GTL's ICMv system will continue to provide the State with our automated accounting services that will continue to meet the business and accounting needs of the State. GTL Technical Support is available **24 hours a day, 365 days a year**. GTL will continue to support its own software. GTL's **first response** to a call can usually be measured in minutes, not hours. The first step toward problem resolution is an assessment of the problem through an interview with the caller and, if appropriate, an **on-the-spot log-in** to the site's GTL installed system. Frequently, user-problems are resolved during the initial phone call. Whether solved immediately or through further steps, every system-related call is recorded and tracked in our electronic Technical Support Trouble Ticket Management program.

24 Hours/Day, 7 Days/Week, 365 Days/Year Technical Support
GTL's toll-free number (800-646-6283) is manned 24 hours per day, 365 days per year by a GTL representative. Once a problem has been reported to GTL, Technical Services personnel create a trouble ticket and begin remote diagnostics. If the problem cannot be fixed remotely, Technical Services arranges for a Technician to go to the facility to make the repair.

When the DOC required a replacement to its inmate accounting solution in 2011, it turned to Keefe's Inmate Accounting platform. Keefe completed a number of enhancements to KeepTrak™ technology in relation to the contract with DOC, including distributed check printing capabilities, a Citrix virtualized application environment and a new family member web site for funding and additional commissary fulfillment options. Keefe's Technical Support teams worked with the successful phone provider to create a hosted server environment accessible throughout DOC offices. Keefe's support teams will continue to be available 24/7/365 in support of the banking, commissary and family site technologies it provides.

During the 2014 calendar year Keefe introduced a successor to its KeepTrak™ Inmate Accounting platform. The new cloud version of KeepTrak™ includes the richness of its predecessor and the lightness of native browser functions. The check printing and reporting capabilities exceed the prior version. The cloud version emerged from pilot phase late in 2015 and is now available to Keefe's customers for upgrade evaluation. We believe that DOC will benefit from consideration of this powerful and elegant version of the KeepTrak™ Inmate Accounting platform. Conversion from the prior version maintains continuity with DOC requirements, including an archive document library for retention of prior inmate account details and enhanced check printing and check queue management beyond the capabilities currently available in the Citrix KeepTrak alternative.

Please review **KeepTrak Cloud Banking** for an overview of the new platform.

Technical Services Support

Keefe Commissary Network staffs a centralized Technical Services support center including Help Desk, Configuration, Installation and Training Services. The entire staff is located at the Keefe Group corporate office in St. Louis, Missouri.

Help Desk Support Team – Contact Services and Escalation Services
- 30 Total Staff – 3 managers, 27 support, average 4 years' experience
- 2015 Stats – Average 3,000 cases per month, 99.01% customer satisfaction

Contact Services

Contact Services is the first line of contact for service requests via phone or e-mail. All customer support cases are documented in Microsoft CRM. History is available to all field sales staff and regional management on a real time basis. Examples of first line support services:
- Resolution of communications errors
- Analysis of hardware errors and replacement of defective hardware
- Standard end-user training
- Order Tracking, Order Processing, Pricing Updates

Telephone

Phone requests are routed through CISCO Call Manger on a 24/7/365 basis – phone requests are placed by dialing 800-864-5986. Phone services are available during business hours, defined as 8 AM – 5 PM Monday through Friday. During business hours, inbound calls are answered by an administrative attendant. The administrative attendant determines whether the call is related to marketing, accounting, or technical services. If the call is technical in nature, the attendant can route the call either to the direct extension of an individual technician or to the call-queue for the first available technician. Calls queued for the first available technician can travel through four staff levels, with an increasing cumulative number of extensions accessed throughout wait-time. If a queued call is not answered within five minutes, the call is routed to a voice mail extension which records a message from the caller and automatically begins paging a group of six escalation phone numbers. Calls directed to an individual technician are subject to the current availability of that technician at the time the call is transferred. Any inbound call outside of business hours can access technical support by choosing option 7 on a touchtone phone. When option 7 is selected, the call routing routine first checks for available staffed extensions. If none are available the call is routed to a voice mail which automatically begins paging a group of six escalation extensions. On-call staff is equipped with notebook computer systems integrated with wireless internet access and VPN access to the KCN Corporate Service Center.

E-Mails

E-mail requests are monitored during business hours by a designated Service Center administrator. The Solutions Center administrator screens e-mail either for immediate response or for escalation as a service event. If escalated to a service event, the Service Center Administrator opens a CRM Case and either assigns the case to a technician or adds the case to the service ticket queue.

