GUARDIAN 9-1-1 AS A SERVICE

Upgrade to Cutting-Edge NG9-1-1 Capabilities With No Capital Expenditures

SOLUTION BRIEF

The hardware and software upgrades that Next Generation 9-1-1 (NG9-1-1) solutions require can put significant pressure on already-strained capital budgets.

Solacom Guardian 9-1-1 as a Service eliminates these financial pressures. You can smoothly evolve to the most flexible multimedia emergency call handling and management solution available with no capital expenditures. We provide all of the hardware and software. You customize the solution for your unique requirements and simply pay a monthly fee based on the number of call taker positions at your PSAP.

SOLACOM

A Subsidiary of Comtech Telecommunications Corp.

With predictable monthly costs for complete, advanced NG9-1-1 services and no lump-sum payments, you have new opportunities to spread your NG9-1-1 investments over time and strengthen your financial stability:

- Conserve your current cash position
- Increase the accuracy of short- and long-term financial planning
- Avoid the need to apply for funding for large capital projects
- Eliminate the need to budget for hardware and software maintenance and upgrades
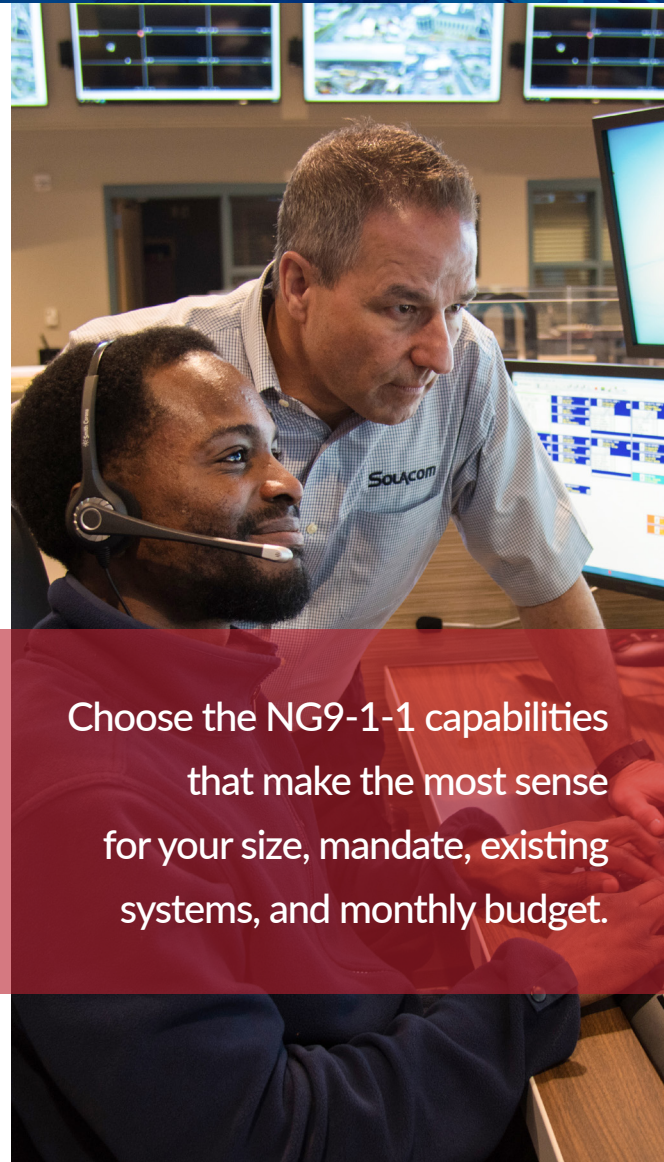
Pay as You Grow

Choose the NG9-1-1 capabilities that make the most sense for your size, mandate, existing systems, and monthly budget today, then expand as your operations and requirements evolve.

Your monthly payment is based on the number of call taker positions in your facility, so the cost of adding features is always tied to the size of your operations. This pro-rated approach to pricing makes it very feasible to bring "big PSAP" features to the smallest operations and enables a cost-effective strategy for growth.

> Choose the NG9-1-1 capabilities that make the most sense for your size, mandate, existing systems, and monthly budget.

