

MTC NOVO

RAINSBROOK SECURE TRAINING CENTRE

An inherited phone system had become outdated and posed a risk to site, Unify supported MTC Novo in the implementation of a newer more reliable solution at Rainsbrook STC.

THE CUSTOMER

Rainsbrook Secure Training Centre accommodates up to 87 young people between the ages of 12-18 who have committed a criminal offence. Rainsbrook STC is managed by MTC NOVO, who are committed to reducing reoffending rates in the UK.

THE CHALLENGE

The existing phone system had become outdated, it was unsupportable and it's increasing unreliability was posing a risk to site. It was paramount to Rainsbrook STC to introduce a stable and reliable solution for parents/carers, friends and partner organisations to contact the centre.



THE SOLUTION

UNIFY worked with Rainsbrook STC to implement the most suitable solution for their centre. In-room telephones were installed into each individual room.

The phones allow young people to make their own personal phone calls from the privacy of their own room without the need to request calls through staff members, however staff are still able to monitor calls where they see fit.

SYSTEM FEATURES



KEYWORD RECOGNITION



PIN ACCOUNT PER USER



OPTION FOR INBOUND CALLS



PRE-APPROVED NUMBERS



REPORTING



REAL-TIME MONITORING



ADJUSTABLE CALL CHARGES



RECORDED AND AUDITABLE



ROBUST AND SECURE

“The UNIFY in-room telephone solution gives the young people of Rainsbrook STC the autonomy as they can make and receive calls, as they see fit. The new system is also more secure, more cost effective and allows staff to monitor calls if ever required.”

“Whether it is the Support & Development team or the Unify on-site engineers we haven't a bad word to say. Unify are always responsive, professional & quick to resolve any issues if ever they arise.”

Dan Skea, Business Performance and IT Manager, Rainsbrook STC

Providers of **innovative technology solutions to the Custodial sector**, supporting the provision of safer, more technologically advanced prison environments.