Location

Contact Services staff is located at the KCN Service Center Corporate Office in St. Louis MO Monday through Friday 7 AM – 8 PM EST. On-Call Staff are located off premises Monday through Friday 6 PM – 9 AM, Saturday and Sunday 24 hours per day and Monday morning 1

PM – 9 AM. On-Call staff is located at the KCN Service Center Office in St. Louis MO Monday through Friday 9 AM – 6 PM.

Escalation Services

Escalation Services is the delivery of complex helpdesk service requirements. Contact Services escalate more complex service requirements to a higher level of complexity and urgency. Some examples of complex service requirements are:
- Recovery of failed hard drive and / or data recovery
- Re-configuration of standard software features including
- Accounting profiles
- Commissary restrictions
- Integration settings
- Communications setup
- Bank, check and cash management features
- Receipt settings
- Standard installations and upgrades.
- Analysis and reporting of software errors
- Specialized end-user training
- Standard Software Upgrades

Project Services Team
- Implementation and Upgrade
- 20 Total Staff – 2 managers, 18 support, average 5 years' experience
- 2015 Stats – 37 new customer implementations and 100+ customer upgrades
- Accounting Analysts
- 7 Total Staff – 1 managers, 6 analysts, average 6 years' experience
- 2015 Stats – handle 25-40 cases per month
- Technical Writing & Training
- 2 Total Staff – Training and Development Staff, average 2 years' experience

Project Services Support Activities

Project services is the planning and implementation of software, hardware and network deployments at customer sites. Typically, this includes new account, first time installation of hardware and software. Project technicians receive and review approved system quote and new KCN account information documents. They contact account manager on any questions or inquiries regarding the account setup to ensure regional and facility expectations are met.

Hardware and equipment needed for the installation on site is purchased. The Project technician creates a KCN transition document – this document may vary depending on the complexity of the new account. The document will be a working plan between Keefe and the facility. It will include some of the following topics that the project technician will gather from the key contacts at the facility:

Computer layout at the facility – how many computers will Keefe provide, how many computers will the jail supply that the Keefe software will be installed on. Jail computers – what windows operating system, size of hard drive, RAM, etc. The facility network infrastructure is assessed:
- Server(s) – model, configuration details

- Remote access – which enables KCN help desk technicians assist with customer questions, inquiries, problems
- Backup method
- Data conversion
- Integration details – contacts, file specifications, etc.
- Special features / services requested – positive pay, paid check, debt write off, merge resident,
- Kiosks, On-line deposits, special order entry methods, prepaid sales, etc.
- Officer roster – list of officers, officer duties, groups
- General ledger accounts and associated GL account events
- Number of used cash drawers
- Facility's current everyday business flow / operations
- Resident account events
- Recoverable charges – priority and recovery percentage
- Order forms – commissary restrictions
- Bank account
- Check printing / layout
- Software / system reports
- Training – room / structure / end user schedule / end user manuals

When the equipment is received in the KCN office, the project technician will build and configure the hardware to meet the requests of the facility. Final configuration and setup of account management, officer management, inmate banking module, commissary module, reports, etc. Final configuration, setup and testing of all integrated systems (booking, fund, sale integrations) in the KCN Corp. office prior to onsite implementation. Prepare for onsite end user training (manuals, tip sheets, user scheduling, training computers, training classroom) Project technician on site visit for hardware installation, end user training and implementation of Keefe software applications.

Repairs and ongoing maintenance

Once the onsite visit has been completed, the project technician will follow up with the customer to ensure satisfaction and open items have been resolved – all detailed information is then documented in CRM. Current account – complex upgrade of hardware and/or software – for example, a new feature which involves changes to business processes, server and/or workstation operating system or database level, network topology, etc.

- Review of new features / equipment required for upgrade
- Receipt of signed authorization to proceed with equipment / software changes
- Testing of new features / hardware required for upgrade
- Development of transition plan
- Preparation for additional on-site training if required for the upgrade

Keefe Technical Service Policies are as follows:
Help Desk Ticketing
To better serve our customers, Keefe Group Technical Services has instituted a Service Level Management approach to Help Desk ticketing. The goals of this approach are an improved line of communication with our customers and to provide superior customer service in meeting your expectations. All tickets logged are categorized using the following levels:

Level 1 – URGENT

Issues compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned technician is responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Follow up items stemming from the urgent issue will be handled as standard priority through resolution.
Examples: issues related to sending/ordering commissary; facility integration not creating/updating inmate accounts; facility server offline/ hardware, database failure

Level 2 – ESCALATED

Issues not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned technician is responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution.

