



## Emergency Services Platform – Guardian

### A surefooted path to Next Generation 9-1-1

Public Safety is a mission critical environment that demands a reliable and flexible communications platform.

ESP – Guardian is a call processing solution designed to meet the most stringent requirements for 9-1-1. Based on a redundant fault tolerant IP architecture Guardian offers a full suite of 9-1-1 call handling features, such as automatic number identification (ANI), automatic location identification (ALI) and automatic call distribution (ACD).

Guardian can support a single PSAP or multiple PSAPs from a single fault tolerant platform.

# Not just ready for IP – it's IP at the core

Solacom's ESP Guardian is an IP-based system designed and built for converging traditional voice and data into the packet switched network while at the same time providing legacy ingress and egress to the system from authorized carriers, PSAPs and other public safety agencies.

Another important distinction, Solacom call control technology is developed specifically for 9-1-1 communications – it is not based on 'open source', so you won't be held captive waiting on an unknown timetable to resolve problems or evolve changes.

## Implementation at a pace that makes sense for you

No rip and replace. As NG9-1-1 features and functions become commercially available, Solacom architecture allows you to migrate to next-generation in logical and cost effective stages using software modules to update or add functionality, while your core system remains intact – helping preserve your investment.

Whatever your needs, you'll come to appreciate a platform built specifically for public safety, using the best possible technology to provide you with converged services and straight forward solutions for everything from embedded instant messaging to opening a garage door from an operator position.

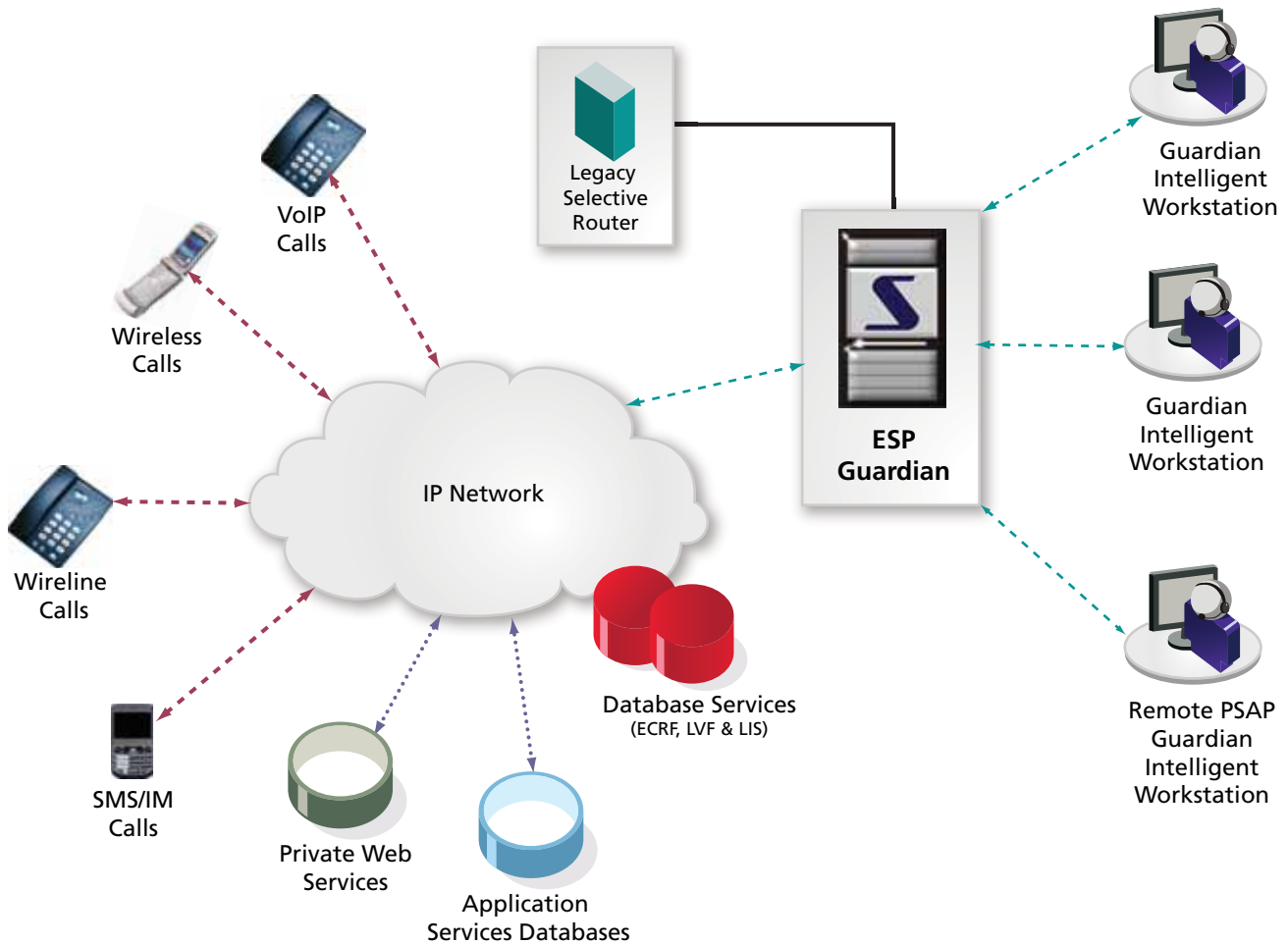
## A visionary call taking workstation

The Guardian Intelligent Workstation provides single button transfer, advanced conferencing, unlimited contacts list and greater call control for both legacy and NG9-1-1 calls. The modular screen layout can be customized and saved by operators, or it can be set to a standard display for all PSAP workstations.

- Provides legacy call-handling functionality
- NG9-1-1 ready today
  - IP to the desktop
  - IP interfaces for CAD and ALI
  - .NET programming environment
- Will evolve to meet emerging standards
  - audio, video, text
- Emergency Community Notification (optional)
- Supports local IP and "virtual IP" remote positions
- Built-in ACD capability
- One button transfer
- Powerful conferencing and call control capability
  - Up to 1,000 participants can join in a conference
- MIS and Audio Recording
  - MIS integrated with audio logging recorder option



Solacom ESP is compliant with i3 and acts as a transitional solution for seamless migration from i2 to i3 – suited to either legacy or IP PSAPs



### Working to develop standards and ensure interoperability

Solacom is committed to open standards and interoperability, and is helping to define Next Generation 9-1-1 through NENA initiatives such as Proof of Concept and Industry Collaboration Events – as well as demonstrating new capabilities such as SMS/IM/Emergency Messaging Prototype Development at the International APCO conference.

## The ideal system for today's PSAP, or for building a network of PSAPs

### Solacom's next-generation Emergency Services Platform includes:

- IP PSAP Solutions (customer premise-based or hosted)
- Integrated IP PBX
- Legacy Network Gateway
- Legacy PSAP Gateway
- Public Safety Grade IP based Wide Area Network (WAN)



### Field proven, time and again

For almost 30 years, Solacom has been engineering rugged systems for critical communications and situations when lives are literally on the line. Solacom technology is being used in over 26 countries – from dense urban environments to sprawling counties. You'll also find our systems at work in special applications, like NASA's shuttle landing facility, and in the harshest extremes including Middle East deserts and Antarctic ice fields.

At the end of the day, it's all about helping you save lives. We're committed to being your partner in critical communications with 9-1-1 solutions that make it easier for you to do your job.

Contact us today to explore how Solacom's ESP can help you build your next generation PSAP.



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