



# FLEXIBLE, MULTIMEDIA 9-1-1 CALL MANAGEMENT

## Accelerate 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 multimedia emergency call management solution for PSAPs.

# SOLACOM

A Subsidiary of  
Comtech Telecommunications Corp.

# Move up to Purpose-Built 9-1-1 Call Management

**T**he 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, text, 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 allows call takers to quickly and efficiently respond to every call. The modular user interface provides the highest level of flexibility to fit each call taker's unique workflow requirements. It can be customized to fit individual user preferences based on login or to provide a standard configuration for all users.

The **Guardian 9-1-1 Call Handling** solution is designed to provide all of the functionality needed to manage 9-1-1 calls in any format and to collect rich situational awareness information from any source — today and tomorrow:

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

## 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)
- Multimedia message service (MMS)
- 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.

When you're ready, Guardian Text can be extended to support more advanced text capabilities, such as multimedia text messages that include photos and video clips and real-time texting.



**The Solacom Guardian 9-1-1 Solution is purpose-built to provide complete, multimedia call control, from the network to the desktop.**

## 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 3D location mapping capabilities and an icon-based map display to allow call takers to view the precise location and status of all 9-1-1 calls at a glance.

## Capture and Record Call Information

With the **Guardian Management Information System (MIS)**, your Guardian 9-1-1 Solution provides easy access to rich event information, including real-time voice, text, image, video, and map data, for analysis, reporting, and training.

The Guardian MIS application is engineered to meet all i3 specifications and standards. It provides an innovative, flexible interface and an efficient way to gather, view, and distribute a greater variety of data to improve operations and meet compliance requirements.



## Protect Critical Public Safety Infrastructure

Solacom **Guardian Cybersecurity** is the most complete set of cybersecurity services available to PSAPs. These turnkey, enterprise-grade services combine Solacom's deep understanding of PSAP operations and public safety with expertise and technologies from leading cybersecurity agencies to meet your unique cybersecurity requirements at each stage of NG9-1-1 evolution.

To ensure you get exactly what you need, you can choose any or all of the following cybersecurity services:

- Continuous Threat Monitoring, Detection, and Response
- Cybersecurity Risk Assessment
- Strategic Consulting and Security Controls Implementation
- Remediation and Recovery Assistance
- Cybersecurity Awareness and Training

## Simplify Operations With Business Continuity 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 **Business Continuity Services** are structured to maintain optimum performance and ensure your call handling and management systems are always available with:

- 24/7 active remote monitoring
- Anti-virus protection
- Patch management for operating systems
- Disaster recovery services

## Streamline the Move to an ESInet

For PSAPs that are ready to make the move to a regional or statewide Emergency Services IP Network (ESInet), Solacom is ready to simplify the transition.

As a subsidiary of Comtech Telecommunications Corporation, Solacom partners with Comtech Safety and Security Technologies to provide a comprehensive, integrated solution for the deployment and management of NG9-1-1 Core Services (NGCS) on an ESInet. The integrated offering includes all the functional elements needed to establish an ESInet, as well as complete system and network engineering services and ongoing network management and maintenance services.

## Partner With an Industry Innovator

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.

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.

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