

# EXHIBIT 2

You've Got Mail:  
The promise of cyber communication in prisons and need for regulation

*Core Systems: Excerpt from Invest Northern Ireland publication*

**PRISON**  
POLICY INITIATIVE

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# Security Specialists



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# Core Systems



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## What we do

### Identifying Difference for Better Security

Core Systems is a leading developer of Security and Prisoner Self-Service IT solutions for high security facilities. Our technical and operational expertise is brought together in all aspects of our custody management solutions including integrated security management, custody management, access control, biometrics, lock control, Direct2inmate prisoner self-service and Direct2probationer probationer self-service. We work with the Custodial Services in Northern Ireland, the Republic of Ireland and North America providing innovative solutions making prisons safer places for staff and prisoners, delivering cost efficiencies and improving outcomes. Through the implementation of Core solutions, the company provides clients with enhanced security and safety, increased efficiency and time savings and improved accountability. These outcomes are delivered through a combination of key products which the company has developed specifically for use within the custodial environment.

In these demanding environments, Core Systems delivers real solutions. By identifying difference, the company achieves better security.

Through the implementation of Core Systems solutions, the company provides clients with:

- Enhanced security and safety
- Increased efficiency and time savings
- Improved accountability.

These outcomes are delivered through four key products:

**Direct2inmate:** a multi-purpose interactive prisoner and staff communication system. A two-way communication tool, it provides a stable and consistent interface for prisoners to directly access information and make service requests. It can be deployed through secure kiosks, PCs or in-cell media systems.

**Direct2probationer:** a secure platform to be used by probationers, offering an integrated, interactive approach to reporting. It facilitates self-reporting, communication and access to rehabilitation services for probationers to achieve better outcomes.

**Cell Controller:** an integrated IP, Power over Ethernet (PoE) device to control and monitor lock, hatch and other peripherals in a custodial environment.

**Cell Point Kiosk:** a detainee management solution offering a simple and effective way for custody officers to update custody logs in real time, by recording observations or actions locally at the cell.

Core Systems has always invested heavily in R&D and is highly committed to continuing innovation in the custodial market.

The company is a G Cloud IV listed Government Procurement Service Supplier for Direct2inmate and Direct2probationer.

In 2009, Core won a Chamber of Commerce award for Innovation Through Technology, and in 2013 was awarded NI Exporter of the Year by the same body.

It has been listed in the Deloitte Fast 50 on six occasions: 2013, 2011, 2008, 2007, 2006 & 2005.

In 2013 Patricia O'Hagan, CEO of Core Systems was awarded an MBE in her Majesty the Queen's New Years' Honours List; and later the same year awarded Outstanding Businesswoman of the Year by Women in Business NI.

## Where we work

Core Systems is already working in Northern Ireland, the Republic of Ireland, Great Britain and the USA.

The company is also targeting new work in Eastern Europe and Canada and is keen to pursue opportunities internationally.

### Examples of our work

#### Direct2inmate

Core Systems has completed a state-wide implementations of Direct2inmate in the USA, with 413 kiosks operating across 29 facilities, servicing a prisoner population of over 22,000.

#### Cell Controller

Core Systems has recently completed installation of an electronic locking solution within one of Europe's highest Security Prisons.

#### Integrated Security Management and Biometric Integration

Core have provided integrated security management solutions throughout the UK and Ireland allowing for centralised control of multiple systems in each facility. Core also excel at implementing biometrics into our solutions with biometrics being implemented at more than ten sites in Ireland alone.

