



The Puerto Rico Department of Corrections, one of the largest Correctional Jurisdictions of the US, achieved population control accountability and developed the most complete criminal intelligence database in Puerto Rico with the support of Truenorth.

The Puerto Rico Department of Corrections was operating on old archaic systems, with disconnected databases, and manual processes that made it impossible to positively identify incoming detainees or quickly find the location of inmates. Truenorth was engaged to quickly resolve many issues to raving success.

From Blind to Blazing – The Puerto Rico Department of Correction moves in three years, establish a success that often takes a decade.

Upon taking charge of the Correctional System, the new Secretary was concerned with the amount of work it took to answer fundamental questions on the location of inmates, inmate classification, and other critical facts to base decisions on. Further, as Corrections was operating with five separate and independent intake centers, inmates would have multiple inmate numbers with no criminal identification support.

Truenorth was engaged to quickly bring this situation under control. Within a period of three months, we reengineered the intake process, automated it, created a centralized criminal id system with biometric components, and deployed the system to the five intake centers. Within nine months, the system was fully deployed, the various independent systems and databases had been consolidated, officers trained and were using it, and Corrections successfully began to clean up its data and eliminating duplicate inmate data.

Corrections expanded the use of the system to other agencies in the Umbrella.

The success of the Inmate Intake system caused Corrections to expand the system with twenty independent but complimentary modules. Using AGILE techniques and the ability of the Microsoft suite of development products, Truenorth was able to deploy twenty modules in record time, with excellent user acceptance and containable resistance to change. Truenorth's command of both Rapid Application Development concepts, in depth understanding of government processes and our mastery of Microsoft products was the winning combination in the attainment of this success.

GOVERNMENT

Customer Background

- Puerto Rico Department of Corrections is a 12,500 inmate system in 33 correctional institutions in Puerto Rico.
- Over 5,300 Employees.
- Began under the tenure of Mr. Miguel A Pereira.

Challenges

- Unable to quickly locate inmates. No central database with reliable information.
- Five intake centers, operating independently, producing inaccurate criminal identification, and duplicate inmate numbers.
- Islands of technology, birthed by independent administrators, with no backup and quality.

Solution & Benefits

- Within a period of six months, Truenorth worked with key subject matter experts to identify a correct Intake Procedure, established servers in the five intake centers, developed and deployed an Intake Management System
- Established a central criminal identification processes for positive identification and criminal history consolidation.
- Developed fourteen (14) integrated and independent modules to support the operation of the Department.
- Established links and system in the six agencies of the umbrella, for consolidated automation.

THE PROBLEM: When accepting the responsibility of being the Secretary of Corrections, the secretary required to solve the following challenges:

- Unable to quickly determine total population size.
- Inaccurate and manual inmate classification system.
- Intake centers working independently, without coordinating and validating results.
- Multiple disparate systems, partly automated, and with a silo approach.
- It took days to track down the location of inmates, where the information was needed immediately.
- Key regulatory compliance metrics were very hard to produce and report, requiring excessive man hours, and an error prone manual process. This needed to be corrected.

THE SOLUTION: Truenorth was engaged to find a quick and cost-effective solution to these and other problems. Truenorth provided Corrections with the following:

- Reengineer the intake process to find a way to correctly identify all incoming detainees.
- Established a centralized criminal ID center to tackle the records duplicates and clean the data as corrections received new inmates.
- Consolidate all the current systems, spreadsheets and manual data into one easy to use system that places emphasis on data quality and reliability.
- Deployed twenty (20) systems to facilitate the management of data concerning all aspects of the inmate management process.
- Identified the key regulatory compliance metrics and built systems and processes to streamline the generation and presentation of this data to concerned regulators.

RECOGNIZED BY THE FBI

The success of the criminal identification process of the Department of Corrections, including biometrics and full data, led to the establishment of a useful criminal identification database, which was recognized by the FBI for its excellence.

INVITED TO MICROSOFT INSPIRE 2012 TO PRESENT

In recognition of the impact of the development and deployment of the Microsoft Technology in the Department of Corrections, Microsoft invited Truenorth to present this customer success at the 2012 Microsoft Inspire Conference in Seattle to notable results.

Truenorth

- Truenorth is a Puerto Rico's leading provider of digital transformation projects with deep seeded knowledge in Management Consulting, Application Development and Technology Infrastructure.
- Truenorth's Software Division is one of the largest development shops in the territory with over fifty resources serving clients in private enterprise and government.
- Our culture of excellence and our Core Values, have led us to attain a very high degree of certification and competence in Microsoft Products.



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Using the full set of Microsoft Application Development Products, and being well versed in Agile techniques, with a focus on quality, led us to quickly understand our client's needs, build solutions to test our understanding of their requirements, and deploy the technology in a tough infrastructure environment. We stayed weeks ahead of our client's needs, we cost effectively deployed technology, and we built a resilient infrastructure capable of surviving any type of attack, natural or otherwise. Microsoft was the right company to choose to assist us in the deployment of this difficult and very visible project.

Francisco Fernandez
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Let us earn your trust!
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about our services
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