relational database, all Lock&Track applications software, GUI client software, foundation and support software, client-server reporting components, plus full customization and support services as desired.

The customer organization ultimately undertakes the ownership, operation and maintenance of this in-house data system with vendor support on a contracted basis. Customization of the database, interface, and reports is virtually unlimited.

Hosted Services

A new model of software-purchase modeled after service-based industries has become popular, and LockWorks

is once again head of class. Client organizations pay a monthly fee, calculated on their facility's size (bed count), to access a professionally managed, mission-critical Lock&Track system, including all hardware, software and infrastructure, owned and maintained by LockWorks LLC.

Advantages include regular software upgrades, 24-365 support, limited customization, integration with a rich pool of existing customers (e.g. sharing mugshots for line-up generation), user group meetings, and the opportunity to join a mature user community.

Although originally conceived as a business strategy to deliver Lock&Track to small counties which do not have the budget or resources to own and operate an in-house system, the hosted model quickly became a popular approach to deploying Lock&Track for corrections organizations of any size. One of the most popular benefits is that it moves the problem of system acquisition from that of a capital equipment expenditure to one of services procurement, and places the risks, including hardware failure or obsolescence, outside your agency.

Invite us to lunch!

You now know that LockWorks is a unique company with unprecedented customer service. We develop personal friendships with many of our clients, and we go the extra mile for all our clients.

If you'd like to see this in action, give us a call at 503.538.2361. We can send you demonstration materials, answer your questions over the phone or in e-mail, or meet with you at your office. We won't be pushy – we have enthusiastic employees, but no professional sales staff. We believe in our product.

We think you will, too.