



Mi-Canteen Prison Retail Service

G-Cloud 15
Service Definition

Version 1.0

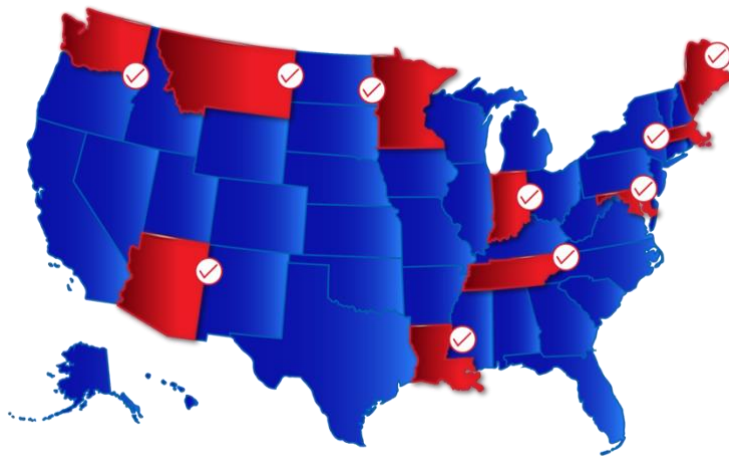
2026

Mi-Canteen Prison Retail Service

Mi-Case provides a comprehensive suite of software designed for Criminal Justice Systems, supporting both custodial and community supervision operations. Our systems provides end-to-end offender management from intake through release, with highly configurable business rules, workflows, and forms that adapt to each jurisdiction's unique requirements without code changes. Our fully responsive Offender Management Solutions combine proven implementation success with future-ready mobile and AI technologies. Together with our partners, we've set the standard for today's Offender Management solutions with a 100% success rate for on-time, on-budget implementations, including our latest in the state of Indiana, the fastest on record at just 27 months from kick-off to go-live.

Experience the Industry Standard for Corrections Technology Implementation

- + Manage over 300,000 offenders in our system
- + Over 70,000 Agency users
- + Most Live OMS in the United States
- + Fastest implementation on record in the state of Indiana – 27 months from go-live to kickoff
- + 11 state correctional partners, the most in market share in the United States



To date, Mi-Case has successfully completed five full statewide implementations:



Maryland Department of Public Safety and Correctional Services
OMS



Arizona Department of Corrections, Rehabilitation & Reentry OMS



Indiana Department of Correction OMS



Washington State Department of Corrections
Sentence Calculation



Louisiana Department of Public Safety & Corrections
Sentence Calculation

Additionally, Mi-Case is currently engaged in five statewide projects:



Maine Department of Corrections
OMS Go Live: July 2026



Tennessee Department of Correction
OMS Go Live: October 2026



Minnesota Department of Corrections
OMS Go Live: March 2027



Massachusetts Department of Corrections
OMS Go Live: July 2027



Montana Department of Corrections
OMS Go Live: Dec 2027

Strategic Advantage of Concurrent Implementations

Managing multiple statewide implementations simultaneously is a strategic advantage for continued system improvement. Our active projects create a continuous feedback loop across jurisdictions, enabling our team to identify emerging needs, test enhancements across diverse environments, and rapidly apply lessons learned. We foster close collaboration between implementation teams and core product developers to ensure that innovations in one state inform the broader platform, strengthening functionality for all clients. Rather than stretching our capacity, this model has accelerated our growth and positions Mi-Case as a dynamic, adaptable partner delivering modern solutions that reflect the real-world needs of correctional agencies today.

Mi-Canteen Prison Retail Service

Mi-Canteen is a prison retail and commissary management solution integrated with Mi-Trust, enabling secure ordering, fulfilment, and payment for offender purchases. It supports catalog management, spending controls, and delivery workflows, providing facilities with accurate accounting, configurable product offerings, and improved service transparency for incarcerated individuals and their families.

Features

Offender ordering interface connected to approved canteen catalogues and spend-limits.

Catalog management supporting pricing, availability, and facility-specific product configurations.

Integration with trust accounts for real-time balance checks and deductions.

Batch order processing, picking lists, and delivery confirmation tracking workflows.

