



## Manage calls with a full-featured, 3D geolocation and mapping application

### **Integrate Mapping at the Desktop Seamlessly**

Solacom Guardian Map integrates seamlessly with the Solacom Guardian Emergency Call Handling platform. It is engineered to deliver complete geographic information system (GIS) spatial and geographic location data to call taker desktops based on:

- » Locally hosted maps created from client-supplied data
- » Custom GIS base maps
- » Free Esri ArcGIS Online™ base maps
- » Streetmap Premium™

### **Enhance Emergency Response with Solacom Guardian Map**

Every second counts when an emergency call comes in. Faster call analysis, evaluation, and forwarding maximizes the effectiveness of emergency response teams. Accurate caller location information enables more efficient call management.

In response to this need, Solacom offers complete 3D geolocation and mapping capabilities as part of one of the most flexible emergency call management solutions for emergency communications Centres (ECCs). The Solacom Guardian Emergency Call Handling platform can be enhanced with the Solacom Guardian Map module. 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 Solacom Guardian Map interface.

# GUARDIAN MAP

## Streamline Emergency Call Handling with Map-Based Control

Solacom Guardian Map's advanced mapping capabilities and icon-based user interface provide complete control over every aspect of all calls, optimizing the use of geolocation data. With map-based control, call takers can view the location and status of all emergency calls at a glance. With our geo-routing feature — a location based-service, ECCs can establish a virtual boundary for a selected geographic area that will route calls to specific call takers when emergency calls arrive from that area, for a customized period of time. They can also answer, hold, and release calls while conferencing in other call takers as needed. Icons on the map indicate call status and identify emergency calls as:

- » Ringing
- » Answered
- » Mute
- » On hold
- » Privacy
- » Abandoned

This advanced mapping application uses different icons to differentiate between answered, abandoned, and ringing calls. Each call takers' icons are unique so call status is understood quickly and easily by all call takers. This enables call takers to quickly identify the status of all calls and focus on actively ringing calls. For maximum flexibility, call takers can quickly interact with mapped calls using touch map navigation, as well as mouse and keyboard controls.



## Rely on Ongoing Updates

Caller location data is updated as the map is refreshed automatically by the Solacom Guardian Map software whenever new GIS information is received.

Solacom also provides GIS data validation, data management, and mapping support, as well as 24/7 monitoring for continuous uptime and availability.

## Leverage Purpose-Built Technology

Solacom Guardian Map is specifically engineered to fit seamlessly with your Solacom Guardian Emergency Call Handling platform. It is available in a full range of configurations, from single sites to hosted and geo-diverse solutions. To ensure you get the right options for your ECCs, 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 Solacom 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 ECCs so you don't have to interrupt workflows or disrupt work environments.

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 that has been adapted for ECCs.

## ABOUT 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.comtech.com](http://www.comtech.com).

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