

# SOLACOM



## **GUARDIAN EMERGENCY CALL HANDLING**

### **An Integrated, Flexible, Turnkey Emergency Call Handling Platform**

The Guardian Emergency Call Handling platform provides core capabilities and optional integrated modules that streamline call handling and processing, enable real-time collection of voice, text, data, and video information, and speed delivery of rich situational awareness data to first response teams. It is engineered from the ground up and the inside out to provide complete, multimedia call control for any ECC — from two-position ECCs to complex multi-position environments.



To ensure they're ready for every call, emergency communication centres (ECCs) need an integrated and flexible solution that streamlines call management. Everything from the underlying call control technology to the user interface at the desktop must be engineered to enable call takers to efficiently gather the critical information first response teams need for fast and effective emergency response.

The Solacom Guardian Emergency Call Handling platform provides everything you need to manage any emergency call from anywhere, at any time, and in any format — voice, text, data, or video. It is the most flexible multimedia emergency call handling platform available.

## Get Complete, Customizable Call Management

For maximum flexibility, the Solacom Guardian Emergency Call Handling platform's modular screen layout can be customized to fit each call taker's individual workflow with:

- » Customized icons and buttons
- » Buttons sized for touch screen operation
- » Mute, privacy, and hold buttons
- » Intelligent transfer buttons that allow call takers to select the type of outgoing call based on the type of incoming call
- » Buttons sized for call takers with visual disabilities
- » Multimedia interfaces for non-voice communications, including text messages, instant messaging, and telecommunications device for the deaf (TDD/TTY)

Configurations can be tied to user credentials, so call takers can log into any position in the ECC, access their profile, and work as though they were sitting at their regular workstation. The interface can also be set to a standard configuration for all users.

## Manage Any Call, All Media

Our user-centric, customizable platform enables call takers to respond to emergency and administrative calls, perform call distribution functions, transfer calls with the click of a button, access unlimited conferencing, and see and manage every leg of an active call.

With core capabilities and optional enhancement modules that can be enabled as needed, call takers are equipped to manage any type of emergency call, and collect rich situational awareness information from any source — today and tomorrow:

- » Mute, privacy, and hold buttons
- » Next-generation voice
- » Text-to
- » Text-from
- » Real-time texting
- » 3D location mapping
- » Image-enriched messaging
- » Video-enhanced data

## Enable Comprehensive Call Management With Full Control

Behind the desktop, the Guardian Emergency Call Handling platform leverages the power of Solacom's full-featured, customizable call control system.

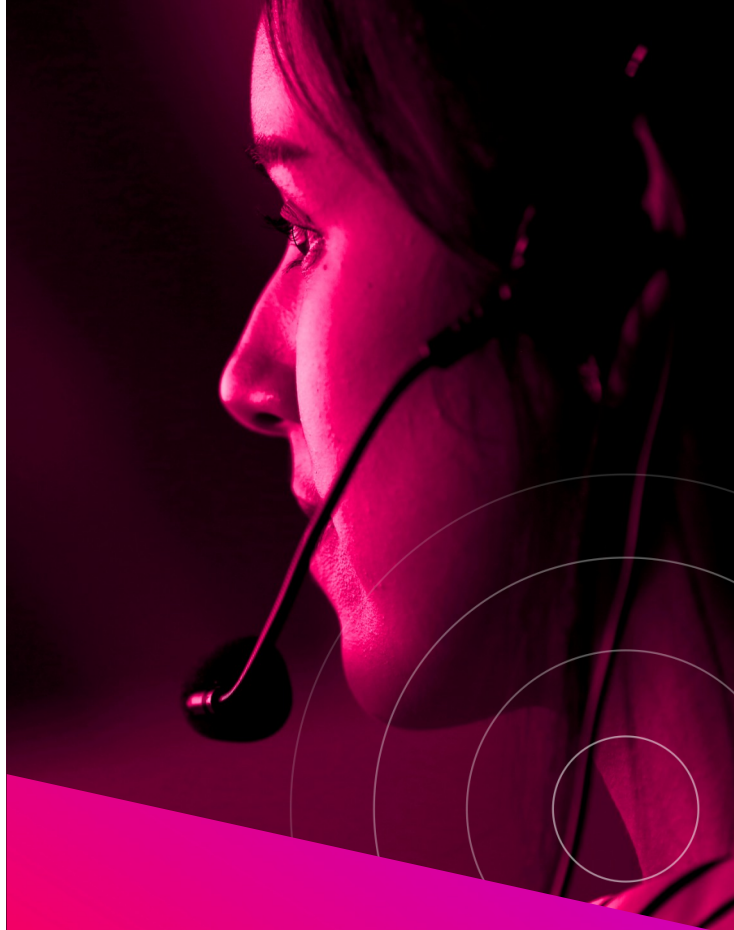
This innovative system converges traditional voice and data into a single communications workflow. It is designed to support all modern and emerging standards, providing a simple, evolutionary path to next-generation emergency call management requirements while avoiding rip-and-replace upgrades.

