



Franklin County Sheriff's Office

Joins NYSSA's Video Program



In early 2017 Sheriff Kevin Mulverhill and Warden Ed Work, working with IT Manager Andrew Green, joined the NYS Sheriffs' Association (NYSSA) Public Safety & Justice Portal video cloud network by installing two video devices; one for administrative use and one for use within the jail for delivering remote inmate services. This system is hosted by CDW-G and uses Cisco video units.

Because this remote county in upstate NY saw a need to improve its communication services and reduce travel costs they decided to look at video telepresence as an option. CDW-G and Cisco worked with the County to understand their requirements and subsequently designed two solutions to meet their specific needs. By joining the new hosted cloud video solution, sponsored by the NYSSA that is offered to all public safety and justice organizations in NYS, the County could leverage the reduced costs offered under this program.



The use of the video network provides various advantages to the Sheriffs' office by reducing visitors/providers coming into the jail, decreasing the chance of contraband entering the jail and eliminating resources needed for the processing of visitors and the escorting of inmates. The operating cost of the video network is less than a normal cell phone plan per device once the equipment is purchased.



The County invested in a Cisco SX-20 video system for their Sheriffs' office conference room. Dual 60" displays were used to communicate to both the video presenter and deliver content such as power points and pdf files. The Touch 10 iPad-style control device allows for an easy way of controlling the video system.

Additionally, the County is using the system to perform interviews with their inmates from other county departments, thereby reducing employee travel who no longer need to enter the jail environment. The inmate video unit, a Cisco DX-70, is wrapped in a hardened case and placed in a jail interview room where inmates can appear for their sessions.

The County, in association with contracted health inmate services providers, is starting to deliver telemedicine and telepsychiatry services to the inmate population on the state sheriffs' network.

Also, County administrators are piloting the service with other local towns to make available remote participation in legislative meetings. This will improve communications to county citizens and their elected leaders by reducing travel.

With CDW-G's managed services cloud team providing the support for all network upgrades, adding units to the system, moves and changes it relieves added stress to the local IT departments and helps reduce agency costs.



For further information about this and other ways to use the NYSSA Public Safety & Justice Portal video program visit www.cdwg.com/nyssa, contact your CDW-G account manager or Chuck Gallo at NYSSA.