Support for housing-based distribution cycles and restricted item eligibility rules.

Financial reconciliation tools aligning canteen sales with accounting/banking records.

Reporting on sales volumes, product performance, and account deductions.

Administrative overrides for special purchases, refunds, and error corrections.

Audit trails for all orders, payments, adjustments, and catalog changes.

Configurable notifications for order status, delivery schedules, and spending alerts.

Benefits

Improve transparency of offender commissary transactions and facility finance teams.

Reduce manual posting by automatically integrating orders with trust accounting.

Support consistent canteen operations with standardised workflows and distribution cycles.

Enable better demand planning using analytics on product usage/sales.

Strengthen controls on restricted items via rules-driven eligibility and limits.

Decrease grievances through clear balances, histories, and accurate order fulfillment.

Support reentry by aligning canteen operations with savings/restitution priorities.

Simplify audits with traceable links between catalog, orders, financial records.

Reduce staff workload compared with paper-based orders and manual calculations.

Provide a consistent platform for multi-facility canteen management and oversight.

> Innovative Approaches:

CLOUD-NATIVE ARCHITECTURE:



Mi-Case is a fully cloud-native solution, offering scalability, high availability, and cost-efficiency. Our platform supports both public and private cloud deployments based on agency preference. Mi-Case was the very first company in the world to implement an Offender Management System in the cloud. Our expertise in managing an OMS in the cloud is unmatched by any competitor.

DATABASE-AGNOSTIC DESIGN:



Using an 'Entity-First' approach, our system is database-agnostic, enabling flexible integration with a variety of database platforms and simplifying future technology transitions. We will work closely with WDOC to determine best fit for the Mi-Case database. Mi-Case has experience with Oracle, SQL Server and a host of other database offerings and can utilize whichever meets your requirements.

CONTINUOUS DELIVERY MODEL:



Mi-Case delivers regular, non-disruptive updates throughout the year. Our release model allows agencies like WDOC to determine when enhancements or fixes are moved to production and the timeframes for delivering those upgrades. Our release model allows agencies like WDOC to determine when enhancements or fixes are moved to production and the timeframes for delivering those upgrades.

MOBILE-READY PLATFORM:



Designed with modern Public Safety requirements in mind, Mi-Case is accessible via mobile devices to support officers and caseworkers in the field without compromising functionality or security. Our application can be used on either iOS or Android operating systems.

ARTIFICIAL INTELLIGENCE (AI):



The Mi-Case OMS product is being enhanced to provide innovative AI capabilities which will be seamlessly integrated throughout the platform to deliver meaningful value to our customers. From intelligent automation and predictive analytics to personalized user experiences and natural language interactions, AI will be embedded across core functionalities to enhance efficiency, decision-making, and user engagement. We are designing our system with flexibility in mind, allowing customers to activate and customize AI-driven features based on their unique business needs and goals. This ensures they can harness the power of AI in ways that are practical, relevant, and aligned with their objectives.

1 G-Cloud 15 Services

Our cloud-hosted Mi-Case services are modular and extensible, exposing APIs and integration frameworks so customers can incrementally adopt offender management, detention, sentence calculation, licensing, trust accounting, registration, kiosk, retail and mobile services.

The Mi-Case software suite provides secure, offline-capable access to offender management data, enabling staff to perform supervision activities, record case notes, update classifications, and manage caseloads in the field with automatic synchronisation to the core system. Excitingly, the Mi-Case platform is perfectly positioned to embrace the power of AI and transform operations with an exciting future roadmap of new services and features.

2 Key Differentiators

Mi-Case is built by professionals with extensive hands-on experience in implementing transformational correctional systems across major US state agencies. This expertise informs every aspect of our platform design, from business rule configuration to workflow management, enabling us to anticipate challenges and deliver solutions that resonate with custody and probation professionals.

Mi-Case stands out through deep corrections domain expertise, delivering sophisticated, no-code rules engines that adapt to policy changes avoiding costly failures. Our rapid incremental value model supports AI-ready, structured data foundations for analytics and future competitors, prioritising justice-specific workflows over generic platforms.

