

# GUARDIAN MAP

## Full-Featured 3D Geolocation and Mapping

Manage calls  
with the  
Guardian Map  
interface.

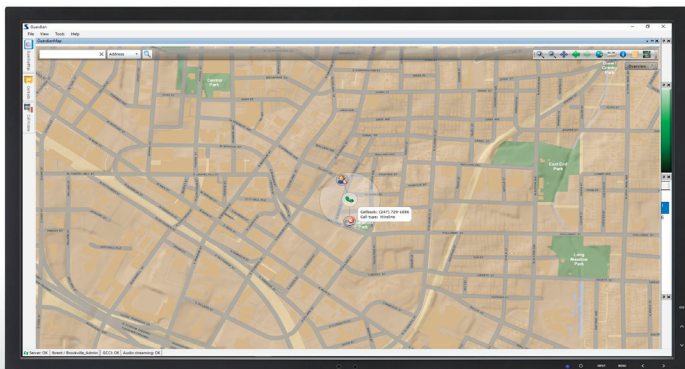
**W**hen an emergency call comes in, every second counts. The more information a call taker has at the desktop, the faster the call can be analyzed, evaluated, and forwarded to the appropriate response team. Location information is critical to the call management process.

Solacom offers complete 3D geolocation and mapping capabilities as part of the most flexible multimedia 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 3D geolocation and mapping application is engineered to capture and display critical call location information and enable call takers to answer and manage calls directly from the Guardian Map interface.

### Pinpoint Calls 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™



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## Manage Calls With Map-Based Control

To optimize the use of geolocation data, Guardian Map uses advanced mapping capabilities and an icon-based user interface that provides complete control of every aspect of a call. The interface allows call takers to view the location and status of all 9-1-1 calls at a glance. Call takers can also answer and transfer calls, hold and release calls, and conference in other call takers as needed using the interface. 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.

## 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 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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