SUSAN HUTSON
Sheriff

OFFICE OF THE SHERIFF
Parish of Orleans • State of Louisiana

March 24, 2025

To Whom It May Concern,

I am writing to endorse Smart Communications for their outstanding contributions to inmate communications within our agency. As the Chief of Staff at the Orleans Parish Sheriff's Office, I have witnessed firsthand the transformative impact of their innovative technologies on our operations and the lives of those in our care.

What sets Smart Communications apart is their approach and commitment to innovation, as well as their role as a strategic partner rather than a typical vendor. They have consistently demonstrated a deep understanding of our needs and challenges, working closely with us to tailor solutions that meet our unique requirements.

Their tablets, which are part of a broader suite of services, have been particularly effective in enhancing inmate communication and access to educational content. The ease of use and seamless integration with other services have significantly improved the communication experience for both inmates and their families.

Smart Communications' dedication to innovation is evident in their continuous efforts to improve and expand their offerings. They have been instrumental in supporting our agency's goals, providing not only cutting-edge technology but also exceptional support and collaboration.

Their commitment to being a strategic partner has allowed us to leverage their expertise and resources to drive meaningful change within our facility. This partnership has been invaluable in helping us achieve our objectives of improving morale, reducing violence, and enhancing rehabilitation efforts.

I recommend Smart Communications to any correctional facility seeking a collaborative and innovative partner to empower their agency. Their approach and commitment to innovation have been a game-changer for our agency, and I am confident they will provide similar benefits to others.

Please feel free to contact me if you require any additional information.

Sincerely,

John Williams, Chief
Orleans Parish Sheriff's Office
3000 Perdido St.
New Orleans, LA 70119

e.g. DPL