

SUCCESS

The Customer:

America Service Group Inc. (ASGR) is based in Brentwood, Tennessee. It is the leading non-governmental provider of correctional healthcare services in the United States. ASGR, through its subsidiaries, provides a wide range of healthcare and pharmacy programs to correctional agencies for the medical care of inmates. The Company employs more than 6,300 medical, professional and administrative staff nationwide, providing medical and pharmacy services to over 10% of the America's inmate population.

Prison Health Services Inc. (PHS), a subsidiary of ASGR, literally founded the private correctional healthcare field in 1978. PHS is committed to provide high quality, cost-effective healthcare services to prisons and jails at the local, county, state, and federal levels nationwide. With their sister company, Secure Pharmacy Plus, PHS currently serves more than 380 jail and prison sites around the country, covering approximately 270,000 inmates in 38 states.

The Company's expertise in correctional healthcare management applies across diverse facility base and inmate populations.

- Jails and Prisons of all security classifications
- 300-bed facilities to 39,000-bed multiple site Correctional systems
- Male, female and juvenile confinement

The Solution:

Cost control and efficiency are critical to PHS's successful administration. The PHS Administrative offices in East Elmhurst, New York chose to implement Computer Instruments' e-IVR Voicemail and Unified Messaging on an Avaya IP Office PBX. This cost effective, full-featured system has given PHS a high performance Unified Messaging Platform that can also serve as an IVR engine in the event PHS wishes to add Interactive Voice Response applications (Emergency Notification, etc.) in the future. Additional applications are available as add-ons to PHS's system and would give them powerful self-service functionality, relieving staff and reducing labor costs.

PHS has continued to grow into America's leading presence in correctional healthcare. It understands that any growth strategy must be supported by a continued commitment to providing a strong, responsive operations infrastructure to fully meet client expectations.

Computer Instruments Inc. started as a Software Development House in 1979 and has subsequently established a reputation for phone enabling technology and Interactive Voice Response Self-Service Applications. Leveraging a long history of custom IVR development, Computer Instruments became one of a select few of AVAYA IVR Certified Independent Software Developers for Advanced Features. e-IVR is the culmination of broad-based expertise and experience in the industry. "Branded" and sold by Lucent, Expanets, and Avaya, the variety of e-IVR Applications covers a wide range of business types and markets.