



Western Tidewater Regional Jail

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Tell us about Western Tidewater Regional Jail

Western Tidewater Regional Jail is a correctional facility that was created in 1990 to support three jurisdictions in Virginia including the City of Franklin, Isle of Wight County, and the City of Suffolk. The facility began operations in 1992, as the sole detention facility for its jurisdictions as well as holding inmates from United States Marshal Service and the Federal Bureau of Prisons. This regional jail offers over 60 programs to aid in rehabilitation and a range of educational programs, from GED preparation and testing courses to substance abuse counseling and family management.

What IT challenges are you trying to solve?

We were interested in finding a solution to help monitor inmate activities at all times. NetSupport School's internet metering and control features help ensure inmates are not going to unauthorized sites while using the computers for classwork.

How has NetSupport School helped?

NetSupport School has given me the ability to monitor and control all the computers on our network while sitting in my office. Using the Tech Console is very helpful to log students in/out of different programs, as well as send messages to individual students to provide guidance or warnings.

How and where has NetSupport School added value?

With NetSupport School's remote control tools, the IT department has saved time not having to walk to different departments to correct their computer issues. Plus, it's ease of use has also helped increase flexibility and improve our performance.

How have you found working with NetSupport?

The NetSupport team has been friendly and knowledgeable, plus I have not had any issue that was not resolved by the team.

Would you recommend NetSupport School to others?

Yes, I love this product and cannot do without it. NetSupport School is a much-needed tool for us!