



FREQUENTLY ASKED QUESTIONS

How long does it take to set up new participants?

Enrollment is a quick and easy process. It takes under 10 minutes to enter the data for enrollment and record a voice print. To avoid a lengthy enrollment staff should already have all of the information required such as: completed enrollment agreement, any related court documentation, and/or the contact information of the relevant case workers and supervisors.

How does RIVS capture the voice print?

RIVS® can record the obligors' voice prints from any location with a landline telephone. The voice print takes approximately 90 seconds to complete. The enrollees will be asked to repeat various phrases until a valid sample is generated.

How Secure is the RIVS System?

The RIVS® Internet Data Center, provided in partnership by industry leader ShadowTrack, has the very latest in security and up-time services such as...

- Fully Staffed Network Operations Center on site 24x7x365
- Multiple layer security, including palm print digital identification, closed circuit surveillance and around the clock onsite electronic monitoring
- Multiple AC & DC power feeds with multiple backup systems, including UPS units, and state-of-the-art generators, with alternate fuel backup
- HVAC Environmental Control
- Redundant Critical Systems - constructed to provide maximum reliability

On-site security measures at the Data Center include but are not limited to...

- 128-bit Encryption SSL Technology
- 7 X 24 Controlled Environment
- Security Patrolled Reception area and Electronic Key Cards
- Alarmed doors and Biometric Scanners
- Closed-circuit monitors and motion detectors
- Data Center Building (e.g. hardened Central Office locations)

128-bit encryption SSL technology

- A Website using a Global Server ID enables these browsers to establish 128-bit encrypted SSL sessions which are much stronger than 40-bit sessions.
- According to RSA Data Security, 128-bit key would take a trillion years to break using today's most sophisticated hacking techniques compared to only a few hours for 40-bit keys.
- Our Data Center's web server can establish a 128-bit Secure Sockets Layer (SSL) session with both standard domestic and export versions of Web browsers from Netscape and Microsoft.

How does Reliant assure the availability of the RIVS System and Services?

- Servers at On-network locations enabling best quality of service/content delivery
- Redundant OC-12 (622 Mbps) & OC-48 (2.4 Gbps) connections – bandwidth on demand
- Geographically dispersed 24 x 7 Network Operations Centers
- Telco-grade data centers with no single point of failure

Reliant's Privacy Policy

Reliant has implemented safeguards to protect confidential information and does not sell, rent, exchange or otherwise disclose information about our website visitors.

Reliant does not track specific visitors via our website. Our site captures limited information about visits to our site to analyze general traffic patterns that determine where visits are derived, for marketing and maintenance purposes only.

Reliant is committed to handling customer information with high standards of security. Any credit card information is stored only in encrypted form. We restrict access to personal identifiable information to employees who need to know that information in order to provide services to you.

Reliant has a credit card processing capability that combines Secure Socket Layer (SSL), PGP encryption, and proprietary technologies to process payments easily and securely. The processor adheres to the Payment Card Industry (PCI) Data Security Standard.

The security of your RIVS® account also relies on your protection of your password. Reliant will never ask you to send your password or other sensitive information to us in an email, though we may ask you to enter this type of information on the RIVS® website.

If you have any questions regarding Reliant's Interactive Voice Systems and/or its related security and privacy protections, please feel free to contact Todd Edwards, President, directly via email at tedwards@reliantmanagement.com or by telephone at 919.754.9422 (x221).