Examples: billing issues related to commissary sales/refunds; non-critical inmate account related issues; bank reconciliation/check/deposit issues not immediately

Level 3 – STANDARD

Longer term issues that do not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases and may have potential resolution of 5 days or longer. The assigned technician is responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution. The tech is also responsible for keeping the customer updated on progress as needed.

Examples: bank reconciliations and/or general journal reconciliations not immediately affecting daily functions; report creations/modifications

PRIORITY ASSIGNMENT

If you are not satisfied with the priority initially assigned to your ticket, please respond back to the KCN Helpdesk email at KCNHelpdesk@keefegroup.com to let us know the urgency of the issue. The Keefe Technical Services Management Team will escalate the ticket as required. An updated response will be sent to notify you that we have acknowledged and addressed the change request. If further clarification is needed, a representative from the Management Team will call the requestor.

Contact Information & Escalation Path

There are two ways to contact the Keefe Group Technical Services Department:

KCNHelpdesk@keefegroup.com The KCN helpdesk email is actively monitored Monday through Thursday, 7am – 7pm CST and Friday 7am – 5PM CST.

1.800.864.5986
Toll free phone number available 24/7/365.

During business hours, technicians are available to assist customers Monday through Thursday, 6am – 7pm CST and Friday's, 6am – 5pm CST. After business hours, technicians are available

to assist customers Monday through Thursday, 7pm – 6am CST and beginning on Friday's at 5pm through Monday morning at 6am CST.

Maintenance and Quality Assurance
Hardware Service Plans and Business Continuity Options
Hardware Service Agreements – Repair and or Replacement of Defective Hardware

Hardware failures are covered under contracts with manufacturers such as Dell, Wyse, NCS, Brother, Tally Genicom, etc. These are typically 24-hour turnaround contracts for workstations, same day service for servers and depot/warranty replacement for peripherals and kiosks. The facility may also opt to have KCN provide on-site or depot service spare equipment to maximize utilization and minimize downtime in the event of hardware failure.

Server maintenance options are as follows:
  • Gold Dell on-site server service - would include 4-hour 24/7/365 on-site response time guaranteed by Dell Computer Corp after dispatch by KCN help desk staff.
  • Workstation maintenance options are as follows:
  • Standard Dell on-site workstation service - would include 8-hour 8AM – 5PM on-site response time guaranteed by Dell Computer Corp after dispatch by KCN help desk staff.
  • Depot - backup workstation service - would include the storage of a 'cold spare' workstation CPU at the Regional Distribution Center. In the event of a workstation failure at the facility, the cold spare could be installed and connected to the server database for use in a matter of hours by KCN staff. At such time as the original workstation is repaired the process can be reversed at off-peak hours to re-introduce the original workstation and return the 'cold spare' to depot status. The cost of 'depot - backup workstation service' is reflected in the cost proposal.

Pod Kiosk maintenance options are as follows:
  • Depot – backup pod kiosk shells are stored at the regional distribution center. In the event of a kiosk failure, facility maintenance staff would be trained to remove the defective pod kiosk shell and replace it with the spare. The defective shell would be shipped to KCN Technical Services to be refurbished. Once refurbished, the shell would be shipped back to the regional business center as one of the spare units.

Lobby Kiosk maintenance options are as follows:
  • Depot – backup lobby kiosk shells are stored at the regional business center. In the event of a lobby kiosk failure, facility maintenance staff would be trained to remove the defective pod kiosk shell and replace it with the spare. The defective shell would be shipped to KCN Technical Services to be refurbished. Once refurbished, the shell would be shipped back to the regional business center as one of the spare units.

Monitor, modem, printer, OMR scanner maintenance options are as follows:
  • Standard peripheral replacement services - In the event of failure of one or more of these peripherals, KCN will ship a replacement for next day delivery and installation by facility staff. In the event that the OMR scanner can be repaired / replaced directly by NCS and this would be a quicker solution to return the equipment to service, KCN Tech services will exercise the NCS service option.
  • On-site depot peripheral replacement services - KCN will store one of each of these peripherals at the regional Distribution Center. In the event of a failure of one or more of

these peripherals, KCN regional Distribution Center staff will replace the peripheral(s) with a spare unit and return the failed unit to KCN Headquarters Technical Services for repair or replacement by the related vendor. KCN Headquarters will return a service replacement to the regional Distribution Center and have the failed unit repaired or replaced by the associated manufacturer or vendor.