



Client story

## Fortifying public sector security with advanced biometrics

### Enhancing correctional facilities with automated, efficient identity verification

#### Client overview

- A large public sector agency responsible for correctional facilities
- Oversight of security and well-being of inmates, staff and visitors
- A balanced approach to people, resources and technology
- A focus on optimizing operations for efficiency, security and morale

#### Objectives

- Accelerate identity verification with secure biometrics for faster, more consistent entries and exits
- Reduce administrative burdens to empower staff members and expedite processes
- Minimize contraband smuggling with improved visibility into activity across the facility
- Achieve operational improvements and stronger security
- Improve daily conditions across the facility to support inmate well-being, visitor experiences and staff morale

#### Why Unisys?

- Deep understanding of the agency's specific requirements
- Ability to balance technological advancement with privacy considerations
- A suite of identity-based [cybersecurity solutions](#) tailored to [highly regulated public sector organizations](#)
- Commitment to systems that can grow with the agency and connect easily with existing tools

The Unisys Corrections Identity solution combines facial and iris recognition to deliver fast, contactless verification while enhancing security. The platform cuts identification time from minutes to seconds, saves thousands of staff hours and creates a more respectful, person-centered experience for everyone, all while reducing operational costs.

**97% reduction in identification time, from 3 minutes to 5 seconds**

**80% reduction in enrollment time, from 10 minutes to 2 minutes**

**100% adoption among staff**

**3,800 staff hours saved over 12 months**

**3,000 inmates, staff and visitors enrolled**

**107,000 identifications since September 2024**

**12% reduction in operational costs**

## Results and benefits

- Provided a fast, secure, reliable entry and exit for inmates, visitors and staff, preventing unauthorized entries and bottlenecks
- Boosted staff morale and efficiency by reducing the administrative burden and streamlining operations
- Reduced contraband smuggling, increased visibility into activity throughout the facility and faster emergency response with real-time tracking
- Helped visitors feel safer and more at ease, motivating families to visit more frequently
- Improved inmate well-being with increased security and enhanced family connections

## The urgency of identity in corrections

The large public sector agency saw clear opportunities to modernize its identification process and strengthen daily operations across its correctional facilities. Staff were eager for technology that could remove daily bottlenecks and create smoother, more reliable identification experiences. Outdated fingerprint-based identification systems, as well as unreliable connectivity and equipment issues, hampered operations. The agency's mission required a dependable, forward-looking approach to protecting the security and well-being of everyone in its care, including thousands of inmates and staff.

Identity verification in these environments plays a central role in supporting safety, accountability and smooth daily movement throughout the facility. The agency reviewed operational challenges, which included inconsistent processes and staffing shortages, resulting in frequent lockdowns and increased overtime costs. Leadership saw an opportunity to shift toward a more secure and future-ready model of operational efficiency.

The vision was clear: put a system in place that's capable of accurately capturing and matching biometric data to streamline identification processes, improve security and reduce the administrative burden on staff. This would require a partner who understands the technical complexities and human elements of correctional facility management.

## From fingerprints to facial recognition

The agency's existing technology included various biometric capture devices and matching engines, which faced significant limitations in integration and scalability. Earlier verification tools required extra steps, precise positioning and multiple attempts. They slowed down movement across facilities, creating space for a more intuitive and streamlined approach.

After evaluating potential solutions, the agency partnered with Unisys to implement facial and iris recognition technologies across 16 correctional centers. Together, the agency and Unisys set a clear objective: introduce technology that accelerates identification, strengthens security and supports a more respectful experience for everyone.

## Solution

**Unisys Corrections Identity solution** built on Stealth(identity)™ is a proven identity management technology that integrates multimodal biometrics (in this case, face and iris recognition) for secure touchless verification at key checkpoints and improved visibility for staff to:

- Simultaneously capture face and iris biometrics with next-generation devices
- Integrate with CCTV footage for enhanced security and smoother day-to-day operations
- Securely transfer existing facial images and iris templates
- Incorporate design accommodations for individuals of various heights, including accessibility for people who use wheelchairs

## Building trust through technology

Unisys began by thoroughly understanding the agency's specific requirements before proposing the [Corrections Identity solution](#) as the foundation of the agency's biometric identification system (BIS). This solution, built on Stealth(identity)<sup>™</sup>, a proven identity management technology, incorporates industry-leading matching engines and biometric capture devices, thereby creating a system capable of expanding with new technologies.

The implementation focused on face and iris biometrics due to their speed, accuracy and ease of use. Recent advances have improved facial recognition technology to near fingerprint-matching accuracy, while iris recognition has proven to be reliable within correctional environments.

A key step in the implementation involved carrying forward all existing facial images and iris templates, allowing the new BIS to build on proven data without disrupting operations. The team designed the capture unit to accommodate individuals of various heights, including those using wheelchairs, ensuring accessibility for all.

## Multimodal biometric support with enterprise-grade security

The Unisys solution combines facial and iris recognition to deliver fast, contactless verification while enhancing security. The platform cuts identification time from minutes to seconds, saves thousands of staff hours and creates a more dignified experience for everyone, all while reducing operational costs by 12%.

Beyond security, the system provides significant benefits to humans. Shorter wait times and faster movement through checkpoints help create a calmer, more predictable experience for inmates, staff and visitors. The technology enables consistent family visits, a crucial factor in inmate rehabilitation and mental health.

The reduced administrative burden allows staff to focus on higher-value tasks that improve facility management and inmate care. The biometric system's contactless design provides a more dignified and modern experience that respects the needs of everyone who enters the facility.

## Measurable improvements that matter

The implementation has delivered measurable improvements to daily operations. Enrollment time has dropped from 10 to just 2 minutes, an 80% improvement. Identification now takes only 5 seconds, dramatically reducing bottlenecks compared to the previous 2-3 minutes.

These efficiency gains have saved an estimated 3,800 staff hours over a 12-month period, allowing correctional officers to focus on security and inmate management rather than administrative tasks. Since going live in September 2024, the system has processed 107,000 identifications, with approximately 3,000 individuals enrolled.

A 100% adoption rate among correctional officers highlights the system's intuitive design and the staff's quick adoption of its benefits. The agency has also realized a 12% reduction in operational costs by optimizing workflows and minimizing resource-intensive manual checks.

## A foundation for humane corrections

This modernization positions the agency to strengthen both its security and rehabilitation goals with a more capable, adaptable foundation. With a modern, scalable infrastructure and enhanced biometric capabilities, the focus can shift from processing to purpose, creating environments that support the well-being of everyone within the correctional system.

The collaborative partnership between the agency and Unisys demonstrates how public sector organizations can achieve meaningful digital transformation while addressing operational and human needs. Through thoughtful implementation and a shared vision, the agency and Unisys built a technology foundation that supports a safer, more efficient and more humane correctional system.

To explore how Unisys can fortify security and optimize operational efficiency while prioritizing compliance and reducing costs, visit us [visit us online](#) or [contact us](#) today.



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