

Success Story



Steton Quality Suite Helps Ensure Security and Safety in Sixth Largest Corrections System in the United States

Corrections Corporation of America (CCA) has been a Steton Technology Group customer since 2001.

CCA was the first private corrections company in America, and is now the largest corrections company in the United States. CCA houses and cares for more than 55,000 inmates for federal, state and local governments in 60 facilities throughout 21 states, the District of Columbia, and Puerto Rico. This makes CCA the sixth largest corrections system in the country, just behind Texas, California, the Federal Bureau of Prisons, New York, and Florida.

CCA conducts about 1000 food, safety, security and medical inspections every year in their 60 prison facilities. The inspections are conducted by 60 Quality Assurance Managers and 60 prison wardens. Before implementing Steton's Quality Suite (SQS), CCA used the "paper and pencil" method to keep track of inspection results, each inspection taking five days to complete. After the SQS implementation, the inspection time was reduced to 4 days, effectively saving CCA about 8000 man-hours per year—at \$30 per hour, this equates to \$240,000 in savings every year.

CCA Corporate Quality Assurance Manager, Tom Jones, states that many aspects of the new automated system combine to make their department more productive, including the fact that they have "all the information we need at our fingertips. We're able to easily access the SQS Resource Library online now for any information we need, rather than use the large cumbersome manuals we carried around for years."

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Of equal importance to CCA has been the stability of the system and the high quality of customer support they've received.

"In 18 months we've had only one glitch with the system that involved a minor slow-down," states Jones. "Steton's technical support people quickly resolved the problem, and it has been running great ever since. We've found that Steton's support team is very, very responsive whenever we call with a question. They get A's in our book."