3 Deployment Model

Mi-Case is delivered as a fully managed SaaS service on G-Cloud, hosted on a resilient, multi-cloud infrastructure. Each customer deployment is isolated within a dedicated single-tenant account for both production and disaster recovery environments, ensuring complete data segregation while leveraging advanced cloud platform capabilities.

The platform delivers:

- **Availability:** 99.99% uptime SLA with automated failover and continuous monitoring
- **Disaster Recovery:** Recovery Point Objective (RPO) of 1 hour and Recovery Time Objective (RTO) of 1 hour, supported by geographically separated UK/EU-compliant regions
- **Scalability:** Auto-scaling compute resources, elastic storage, and multi-availability zone (multi-AZ) redundancy
- **Data Sovereignty:** All data hosted within UK/EU-compliant regions in accordance with GDPR and G-Cloud standards
- **Security:** UK-hosted infrastructure meeting Government Security Classifications Policy (GSCP) requirements for Official data

4 Modularity & Extensibility

Mi-Case is designed for phased, incremental implementation. Agencies can deploy core offender management functionality first, then progressively add specialised modules, including custody suite management, sentence calculation, trust accounting, mobile applications, kiosks, and canteen services, at their own pace. This land-and-expand approach minimises risk and enables rapid value realisation.

Mi-Case's modular architecture enables flexible procurement and deployment:

- **Core Offender Management:** End-to-end case management, classification, and supervision workflows
- **Custody & Jail Systems:** Booking, population management, and facility operations
- **Sentence Calculation:** Automated legal calculations and board hearing workflows
- **Trust Accounting:** Financial management and prisoner accounts
- **Mobile Supervision:** Field-capable applications for community supervision officers
- **Kiosk & Self-Service:** Offender-accessible functionality for visits, account management, and programme registration
- **Canteen & Retail:** Commissary and retail management integration

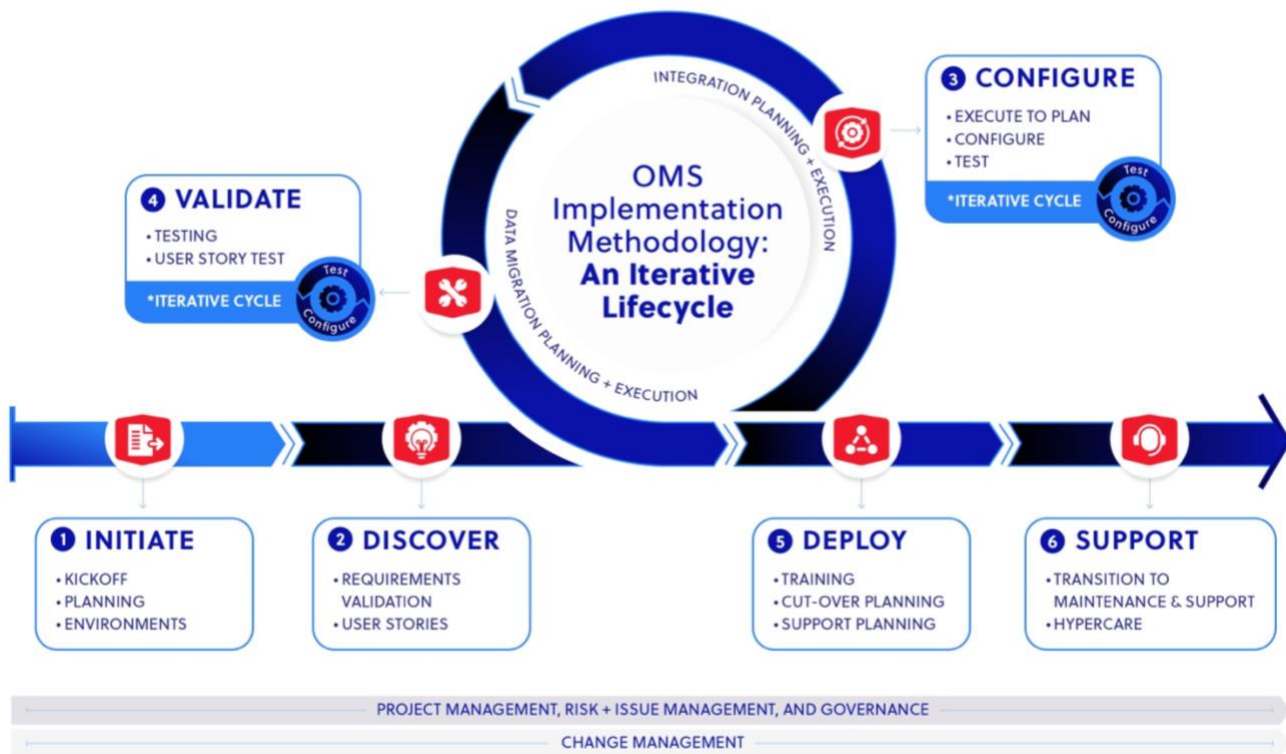
Modules are procurable independently or as integrated suites. An API-first design using REST/JSON APIs, SFTP, and event queues enables seamless integration with existing justice systems, legacy platforms, and regulatory databases without requiring custom code or system disruption.

