

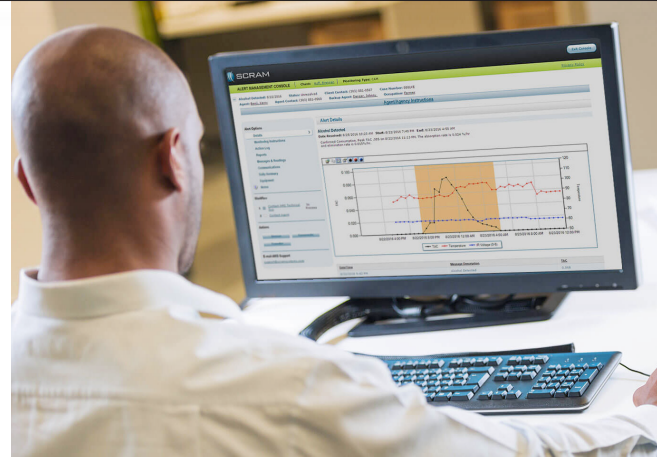


Support & Monitoring Services

SCRAM Systems includes an extensive range of services with our standard daily monitoring fee (see reverse), and we also offer supplementary options to ensure you can customize all the services your program needs. Whether you are looking for off-hours support, need assistance as you grow your program, or simply require more robust monitoring, SCRAM Systems can tailor a monitoring plan that's right for you.

Monitoring Packages

Services	Standard	Premier	Premier Plus
24/7/365 program support	●	●	●
Monitoring center quality assurance	●	●	●
Real-time, automated, and on-demand reporting	●	●	●
Program and equipment management	●	●	●
Training and court support	●	●	●
High-priority alert investigation and resolution		●	●
Up to 3 live-agent outbound calls to a client per alert such as low battery reminders, missed communications, and location failure		●	●
Up to 3 live-agent outbound calls to an officer/agent/dispatch center per alert with requested client information		●	●
Closed loop alert handling and resolution		●	●
Escalated alert notifications to next-level officers and/or supervisors		●	●
3+ live-agent outbound client calls based on defined protocols and escalation procedures			●
3+ live-agent outbound officer calls based on defined protocols and escalation procedures			●



Customizable Services

SCRAM Systems also offers extendable options to help you manage your caseload and develop your monitoring program(s):

- Client data administration enrollment and profiles
- Instructor-led and online training options, customized to your program
- Field Service Team for training, “best practice” mentoring, and operational advisory services
- Live phone calls to clients regarding alerts for missed communications, missed tests, and low batteries
- Analysis of your program’s data to analyze monitoring program and client compliance trends
- Customized reporting packages to meet agency or court requirements
- “Best Practice” Advisory Assessment of your program’s operations with recommendations to improve operational effectiveness and efficiency

Standard Monitoring and Support

The following services are included as part of the standard daily monitoring fee for all SCRAM Systems alcohol and location monitoring technologies.

24/7/365 Program Support

- Real-time response to questions about client activities, equipment, alerts, and notifications
- Live agents continually accessible through phone, email, web, or chat
- Secure, web-based access to client data
- Round-the-clock alert generation and corresponding analysis by trained specialists
- Multiple redundant servicing locations and staff located across the country
- Bi-lingual agents and language translation services



Support & Monitoring Quality Assurance

- 90+% of inbound calls answered in less than 20 seconds by a live agent
- Cloud-based phone system for inbound and outbound calls
- High-Availability support platforms & Analyst-to-Customer communication tools
- Inbound and outbound call-tracking and recording for quality assurance and retrieval
- Highly skilled and certified support staff with frequent ISO-compatible training



Real-Time and On-Demand Reporting

- Real-time reporting for compliance metrics or non-compliant/actionable alerts and client management
- Immediate alert notifications to agencies and officers via text, page, or email
- Daily Summary Reports available via scheduled emails and on-demand through on-line systems
- Self-service applications for case generation, troubleshooting, research, and problem solving
- Detailed billing, inventory and client compliance reporting for departmental or operational needs
- Key Performance Indicator (KPI) analysis to ensure metrics are adhered to



Program and Equipment Management

- Customized training available from our Field Services Team
- Best practices for inventory control and management
- Equipment-status management for returns, maintenance, and availability
- SCRAM Systems program operational support
- Consumable allocations based on product usage
- Free standard ground shipping on new and replacement orders



Training and Court Support

- Formal court reports and court testimony assistance available via video, telephone, or in-person, based on hearing type
- Expert witness style testimony or preparatory assistance for: sobriety testing, house arrest, and GPS high risk offender scenarios
- On-demand, web-based training and product certification programs
- Role based training curriculum for alcohol and location monitoring, court & judicial leads, business operations, and program measurements

