



HigherGround®

The Next Generation of Public Safety Recording & Dispatcher Evaluation



capture**911**™
quality**911**™

Digital Voice Recording, Quality Assurance & Reporting Tools

HigherGround's NextGeneration Platform is the most secure and feature-rich audio & data recording solution available in the emergency services industry.

Data Integration

NextGen Capture911 integrates data from multiple sources into a single synchronized event with a corresponding time line. Media sources can include voice interactions, screen captures, ANI/ALI data, text messages, video, and more.

Flexible

Record all types of audio: analog, digital, and VoIP phones, as well as analog and digital (T-1) trunks, radios, and dispatcher consoles. End-users can access data from any position on the network with unlimited instant playback licensing.

Dashboard

Adjustable docking window framework enables authorized users and dispatchers to customize layouts containing various categories of information. The dashboard displays recordings, incident details and associated data, as well as the following key performance indicators: average 911 hold times, average length of call, number of calls per hour, number of calls based on supervisor, flagged and abnormal calls, and time to dispatch.

Customizable Search Data

Over a dozen search options for instant retrieval of archived data and media recordings, including customized filters, media type, annotations, flagging, and time indexed tagging information. Incidents can be saved to media files, emailed, or stored on other drive locations.

Mapping

The map pane displays the location of any interaction that has either an X/Y location coordinate or phone number that was captured with the incident.

Service Reliability

NextGen Capture911 monitors over 350 alarms and critical applications. In most cases our certified technicians notify you of any potential problems before they have occurred. Remote and on-site technicians are available upon notice anywhere in the country.

I'm Alive™

I'm Alive notification service verifies the system is up and running 24/7 by utilizing a pro-active notification task that contacts our server each day. If feedback is not received, our technicians are alerted and take immediate actions to guarantee uptime.

Robust Security

All network communication between the client and the server is encrypted with multi-layer algorithms ensuring that call recordings are contained in the absolute most secure environment possible.

Digital Signature

Industry exclusive "Digital Signature" validates the authenticity of voice recordings and that any associated data has not been tampered with or altered.

Stand-Alone CD

Recorded incidents and playback software can be burned onto a portable CD. This feature securely locks the recordings on the CD with pass code permissions, flags, tags, and data associated with the original recordings. The CD will play back from any PC after permissions have been accepted.

Open Architecture

HigherGround's hardware platform is developed with non-proprietary, standard PC components providing PSAPs with flexibility and significant cost-savings.

Replication Software

Several automated online storage options for instant access to redundant data locations for disaster recovery.



www.capture911.com



HigherGround®

HigherGround is a call recording and data integration company that has provided cost effective, easy-to-use, and scalable mission critical solutions to public safety communications centers for decades.

Founded in 1973, HigherGround, Inc. (formerly known as Communication Advice & Design) began as a consulting firm offering guidance and insight to telecommunications operations. In the early 1990s, large industry leading companies including Magnasync and Racal partnered with HigherGround to assist them in starting, stopping and retrieving their voice recordings based on telecom data. In 1996, HigherGround developed its own call recording solution incorporating new state-of-the-art analytics and reporting capabilities that integrate and optimize telecom resources for call centers and emergency service organizations.

HigherGround's award-winning solutions have earned a remarkable reputation in mission critical and emergency responder environments. Capture911 and Quality911 applications have been installed in more than 1000 PSAPs and government agencies. In addition, HigherGround's Instant Retrieval software (IRR) is a proven industry standard for call recording and is used as an OEM product in consoles produced by several industry leaders such as SolaCom and Plant/CML – an EADS North America Company, as well as in product integrations with Motorola, M/A-COM, and Harris.

Next Generation

capture911™ Record, Retrieve, Replay & Report

HigherGround's comprehensive suite of recording, quality assurance, and reporting tools assist organizations of all sizes respond to and manage incidents. You can reliably record every call and radio interaction including associated data – time, date, ANI/ALI, radio ID, alias, talkgroup ID, etc. The NextGen Capture911 system captures 100% of audio from any combination of traditional or trunked radio and circuit-switched or VoIP telephone systems across multiple locations. It also provides the option for the capture of PC screens.

Public safety call takers, dispatchers, and supervisors can instantly play back recent or archived interactions from any desktop using an advanced search interface with more than a dozen search options and powerful filters for easy retrieval of data, regardless of the number of channels, recording servers, or sites involved. HigherGround offers an unlimited user access license so customers are not faced with hidden additional per-seat charges.

