



# Solacom Hosted Solution

## Every PSAP deserves the best

The idea of getting together with surrounding counties to leverage buying power isn't new, but most PSAPs are reluctant to trade off control for added functionality and cost savings. Understandably, nobody should have to give up the freedom of managing their PSAP the way they see fit.

With a Solacom Hosted Solution, you don't have to choose between saving costs or relinquishing control! Now you and your neighboring PSAPs can get the best of both worlds – significant cost savings and a state of the art NG9-1-1 system that lets you operate independently.

# Implement a state of the art NG9-1-1 system – with no trade offs

## Flexible configuration

The Solacom Hosted Solution can be configured for autonomous operation of multiple PSAP tenants. The number of telecommunicators is also flexible, i.e. one county may have 3 positions, the next may have 2, and a third PSAP may have 4, and so on.

Within the Guardian controller, line and trunk resources are allocated to support multiple PSAPs. Although everyone shares common back room equipment, each PSAP is unique and determines how calls to their PSAP are routed and handled under normal circumstances and backup scenarios.

At any point, if you and your neighboring agencies elect to combine operations,

the Guardian controller supports straightforward consolidation of resources.

## Greater interoperability

One of the greatest advantages of a Solacom Hosted Solution is that it eliminates Selective Router boundary transfer issues. All calls being handled by the controller can be easily and rapidly transferred to positions at any of the hosted PSAPs, regardless of service boundaries including the callers ANI.

In fact, based on interoperability agreements between your agency and others sharing the controller, you can even map neighboring PSAPs as resources on your workstations, facilitating one-button transfer. You can also back one another up for alternate routing and overflow conditions.

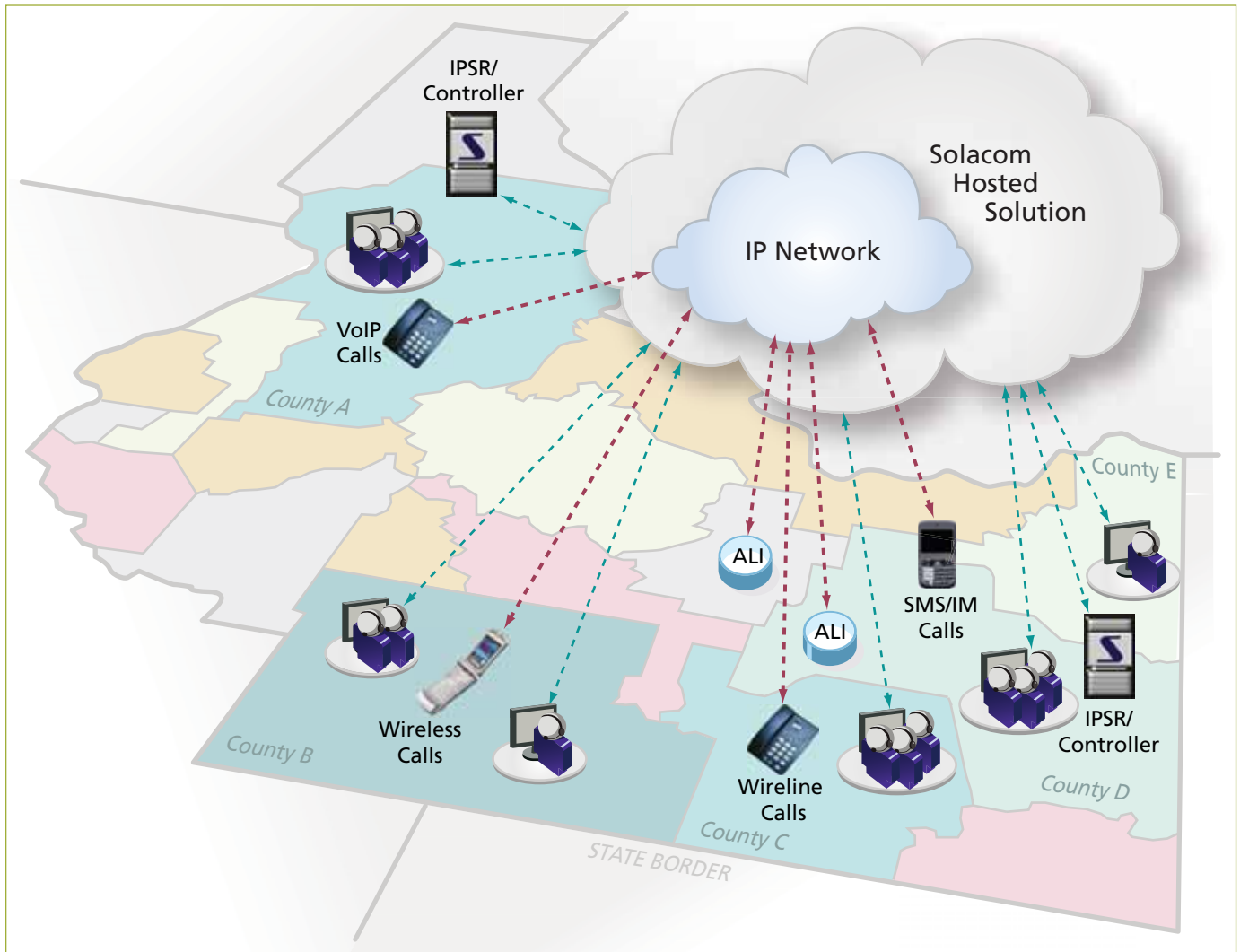
## Your own, customizable Guardian Intelligent Workstations

At the workstation level, the Solacom Hosted Solution allows you to create unique layouts, roles and role groups. With Guardian Intelligent Workstations (IWS), you can even import icons and change the location and size of your screen components to create personal workstation layouts, or you can set all workstations to display a standard screen format.

Bring IP performance to the desktop and a new level of efficiency for responding to all types of calls, whether they arrive on analog 9-1-1 trunks or on a Next Generation 9-1-1 IP network. Guardian IWS also interfaces with Computer Aided Dispatch, voice recording, video, Short Message Service, Instant Messaging and sensors. It allows you to handle 9-1-1, administrative, enterprise PBX, 211, 311, 511, and 711 lines all in a unified environment.



## Solacom Hosted Solution – the economical way to build a high performance NG9-1-1 system



### More resilient disaster recovery

Another huge advantage of a shared controller is the ease and economy of implementing a Regional Disaster Recover Backup PSAP.

If a PSAP goes down for any reason, telecommunicators can log into the controller from an alternate location, and access their 9-1-1 trunks and administrative resources as though sitting at their usual PSAP workstation.

### Enhanced hosted services

The Hosted Solution also presents opportunities for sharing Managed Services and Network IP Recording.

In addition, Solacom's IP-based architecture provides an intelligent migration path that retains your infrastructure investment and lets you simply add modules to enable future services, such as 3-1-1 calls, or outbound Emergency Notification.

# Field proven, time and again

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For almost 30 years, we have 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 – providing reliable public safety grade communications and PSAP solutions attuned to the coming needs of Next Generation 9-1-1.

Contact us today to explore how a Solacom Hosted Solution can help you build an economical NG9-1-1 PSAP.



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