

A 9-1-1 call center with a Solacom logo overlay. The logo is a stylized 'S' inside a circle, surrounded by concentric circles and a network of lines. The background shows a woman in a police uniform talking on a headset, and another person at a computer workstation. There are multiple computer monitors displaying various information, including a 'BREAKING NEWS' banner and a digital clock showing '13:56:39'.

FLEXIBLE, USER-CENTRIC 9-1-1 CALL HANDLING SOLUTIONS ENABLE FASTER CALL HANDLING AND MANAGEMENT

OVERVIEW

All 9-1-1 call handling solutions are not created equal. Some are adapted for PSAP use. Others are packaged together from multiple disparate components originally designed for other communications applications. With Solacom, you get a purpose-built, customizable, emergency call handling and management solution for your PSAP rather than a generic, preconfigured, off-the-shelf system designed for all PSAPs.

Solacom's **Guardian 9-1-1 Solution** is the most flexible, user-centric voice, data, and video emergency call management solution for PSAPs.

SOLACOM

Move Up to Integrated, Purpose-Built 9-1-1 Call Management

The Guardian 9-1-1 Solution provides a simple, evolutionary path to next-generation emergency call management.


The Solacom Guardian 9-1-1 Solution is engineered from the ground up and the inside out to provide PSAPs with complete, multimedia call control — from two-position PSAPs to complex multi-position environments. With a full-featured Guardian 9-1-1 Solution, you get everything you need to manage any emergency call from any device, at any time, from anywhere, and in any format — voice, data, and video.

The Guardian 9-1-1 Solution is designed to support all current and emerging standards and is compatible with previously installed emergency response platforms. It provides a simple, evolutionary path to next-generation emergency call management requirements and enables future enhancements without replacing the underlying infrastructure. To ensure a perfect fit, we work with you to configure the solution to meet your PSAP's unique needs.

Optimize Call Handling

At the desktop, the heart of our offering is the Guardian 9-1-1 Call Handling solution. This user-centric, customizable call handling solution is designed to enable call takers to quickly and efficiently respond to every call. The modular user interface





provides the highest level of flexibility to fit the unique and individual workflow of each call taker. It can be customized to fit individual user preferences based on login or a standard configuration for all users.

Fit Call Handling to Your PSAP

For situations where an advanced emergency call management solution is not needed, Solacom offers the **Guardian Responder** desktop phone system. This advanced, full-featured IP telephone is engineered to handle multiple lines and display call information, including Automatic Location Information (ALI), in a way that clearly distinguishes between administrative calls and 9-1-1 calls.

Get Complete Call Management and Control

Of course, what happens at the desktop must be managed and controlled. In addition to call handling, the Solacom Guardian 9-1-1 Solution includes a customizable call control system. This integrated system is engineered for legacy and IP-based emergency call routing and for converging traditional voice and data into a single communications workflow.

For maximum flexibility, the Guardian 9-1-1 Call Handling solution and the call control system are engineered to interface easily with:

- Mapping systems
- Computer Aided Dispatch (CAD)
- Voice recording systems
- Video systems
- Short Message Service (SMS)
- Instant Messaging (IM)
- Other data sources

Maintain Operations on the Move

For situations in which you need mobility, Solacom **Guardian Mobile** enables full-featured 9-1-1 call management from any location with a high-speed

internet connection. With Guardian Mobile, you can establish critical 9-1-1 services on the move using a backup location, such as a mobile command center, and continue to manage emergency calls.

Solacom's Guardian Mobile is built on the same software as our Guardian 9-1-1 Call Handling solution, so users can expect an identical display interface with all of the same innovative features and functionality they are used to at their desktops.

Integrate Text-To-911 and Text-From-911

In addition to standard call handling and management, every Guardian 9-1-1 Solution is engineered to support today's and tomorrow's emergency call management requirements. Text-to-911 capabilities can be added with **Guardian Text**, an integrated, full-featured short message service (SMS) function available when you need it. Once configured, this function integrates full text management capabilities into our call control system and seamlessly integrates with the Guardian 9-1-1 Call Handling solution at the desktop.

For added flexibility, Guardian Text goes beyond standards requirements by offering outbound text-from-911 capabilities. With this option, Guardian Text can be configured with pre-scripted text messages that can be used to provide a quick response to text-to-911 calls. It also enables call takers to reconnect with disconnected or abandoned callers via text.

Locate and Map Emergency Calls

Regardless of how the call comes in, call takers need access to location data immediately. Solacom's **Guardian Map** application captures and displays critical call location information and enables call takers to answer and manage calls directly with the Guardian Map interface. This full-featured mapping application delivers



complete geographic information system (GIS) spatial and geographic data to the desktop. It uses advanced mapping capabilities and an icon-based map display to allow call takers to view the location and status of all 9-1-1 calls at a glance.

Capture and Record Call Information

To enable you to collect and record critical data, a Solacom Guardian 9-1-1 Solution can be configured with the **Guardian Management Information System (MIS)** for complete call logging, tracking, and reporting. The Guardian MIS application is engineered to meet all i3 specifications and standards. It provides an innovative, flexible interface and an efficient means of gathering, viewing, and distributing a greater variety of data, such as time to answer. With Guardian MIS, your Guardian 9-1-1 Solution will automatically collect critical statistical information and put it at your fingertips when you need it.

Simplify Operations With Guardian Managed Services

After your Solacom Guardian 9-1-1 Solution is up and running, you can rely on our support team to keep it operating at peak efficiency. Our **Guardian Managed Services** are structured to maintain optimum performance, keep your call handling and management systems secure, and enable recovery from unforeseen disasters with:

- 24/7 active remote monitoring
- Managed anti-virus protection
- Cybersecurity protection
- Ongoing patch management services
- Disaster recovery services

Streamline the Move to an ESInet

For PSAPs that are ready to make the move to an ESInet, Solacom is ready to streamline the transition with the **Guardian Emergency Services Routing Proxy (ESRP)**. The ESRP is a new-generation selective router that enables PSAP networks to accurately route all 9-1-1 calls regardless of the network access used by the caller. It bridges the gap between conventional PSTN networks and the latest VoIP/VoIM network technologies. And it is designed to meet NENA i3 specifications.

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.

To find out more, contact:

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Visit: www.solacom.com

The Solacom logo, featuring the word "SOLACOM" in a bold, blue, sans-serif font. The letter "O" is stylized with a white dot in the center. The logo is positioned on a white background with a green and blue geometric shape to its right.