

Correctional Service of Canada

Organization: Correctional Service of Canada

Technology Focus: Voice Recording System, Convert Telephone Intercept System (CTIS), Eventide Technology

Duration of the project: 2004 – Ongoing SLA and support

Cartel Communication Systems Inc. won a competitive process to design and supply and life-cycle manage communications recording technology for Correctional Services of Canada. (CSC) The system interfaces to their phone and other communication systems and that facilitate the detection, capture and retention of audio communications.

Cartel, in a joint effort with its technology vendor partner, developed and delivered the Covert Telephone Intercept System (CTIS), designed to interconnect at the phone demarcation points at each correctional facility, to capture and retain communications directed by Internal Security personnel.

The result is currently 90 recording systems across Canada, that Cartel continues to support through training and maintenance of the technologies.