To ensure a perfect fit with your operation, we work with you to configure the Guardian Emergency Call Handling platform to meet your unique needs.

## Support Legacy & IP Systems

To simplify deployment, the Guardian Emergency Call Handling platform supports legacy inbound and outbound communications from authorized carriers, as well as other ECCs and public safety agencies. It also integrates easily with all legacy and IP-based equipment and database systems, including:

- » Mute, privacy, and hold buttons
- » Computer-aided dispatch (CAD) systems
- » Mapping systems
- » Voice recording systems
- » Video systems
- » Short message service (SMS)
- » Multimedia message service (MMS)
- » Instant messaging (IM)
- » Other data sources



## Rise Above Basic Call Management

In addition to powerful core call management capabilities, the Guardian Emergency Call Handling platform can be configured and enhanced with a variety of modules. This enables ECCs to address today's and tomorrow's emergency call management requirements.



### Guardian Map

Guardian Map is a user-friendly application that captures and displays critical call location information, enabling call takers to answer and manage calls directly from the map interface.



### SmartAnalytics®

SmartAnalytics® is a reporting and analytics application specifically designed to assist call taker staff to understand their operations so they can better plan and manage their workloads.



### Guardian Messenger

Guardian Messenger is a messaging application that readies ECCs with the ability to collect, process and share previously unavailable live incident information such as text, photos, and video via SMS/multimedia messaging service (MMS) from one integrated desktop.

## Leverage Purpose-Built Technology

With the Solacom Guardian Emergency Call Handling platform, you get a purpose-built, customizable, emergency call management solution for your ECC rather than a preconfigured, off-the-shelf system adapted for ECCs.

The Guardian Emergency Call Handling platform can be configured for a variety of requirements — from single sites to hosted and geo-diverse operations. To ensure you get the right options for your ECC, our sales and engineering teams work with you to customize the platform to fit your unique requirements and workstation configurations.

After design and configuration, your Guardian Emergency Call Handling platform is built and tested in our factory staging center. This ensures all hardware and software components meet your operational requirements before they are installed at your ECC, so you don't have to interrupt workflows or disrupt work environments.

# ENABLING THE FUTURE OF EMERGENCY CALL HANDLING

## Solacom

Solacom (a subsidiary of Comtech Telecommunications Corp.) provides the most flexible multimedia emergency call handling solutions for emergency communications centres (ECCs). Comtech Telecommunications Corp. is a leading global technology company providing terrestrial and wireless network solutions, next-generation emergency services, satellite and space communications technologies, and cloud native capabilities to commercial and government customers around the world. Our unique culture of innovation and employee empowerment unleashes a relentless passion for customer success. With multiple facilities located in technology corridors throughout the USA and around the world, Comtech leverages our global presence, technology leadership, and decades of experience to create the world's most innovative communications solutions. For more information, please visit [www.comtech911.com/INTL](http://www.comtech911.com/INTL).



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