



GUARDIAN MANAGED SERVICES WORRY-FREE 9-1-1 CALL HANDLING OPERATIONS

SERVICES BRIEF

Get the most out of your investment in the most flexible, user-centric voice, data, and video emergency call management solution for public safety answering points (PSAPs) with Solacom's **Guardian Managed Services**. Our operations management services ensure your Solacom 9-1-1 solution is always operating at peak performance — 24 hours a day, seven days a week, 365 days a year.



SOLACOM

Maintain Optimum Performance and Security

Guardian Managed Services are structured to maintain optimum performance, keep your Guardian solution secure, and enable recovery from unforeseen disasters.

After your Guardian 9-1-1 Call Handling solution is up and running, you can rely on our support team to keep it operating at peak efficiency. Solacom's **Guardian Managed Services** are structured to maintain optimum performance, keep your Guardian solution secure, and enable recovery from unforeseen disasters.

Ensure Availability With Active Remote Monitoring

Keep your emergency call management solution always available and ready for any situation with 24/7 active remote monitoring. Unlike services that attempt to automate monitoring and alarm classification, our active remote monitoring service ensures all alerts are investigated by certified Solacom technicians. All our technicians are trained to monitor the health of your emergency call management solution, analyze performance, and interpret alarms at the desktop and in the call control system.

All alarms are analyzed to identify performance issues and avoid or reduce potential downtime. Our technicians identify the source of the alarm, investigate root causes, and address any issues before they escalate into more serious problems.





If necessary, notifications are sent to all of your specified contact points and, if needed, our technicians can dispatch repair personnel for on-site troubleshooting and fault correction.

With our active remote monitoring service, you also get access to a secure web portal that provides a real-time view of your Guardian 9-1-1 solution and Key Performance Indicators (KPIs) for specific functions, such as disk space usage, CPU usage, memory usage, and interface use.

Secure Operations With Managed Anti-Virus

All Guardian 9-1-1 Call Handling solutions leave the factory with the latest anti-virus protection installed, including:

- Real-time anti-virus and anti-malware detection and removal engines
- Phishing protection
- Spam guard
- System performance optimizer
- File encryption
- Multiple scan levels
- Two-way firewall
- Identity theft protection
- USB immunizer, which immunizes flash drives from virus infections when connected to a computer

To keep your Guardian solution secure, our managed anti-virus services maintain these protection systems remotely and ensure the latest updates are tested and verified before they are installed.

Optimize Performance With Patch Management

Reduce the risk of security vulnerabilities in operating and application software and optimize performance



with Solacom patch management services. With our patch management service, our technicians monitor all application and operating system software, test updates and security patches offline, and apply patches and updates to fit your operating environment. This approach:

- Ensures your emergency call management solution is always running the most recent and secure versions of Windows Server® and Windows® PC software
- Reduces the potential for newly installed updates and patches to affect the efficiency of your Guardian 9-1-1 Call Handling solution
- Minimizes the administrative burden on IT staff

Be Prepared With Disaster Recovery

Natural and man-made disasters can have a significant impact on your ability to maintain operations. Solacom disaster recovery services ensure your Guardian 9-1-1 Call Handling solution is always ready for any situation.

All Guardian 9-1-1 Call Handling solutions are engineered for maximum reliability with a variety of redundancies, including:

- RAID drive configurations
- Geographically diverse system cores
- Redundant critical components
- Redundant power supplies

Our disaster recovery services provide additional peace of mind by making full copies or snapshots of system data and configuration details to protect your emergency call management infrastructure from unforeseen disasters.



The disaster recovery array can be configured for a single site or a multi-site environment. Once it is configured, it replicates all applications, storage devices, and servers. This allows for an immediate, point-in-time recovery of the operating environment, whenever it is needed.

Solacom's support team ensures the disaster recovery system is functioning correctly at all times. All monitored servers and computers are constantly saved to the recovery system, so a "bare-metal" rebuild or restore can be completed on new hardware components, if needed.

Partner With an Industry Innovator

At Solacom, public safety communications management is not a sideline, it's our single focus. Our 9-1-1 call handling and management solutions are built on more than 30 years of research and innovation in the application of advanced hardware and software technologies for public safety. Today, our 9-1-1 solutions support thousands of agencies affecting millions of lives annually. From dense urban environments to statewide deployments, our solutions are trusted to streamline 9-1-1 call handling and management processes and enable more efficient collection of critical information in emergency situations.



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