

911 Dispatch Improvement Specialists:

We help emergency centers gather, analyze and use information to reduce risk and increase their quality of service. Equature is Next Generation 911 ready - be prepared today, and avoid an expensive forklift upgrade in the future.



Dispatch Recording Objectives

- NG911: Voice, email, chat, http, text messaging, and video communications capture
- Embedded Advanced Speech Engine for voice analytics
- Quality Assessment Engine enabling performance and productivity improvement
- Validate dispatcher interactions with our Advanced Screen Intelligence Engine
- Dispatch system integrations improving activity and data flow
- NG911: Telematics (OnStar and ATX Vehicular Emergency Data Set) integration
- Advanced monitoring of all communications within the Enterprise

Equature® Emergency Services Differentiators

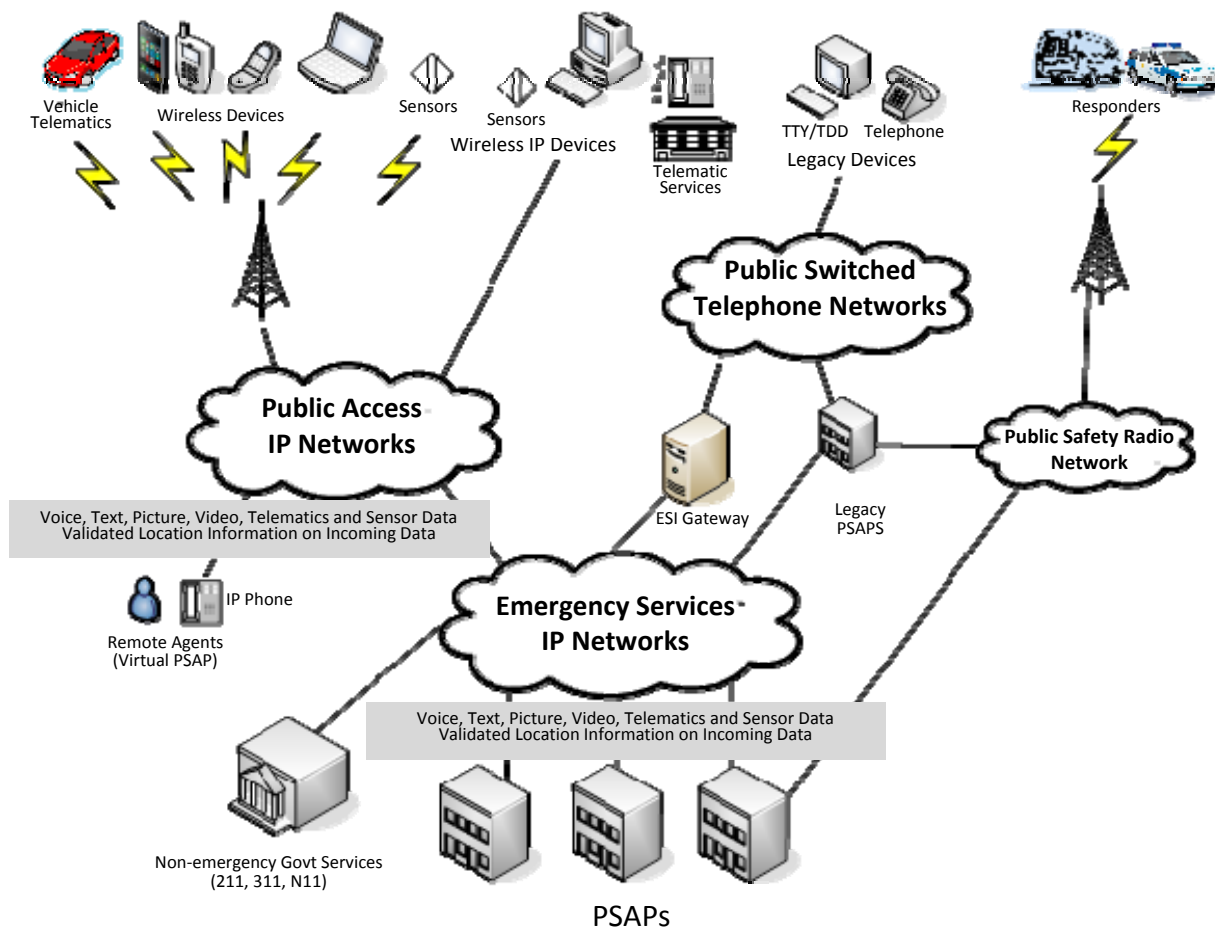
YES

Browser Based Unlimited Search and Retrieval	✓
One version of playback software	✓
Speech Analytics for 100% Content Search of Spoken Word/Phrase	✓
File storage to NAS/SAN without licenses	✓
360 degree view of all communications	✓
Bundled simple licenses for Email, Voice Chat, Dispatch Assessment & Screen Capture	✓
Dispatch Assessment, Playback and Screen Playback in one version of software	✓
Dispatch Assessment, Playback and Screen Playback from a web browser	✓
Support of Internet Explorer and Firefox	✓
One Quality system to assess Voice, Email Chat and Screen activity of the Dispatcher's	✓
Instant Recall with auto-refresh / Scenario Reconstruction / Continuous Replay all standard with no additional licensing & one software version	✓
Non-Proprietary system – MS-SQL database, WAV file storage, XML email.chat storage, XML Volume replication/redundancy	✓
Built for Next Generation 911 anywhere Technology capture	✓
Option for customer provided hardware	✓
Service Based Architecture with Service Watchers for redundancy and system uptime	✓



NG 9-1-1 Infrastructure

Looks complicated, doesn't it? This is actually a very simplified diagram of the NG 9-1-1 environment! There is lots of magic being done between those endpoints and the clouds, and within the PSAPs themselves. For example, consider a "Virtual PSAP" – one where the call takers are at a different location, or working from home. A call coming into a PSAP via the ESI (Emergency Services IP) Network can be routed to a remote agent along with all the data that came with the call. That agent can transfer the call and data to another PSAP. The remote agent will have all of the capabilities of a local PSAP agent, including the "outgoing" capabilities, like alerting the wireless-connected public in an area, or forwarding medical data to responders en route.



Other types of data, like pictures, video, and vehicle telematics (OnStar, ATX Group, etc.) come from different places, and in many different formats. But the PSAP needs these in standardized formats that can feed multiple software systems, some of which have yet to be created. The Next Generation PSAP must accept, handle and route all this data. It must also "record" all this data – that is, save a copy of it as a legal record. In fact, the D.O.T. test plan requires that all data associated with a "call" be saved in two places, locally, and at a remote location. It must be remotely searchable, and must be capable of being transferred to a different remote location. All of this requires some sophisticated technology, and the organizations and companies that are making all this happen serve the public in a wide variety of ways.