NG9-1-1 EMERGENCY CALL HANDLING SOLUTIONS

WHEN YOU NEED HELP THE MOST

MOTOROLA *SOLUTIONS*

INCREASE EFFICIENCIES, STREAMLINE WORKFLOWS, REDUCE RISK

Your ability to protect people starts with protecting your PSAP. To stand tall amid changes in Next Generation 9-1-1 and beyond, you need solutions that not only provide stability, but create efficiencies. Serving more than 60% of all U.S. PSAPs, discover how CallWorks and VESTA® offer smart, time-saving solutions for Next Generation and beyond.

PROUDLY OFFERING YOU OPTIONS WITH THE INDUSTRY'S TRUSTED CALLWORKS AND VESTA SOLUTIONS.

- IP-based & NENA i3 compliant software
- Commercial off-the-shelf (COTS) hardware
- Deployment options (local, geodiverse, regional, hosted)
- User-friendly interfaces (thin client, feature rich and customizable)
- Native Emergency Services IP Network (ESInet) integration
- Integrated Text-to-9-1-1
- RapidSOS integration for greater location accuracy
- Best-in-class support – experienced and trusted

CALLWORKS

REVOLUTIONIZING CALL HANDLING, DISPATCHING, MAPPING AND REPORTING FOR PSAPS LIKE YOURS

A STREAMLINED WORKFLOW, FROM CALL TO DISPATCH

CallWorks provides an easy, yet comprehensive workflow to manage emergency calls and integrated text messages, seamlessly dispatch field resources and send details to mobile users. The moment a call is received, whether mobile or via landline, it is mapped and prioritized for quick action. With integrated call control, call handling and dispatch are possible with the Spillman Flex solution or PremierOne CAD console, supplying a streamlined workflow for faster response.

EFFICIENT SYSTEM ARCHITECTURE

CallWorks offers the industry's only browser-based dispatch technology, providing PSAPs of all sizes a cost-effective and rapid deployment model. Its minimal footprint results in 45% less backoffice server infrastructure. It also frees up space at each workstation, in turn eliminating hardware costs. Other benefits include remote accessibility should a PSAP's physical location be compromised. Administrators can also view real-time calls, incident data and reports, as well as configure and manage many aspects of the applications and database, from any location.

FLEXIBILITY AND SCALABILITY

For PSAPs with an existing CAD and/or mapping system, CallWorks offers easy third-party integration with standard interfaces. This allows agencies access to the latest VoIP and NG9-1-1 enhancements, as well as those for obtaining supplemental data on wireless callers, such as through CallWorks integration with RapidSOS.

CallWorks allows for scalability and offers further flexibility in its various deployment options: on-premise, regional or hosted managed service.

CALLWORKS
For streamlined workflows

CallWorks/Spillman Flex and PremierOne CAD Integrated Call Control, enabling call takers to take the 9-1-1 call, plot it on the map and dispatch all in one motion

CallStation, supplying robust call handling and mapping capabilities

CallStation Select, providing all CallStation capabilities as-a-service

AdminiStation, enabling system configuration and management

DecisionStation, letting authorized users see PSAP activity and view reports from anywhere

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CALLWORKS HIGHLIGHTS

- Designed for ESInet-based i3 and legacy CAMA call handling

- An easy-to-use, browser-based interface

- One-touch transfer of calls, saving precious seconds

VESTA®

THE MARKET LEADER SERVING PSAPS LARGE AND SMALL WITH INTEGRATED CALL HANDLING, MAPPING AND ANALYTICS

CUSTOMIZABLE INTERFACE AND RICH DETAIL

Call takers rely on the intuitive experience of the configurable desktop user interface (UI) of VESTA 9-1-1. The UI hosts multiple layouts and workflows to manage voice calls and integrated Text-to-9-1-1 messages. These include a Queue Display, showing voice and text queues and their data, and an optional Enhanced Data Window that offers easy access to i3 content. Today, the content available includes supplemental location data and additional caller details from RapidSOS. As new i3 content comes available, the Enhanced Data Window provides a reliable means for PSAPs to have it.

ADVANCED CALL DISTRIBUTION

Our Advanced Call Distribution helps PSAPs save time, better manage resources and respond faster. For example, Automated Abandoned Callback automatically returns abandoned calls and directs recipients to dispatch or report if assistance is no longer needed. The Queue Selector functionality routes a call to another ACD queue based on a caller's response to a voice prompt, ensuring calls are where they need to be. These activities are collected and available, in addition to standard data, in comprehensive reports via the integrated VESTA Analytics solution.

FLEXIBILITY AND SCALABILITY

VESTA 9-1-1's flexible, open architecture supports single-site installations and geodiverse, multi-site and multi-tenant deployments. The multi-tenant environment offers the benefits of a shared system but isolates each agency's data, making it invisible to other agencies. The solution's flexible, roles-based login functionality allows users access from any VESTA position in any location, keeping their profile information intact, while making call handling seamless for everyone, including 9-1-1 callers. VESTA 9-1-1 serves up to 250 positions per host system, providing cost-effective scalability as needs change. Its purpose-built Internet Protocol (IP) softswitch delivers uninterrupted SIP telephony. This includes IP voice support on i3 ESInets, using Request for Assistance Interface (RFAI) protocol.