5 Implementation Approach

Mi-Case's implementation methodology is grounded in extensive experience delivering correctional transformation projects:

- **Stakeholder Engagement:** Comprehensive change management and staff engagement from custody, probation, IT, and management teams
- **Phased Rollout:** Measured implementation across phases, minimising disruption and enabling early value realisation
- **Customisation & Configuration:** Rapid policy customisation through our configurable business rules engine
- **Training & Support:** Comprehensive staff training, detailed procedures documentation, and ongoing technical support
- **Data Migration:** Careful planning and execution of data migration from legacy systems with validation and verification protocols

Mi-Case's Implementation Methodology is based on a six (6) stage approach; each involving engagement and collaboration between both Mi-Case and the DOC. The diagram to the right shows each of these stages and the high-level activities that occur within each.



6 Compliance & Standards

Mi-Case meets the compliance requirements expected of G-Cloud 15 services:

- **G-Cloud Requirements:** Compliance with Cabinet Office G-Cloud service standards
- **Data Protection:** Full GDPR compliance with UK Data Protection Act 2018 requirements.
- **Security:** Alignment with UK Government Security Classifications Policy (GSCP) for Official data
- **Audit & Transparency:** Complete audit trails of all system transactions and configuration changes
- **Accessibility:** WCAG 2.1 Level AA compliance for web and mobile applications

7 Experience the Mi-Case Advantage

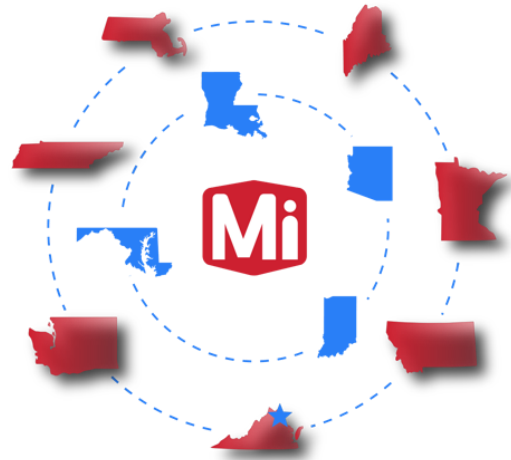
The mission at Mi-Case is straightforward: to harness modern technology in service of better offender outcomes and safer communities.

Correctional systems worldwide face mounting pressures, ageing legacy systems, complex regulatory requirements, staff shortages, and increasing demand for evidence-based

decision-making. Mi-Case addresses these challenges through a platform purpose-built for correctional operations, grounded in deep domain expertise and proven results.

We partner with agencies not as a software vendor, but as a collaborator invested in delivering transformational change. We understand that behind every offender record is an individual whose journey, and outcomes, are influenced by the quality of the systems supporting custody and community supervision professionals.

When you choose Mi-Case, you gain a partner committed to supporting your agency's mission to reduce recidivism, improve public safety, and operate with greater efficiency and transparency.



8 Contact

For any further information regarding Mi-Case on G-Cloud 15, please contact us directly at sales@mi-case.com to arrange a demonstration tailored to your agency's requirements.