

Guardian Map

Clarity, simplicity and speed

Answer and manage calls directly from a map

Guardian Map uses Automatic Location Identification information received with legacy 9-1-1 calls, or from caller location data in an i3 architecture, to clearly indicate the location and status of 9-1-1 calls on a map – allowing you to quickly answer and manage calls directly from the display of your Guardian Intelligent Workstation.

Solacom has partnered with GeoComm Inc. to create a best-in-class mapping solution on the Next Generation 9-1-1 Guardian platform.

At a glance, you can identify the status of all calls. For example, a ringing 9-1-1 call has a different icon than calls that have been answered or released.

Where applicable, a caller's location is updated as the map is automatically 'refreshed' within the Guardian Controller.

Flexible map support – including client-provided maps

Guardian Map supports locally-hosted maps created from client supplied data and custom Geographic Information Systems (GIS) basemaps.

In addition, Guardian Map supports free Esri ArcGIS Online™ basemaps and Streetmap Premium™.

Quickly prioritize calls

When simultaneous 9-1-1 calls are received, you can quickly view the location of all ringing 9-1-1 calls prior to answering a call. You can also rapidly differentiate between abandoned calls and actively ringing calls.



Guardian Map can be integrated with Guardian Intelligent Workstation on the same monitor, or optionally on a second monitor.



Ringing call



Active call



Muted call

Map-based call control

Touch map navigation, as well as mouse and keyboard, allow you to quickly interact with map-based calls.

Icons on the map indicate call status, to identify 9-1-1 calls as ringing, answered, muted, on hold, privacy, or abandoned. In addition, the **calls that you answer are represented by a unique icon**, so your calls look different than those answered by other call takers.

Dependable client-server architecture

In addition to a standalone system, Guardian Map can also be configured to support a unique client-server based mapping system on all call taker workstations.

This highly reliable architecture **reduces real-time bandwidth** requirements and minimizes latency in the responsiveness of the map data.

Solacom also provides GIS data validation, data management and mapping support, as well as round-the-clock monitoring for continuous uptime and availability.

Field proven, time and again

Solacom Technologies builds some of the world's most reliable critical communications systems for public safety, security and other mission critical applications. Solacom private cloud solutions integrate all elements of Next Generation 9-1-1 to provide virtual consolidation of public safety answering points, virtual call taking positions, and advanced NG9-1-1 features.

Contact us today to explore how Guardian can help map out your next generation PSAP.

* ArcGIS Online and Streetmap Premium are registered trademarks of Esri (Environmental Systems Research Institute)
Note: Map images are representations and are subject to change depending on actual maps used and version of product.



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PS13-014A

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