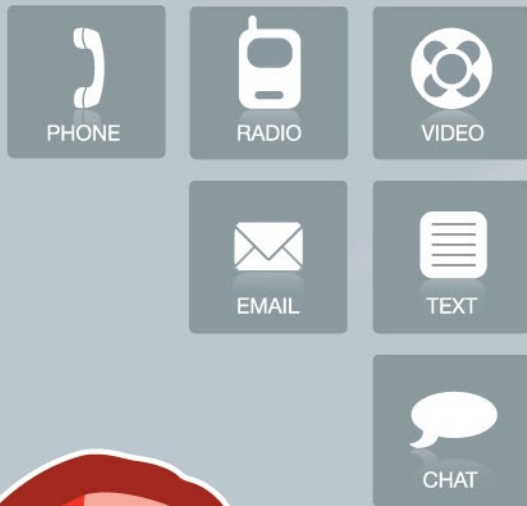
HigherGround has set the bar with a flexible, ad-hoc, user-friendly reporting module that is unparalleled in the industry. Customizable dashboards allow the end-user to monitor key performance indicators and have access to important reports instantly. Intuitive, dynamic reports and charts alleviate the need for sifting through layers of information, allowing supervisors to spend less time accessing valuable information and more time on activities that improve their mission critical operations.

Next Generation

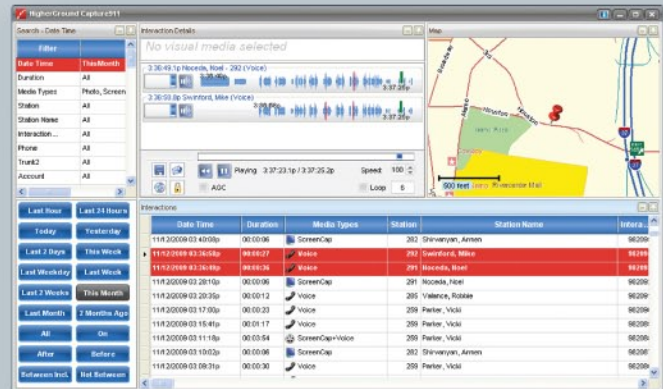
quality911™ Dispatcher Evaluation

Maximize service quality and help ensure compliance with the latest regulatory standards by assessing and improving the skills of call takers and dispatchers through periodic evaluations of recorded interactions. Gain valuable insight into call taker performance and enhance quality assurance with HigherGround's NextGen Quality911 form-based evaluations and customized scorecards.

PSAPs strive to obtain the highest standards of quality in their emergency communications services. With NextGen Quality911, service is improved and liability risk is minimized. Supervisors can monitor live calls across multiple locations as well as improve dispatcher performance by leveraging recorded best practice calls for training and coaching purposes.



Compatible with Many Types of Communication Devices



- Capture every interaction within your communications center
- Use over a dozen search options for instant retrieval of recordings

Next Generation Technology

Capturing and logging telephone and radio interactions has always been a function of public safety operations. Today's public safety agencies are experiencing a new set of challenges. There are enhanced interoperability expectations and expanded standards and protocols on the horizon. Citizens are using a wide range of communication devices and emergency responders are being required to manage agency communications, data-sharing, and reporting tools based on open standards. These advances in mission critical technology have brought us to an era *beyond voice* that allow a myriad of structured and unstructured data associated with an incident to enter into the PSAP.

The types of interactions and emerging sources of multimedia information that can now be captured include a variety of voice interactions (telephony, radio, VoIP), ANI/ALI data, video, text and email messages, photos, GIS data, vehicle telemetry data, TTY/TTD, CAD screens, incident reports, and more.

HigherGround's NextGen Capture911 solutions range from the very basic of systems to those that have the ability to collect and consolidate diverse multimedia data from disparate sources into a single platform. The collected information is integrated and presented in a chronological manner with an easy-to-use interface. NextGen Capture911 virtually re-creates an entire incident and provides public safety and government agencies with increased efficiency in incident reconstruction and investigation analysis.



View Key Performance Indicators with a Customizable Dashboard



- Monitor dispatcher activities in real-time
- Report on a variety of performance metrics



Protect Your Investment

Emergency dispatch facilities, 9-1-1 centers, and other public safety organizations using HigherGround's solutions realize a significant return on their investment through improved functionality and real-time alignment of their systems with the ever-changing requirements in mission critical technology. Customers receive free software upgrades throughout the duration of their maintenance contracts.

All HigherGround systems are designed using a modular approach and as a result are fully upgradeable systems. Organizations can simply select from the innovative modules and features they desire to develop a tailored system that is easy-to-use, satisfies the strictest regulatory standards, and provides the best value for their immediate needs. HigherGround's scalable and flexible architecture allows PSAPs to upgrade basic systems as new capabilities are mandated or budgets become available. HigherGround's Next Generation solutions meet your current needs and will evolve with you and your organization's future requirements.

Security

HigherGround appreciates that security concerns are paramount to your operations. We ensure that your call recordings and interactions are contained within the most secure environment possible. Protect your data with the highest level of network security by using HigherGround's Application Security Server.

The NextGen Capture911 system can connect virtually any data source with any other, marrying data from disparate sources into one database. All network communication between the client and the server is encrypted using multi-layer algorithms. No unauthorized access is allowed. Each user is defined with its own individual set of permissions and rights. The Digital Signature, Save-to-CD, and watermarking features provide additional means for authenticity and integrity of data.