THE VESTA SOLUTIONS
For an integrated and comprehensive solution

VESTA® 9-1-1 for powerful call handling capabilities

VESTA® Map Local for fast, accurate locations

VESTA® Analytics for easy, quick access to the data you need

VESTA® CommandPOST for a complete back-up system

VESTA HIGHLIGHTS

- Applications and workflows configured for each user based on role (roles-based login)

- Best-in-class contact management and dialing control

- Roles-based login allows login from anywhere using any VESTA position

- VESTA® 9-1-1 Federal offers the highest levels of security in serving Federal and DoD installations, as certified by the Department of Defense

NEXT GENERATION IP ROUTING AND ESINET

NGCS AS-A-SERVICE FOR EASIER BUDGETING AND LESS COMPLEXITY

Motorola Solutions' NGCS portfolio delivers the elements 9-1-1 Agencies need for Next Generation Core Services (NGCS) as-a-service. The portfolio includes:

- Routing
- ESInet
- Call Handling
- Location Services

- GIS Services
- Cybersecurity
- 24/7 Network & Security Operations Center Dedicated to 9-1-1

NETWORK & SECURITY OPERATIONS CENTER

To ensure communications integrity when faced with such challenges as network connectivity and cyber threats, Motorola Solutions offers PSAPs a best-in-class solution with our Network and Security Operations Center. Trust us for one or more of the following services:

Advanced Network Monitoring

Hardware and Application Monitoring

Virus Protection

Patch Management

Disaster Recovery
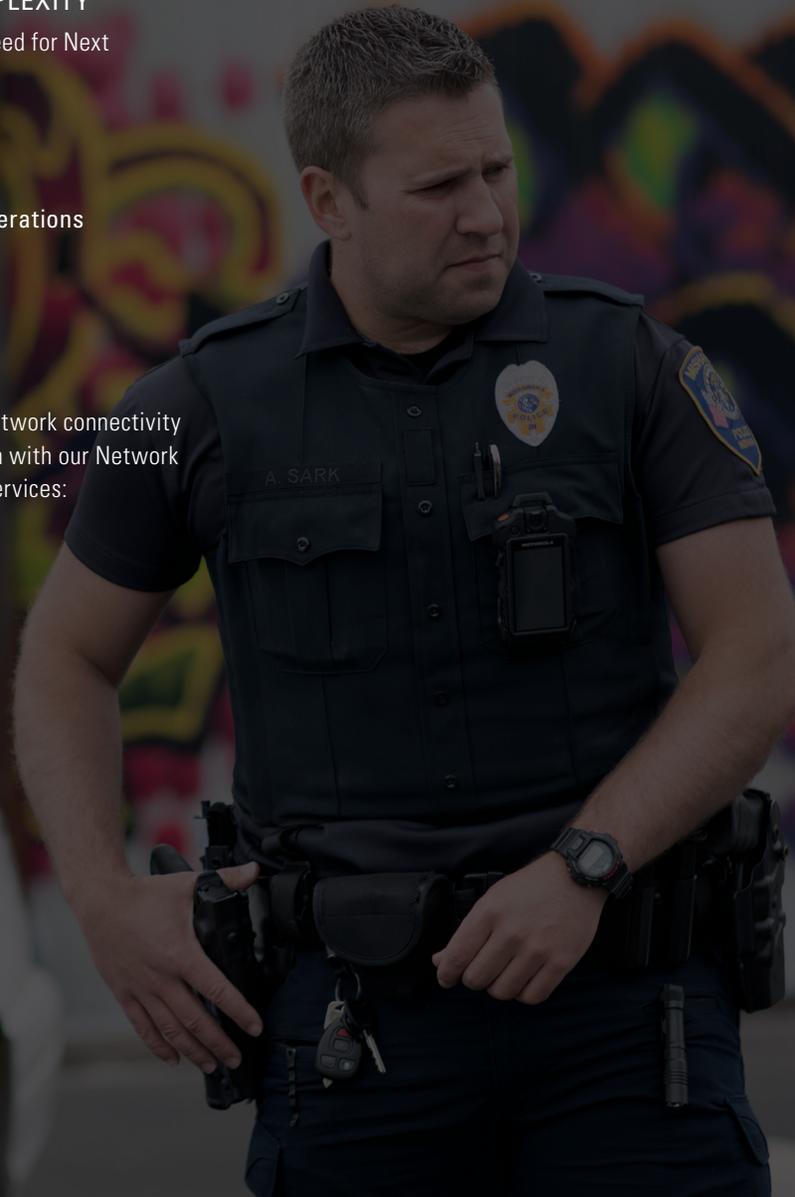
We build software for mission-critical environments where every second matters. By unifying data and streamlining workflows from call to case closure, our CommandCentral software suite puts your information to better use, improves safety for critical personnel and restores your focus on the communities you serve. Backed by a trusted, 90-year veteran with proven public safety leadership, our suite is transforming the public safety experience with a focus on evolution, not revolution, in order to help you digitally transform your operation.

To learn more about our Next Generation 9-1-1 solutions, visit www.motorolasolutions.com/ng911

To learn more about CommandCentral, visit www.motorolasolutions.com/software

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