

GUARDIAN MAP FULL-FEATURED GEO-LOCATION AND MAPPING

Manage calls
with the Guardian
Map interface.

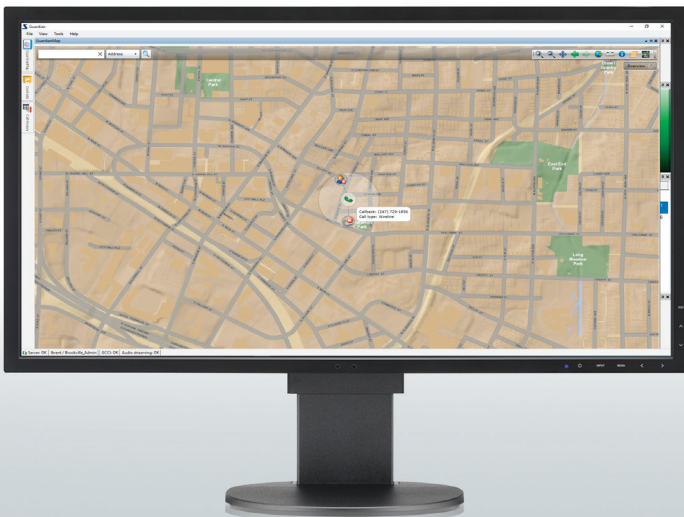
When an emergency call comes in, every second counts. The more information a call taker has at the desktop the faster the call can be analyzed, evaluated, and forwarded to the appropriate response team. Location information is critical to the call management process.

Solacom offers complete geo-location and mapping capabilities as part of the most flexible, user-centric voice, data, and video emergency call management solution for public safety answering points (PSAPs). The Guardian 9-1-1 Call Handling solution can be enhanced with **Guardian Map**. This advanced geo-location and mapping application is engineered to capture and display critical call location information and enable call takers to answer and manage calls directly with the Guardian Map interface.

Pinpoint the Call With Guardian Map

Guardian Map integrates seamlessly with a Guardian 9-1-1 Call Handling solution at the desktop. It delivers complete geographic information system (GIS) spatial and geographic location data to the desktop based on:

- Locally hosted maps created from client-supplied data
- Custom GIS base maps
- Free Esri ArcGIS Online™ base maps
- Streetmap Premium™



SOLACOM

Manage Calls With Map-Based Control

To optimize the use of geo-location data, Guardian Map uses advanced mapping capabilities and an icon-based user interface that allow call takers to view the location and status of all 9-1-1 calls at a glance. Icons on the map indicate call status and identify 9-1-1 calls as:

- Ringing
- Answered
- Muted
- On hold
- Privacy
- Abandoned



This advanced mapping application differentiates between answered calls, abandoned calls, and ringing calls. Ringing 9-1-1 calls have a different icon than calls that have been answered or released. In addition, calls answered by each call taker are represented by a unique icon, so active calls by one call taker look different than those

answered by other call takers. This allows call takers to quickly identify the status of all calls and focus on actively ringing calls.

For maximum flexibility, call takers can quickly interact with mapped calls using touch map navigation, as well as mouse and keyboard controls.

Rely on Ongoing Updates

Where applicable, a caller's location is updated as the map is refreshed automatically by the Guardian Map software whenever new GIS information is received.

Solacom also provides GIS data validation, data management, and mapping support, as well as 24/7 monitoring for continuous uptime and availability.

To find out more, contact:

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Call Direct: 1 (819) 205-8100

Visit: www.solacom.com

Leverage Purpose-Built Technology

With Solacom, you get a purpose-built, customizable, emergency call handling and management solution for your PSAP rather than a preconfigured, off-the-shelf system adapted for all PSAPs. Guardian Map is engineered to fit seamlessly with your Solacom Guardian 9-1-1 Call Handling solution.

The Guardian 9-1-1 Call Handling solution is available in a full range of configurations, from single sites to hosted and geo-diverse solutions. To ensure you get the right options for your PSAP, our sales and engineering teams work with you to customize the solution to fit your PSAP's unique requirements and workstation configurations.

After design and configuration, your Solacom call handling and management solution is built and tested in our factory staging center. This ensures all hardware and software components meet operational requirements *before* they are installed, so you don't have to interrupt workflows or disrupt work environments. The result is a smooth integration of new technologies and capabilities.

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.

The Solacom logo, featuring the word "SOLACOM" in a bold, blue, sans-serif font. The logo is positioned in the bottom right corner of the page, with a green and blue geometric shape behind it.