

24/7 Monitoring Services. Customer service brings together everything from supporting our entire product line to our best-in-industry court support program, 24/7 customer support, client compliance analytics, and beyond. It's what sets us apart from all other electronic monitoring companies. Standard monitoring and support include:



24/7 Support

- Real-time response to questions about client activities, equipment, alerts, and notifications
- Live agents continually accessible through phone, email, or web
- Secure, web-based access to client data. Secure PIN access available via phone.
- 24/7 alert generation and analysis performed by a live agent
- Multiple redundant servicing locations and staff located across the country
- Bi-lingual agents and language translation services



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 and 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



Flexible Reporting

- Real-time reporting for required actions and client management
- Automated alert notifications to agencies and officers via text or email
- Daily Summary Reports via scheduled emails and accessible through our web-based system
- Self-service applications for case generation, troubleshooting, research, and problem-solving
- Detailed billing, inventory, and client compliance reports for departmental or operational needs
- Key Performance Indicator (KPI) analysis to ensure metrics are adhered to



Program 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
- Standard 3-day shipping on new and replacement orders



Training & Court Support

- Formal court reports and court testimony assistance via video, telephone, or in-person
- Expert witness testimony or preparatory assistance
- 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

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