



PRODUCT BRIEF

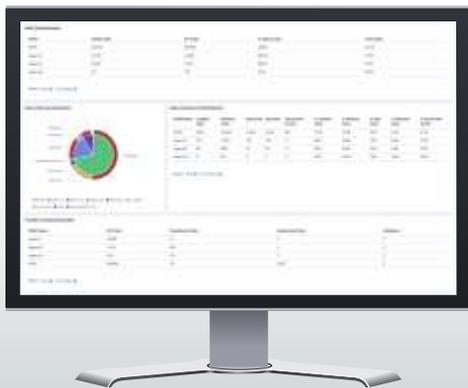
GUARDIAN INSIGHTS

Advanced, Purpose-Built NG9-1-1 Reporting and Statistics Analysis

**Workload
planning and
management
application.**

With the increasing proliferation of communication devices and advancements in technology; being able to maintain a high level of service and reliability is placing a greater strain on Public Safety Answering Point (PSAP) resources. In addition, the emergence of NG9-1-1 is transforming the traditional PSAP into a complex data center requiring staff to handle and process much larger volumes of data. Having witnessed these potential challenges, Solacom developed a reporting and analytics application called Guardian Insights to assist PSAP staff to better plan and manage their workloads.

Guardian Insights was specifically engineered to serve the unique needs of the public safety community operating in a 9-1-1 environment providing them with a smarter, more efficient way to make data-driven decisions. The interactive, NENA i3-compatible Guardian Insights delivers a robust, comprehensive, reporting capabilities to individual local PSAPs, multi-tenancy deployments, regional PSAP consortiums and state/province nationwide systems.



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Analytics You Can Rely On

The cloud-based Guardian Insights application comes loaded with enterprise-grade security delivering a safe, feature-rich, intuitive user experience. Innovative reporting capabilities allow users to prepare daily, weekly, monthly, quarterly, and yearly reports with ease and allows them to print and/or export them into a variety of file formats. A Scorecard dashboard provides PSAP leadership with metrics on an assortment of statistics and key performance indicators ranging from standard agent and call statistics reports to more complex geo-location and heatmap findings.

Additional benefits of the Guardian Insights application include:

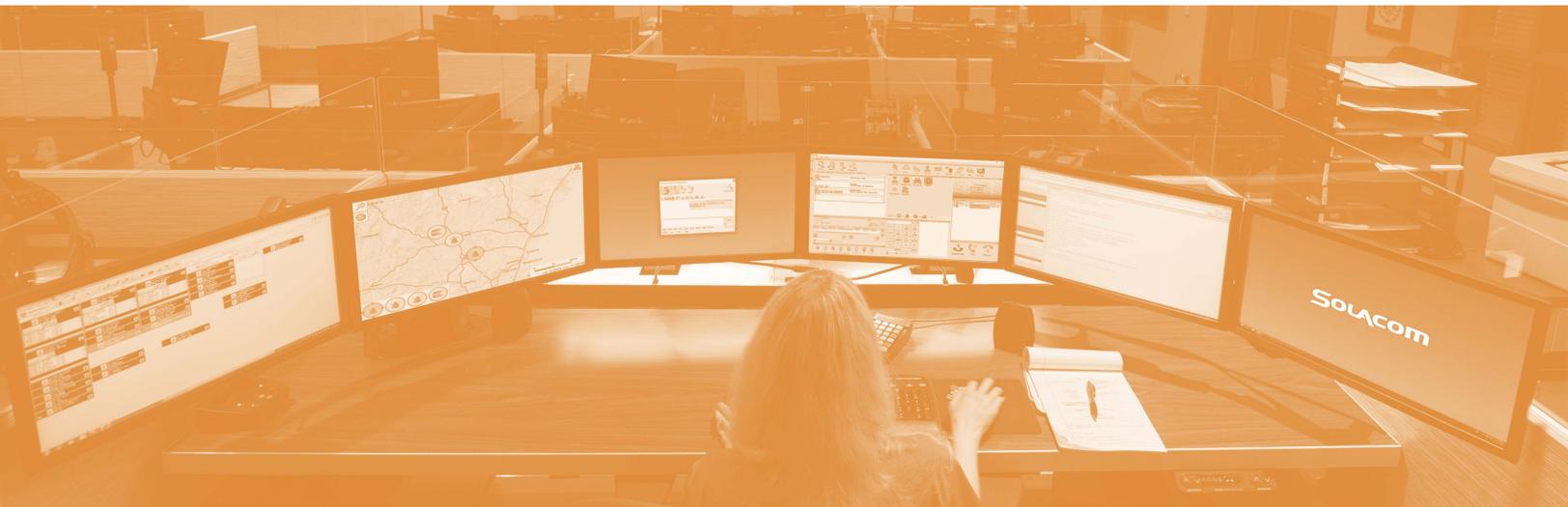
- Email and alert notification capabilities

- Ability to import historical i3 logs
- Cloud-based
- Role-based Access Control
- Call Detail Records (CDR)
- Optional ad hoc report functionality
- Subscription-based licensing packages that deliver lower up front costs
- Customizable and professional service packages such as unique user-reports

Guardian Insights can be integrated into your existing platform and promises to deliver the information you need to make the right decisions. The analysis that Guardian Insights provides enables you to ensure your PSAP continues to meet the required targets. To learn more about the Guardian product suite of next-generation solutions, contact us today and discover how Solacom can assist you.

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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