Add More Advanced Features

To complement and extend the comprehensive feature set provided in the Guardian 9-1-1 Call Handling solution, you can add:

- **Guardian Text**, an integrated, full-featured short message service (SMS) for text-to-911 and text-from-911.

- **Guardian Map**, an advanced, 3D geolocation and mapping application that displays critical call location information and allows call takers to answer and manage calls directly from the Guardian Map interface.

- **Guardian Management Information System (MIS)**, an innovative call logging, tracking, and reporting application that makes it easier to manage multimedia call data and meet compliance requirements.

- **Guardian Cybersecurity**, a complete set of turnkey, enterprise-grade cybersecurity services that meet PSAPs' unique cybersecurity requirements at each stage of NG9-1-1 evolution.

Choose the Optimal Deployment Model

Guardian solution components can be deployed on-premises or off-site in a secure data center. These options give you the flexibility to choose the right deployment model for your PSAP based on:

- Available space for backroom equipment
- Need to share solution components with other PSAPs
- Network infrastructure and data security requirements
- Disaster recovery strategy

Reduce IT and Training Burdens

Because Solacom's Guardian 9-1-1 as a Service solution includes all hardware and software upgrades, you can minimize workloads on internal IT staff.

We'll train your IT staff to complete any on-site maintenance tasks, whether the Guardian Call Handling solution components are located at your premises or hosted in a secure, off-site data center. If you prefer to leverage the expertise of third-party maintenance providers, we're fully prepared to train those resources to maintain the Guardian solution as well.

No matter which path you follow for maintenance and support, you can rest easy knowing our people are available 24/7 to assist you, and we're always prepared to dispatch support personnel to your site when needed.

Get the Guardian Advantage

The Guardian 9-1-1 Call Handling solution is engineered from the ground up and the inside out to provide complete, multimedia call control for any PSAP — from two-position PSAPs to complex multi-position environments.

This fully customizable solution is designed to optimize workflows and accelerate emergency response times. It provides all of the functionality needed to manage 9-1-1 calls in any format, collect real-time information from any source, and speed delivery of rich situational awareness data to first response teams — today and tomorrow:

- Next-generation voice
- Text-to-911
- Text-from-911
- Real-time texting
- 3D location mapping
- Image-enriched messaging
- Video-enhanced data

Advanced NG9-1-1 Technology at the Desktop and Behind the Scenes

Automatic call distribution (ACD) prioritizes and distributes 9-1-1 calls to the next available call taker to ensure that calls are answered in a proper first-in, first-answered sequence and that call takers share equally in call workloads. Call takers then interact with an intuitive user interface that's been customized for their unique workflow requirements and preferences to:

- Manage any emergency call, from any device, at any time, from anywhere, and in any format — voice, text, data, and video
- Transfer calls with the click of a button
- Initiate multimedia conference calls with a virtually unlimited number of participants
- See and manage every leg of an active call
- Use instant messaging to communicate with other call takers

Behind the desktop, the Guardian 9-1-1 Call Handling solution leverages the full power of Solacom's innovative call control system. This full-featured system is designed to support all current and emerging standards and to leverage legacy and IP-based emergency call management equipment and databases.

Partner With a Public Safety Specialist

At Solacom, public safety communications management is not a sideline, it's our single focus. Our user-centric, multimedia 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.

We are a true, long-term partner for PSAPs as they evolve to NG9-1-1 and beyond, and we are committed to giving our customers the financial flexibility they need for seamless evolution and growth.

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.

Solacom is a subsidiary of Comtech Telecommunications Corp.

Leading PSAPs Rely on Solacom

PSAPs around the country are sharing the benefits of using Solacom's flexible, multimedia Guardian solutions to deliver advanced 9-1-1 services:

- Florence County, South Carolina
- Franklin, Gulf, and Calhoun Counties, Florida
- Huntsville-Madison County, Alabama
- Lincoln County, Montana
- Maricopa Region, Arizona

- Owensboro-Daviess County, Kentucky
- San Luis Valley, Colorado
- State of Maine
- Sussex County, New Jersey

To find out more, contact:
CST-Sales@comtechtel.com
Call Toll Free: **1 (888) SOLACOM (765-2266)**
Call Direct: **1 (819) 205-8100**
Visit: **www.solacom.com**

SOLACOM
A Subsidiary of
Comtech Telecommunications Corp.