



SYSTEMSOFT
TECHNOLOGIES™

CASE STUDY

**A NO-CODE SOLUTION
CONNECTS PENNSYLVANIA
INMATES WITH FAMILY**

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Situation

The Pennsylvania Department of Corrections Partners with System Soft to Develop a Complex SaaS Photo-Sharing Application

In the summer of 2020, the Pennsylvania Department of Corrections (DOC) sought to modernize its offender management system through a pilot program that would support electronic communications. One component of the program was to enable photographs to be shared digitally from civilians to incarcerated inmates.

When physical copies of photographs are mailed, there is a risk of contraband or illicit substances entering the state prison system. The DOC was looking for a way to digitize the process of photo sharing. Through the new SaaS application, users would then be able to upload pictures and directly address them to their intended recipient.

The pilot program faced a few challenges; First, it needed to be highly secure and compliant. Secondly, it needed to be able to amass 15,000 photographs and efficiently route them through an approval process. And lastly, the pilot program needed to be finished in a short period of time and on budget for the first pilot correctional facility.

Strategy

Because of the parameters and pilot requirements defined by the DOC, System Soft determined those specific needs could all be met with a no-code solution. The application faced several complexities and demanded a very quick turnaround, which made the CitizenDeveloper no-code platform an ideal fit. Requirements included:

- Streamlining the workflow process
- Meeting the criteria for approvals and appeals of any denied photographs established by the DOC and the Department of General Services
- Strict security to limit the public's use of the system
- Queuing process limiting the number of uploads sent from the public at any given time

Outcome

Working in close collaboration with the Public Safety Delivery Center (The DOC's IT branch), the inmate photo-sharing pilot was delivered to the pilot correctional facility and has been an enormous success. The application promoted better inmate safety and wellness and was delivered on time and on a budget, in a highly secure maner.

Conclusion

The Pennsylvania Department of Corrections needed a no-code solution to support its offender management system pilot program. Whether this is a situation you're facing, or you just need something that's delivered on time with a reduced budget that supports other complexities like integration of core systems, logic or processing needs, or scaling and volume, no-code might very well be the right solution for you.

Regardless of the IT challenges you face, we can help. [Contact us today.](#)

ABOUT SYSTEM SOFT

OUR SUCCESS STARTS WITH YOU

At System Soft, we are a family unit powered by diversity, inclusion, transparency, respect, integrity and passion for our clients and our people. Our business growth depends on your professional development, as we collaborate, share ideas and innovation, and invest in our future. By forging a meaningful partnership with our people, we come together with the same purpose, exceeding our goals. This keeps us nimble, ahead of the competition, and on top of our industry. Our continued success begins with you.

Accelerating Innovation.



Gold Cloud Platform
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