Enhance emergency call management with text, photos, and video

Multimedia call management is a crucial capability for today's Emergency Communication Centres (ECCs). Simplify your adoption by adding turnkey short messaging service (SMS) and multimedia messaging service (MMS) management capabilities into your operation.

Guardian Messenger offers best-in-class SMS and MMS management for ECCs of any size. It provides all the SMS and MMS management capabilities ECCs need today and can easily scale for any requirement tomorrow. The application integrates seamlessly with the Solacom's Guardian Emergency Call Handling platform. This enables ECCs to answer voice and text calls and collect and process text, photos, and video from emergency situations in one integrated desktop application.

With Guardian Messenger, call takers get immediate access to multimedia content collected during a call, as well as the ability to share information quickly and easily with first response teams. This makes it easier to avoid the delays and confusion that can be created by verbal descriptions of emergency events, enhancing the efficiency and effectiveness of first responders.

Enable Real-Time Collection of All Multimedia Information

Built specifically for next generation emergency call handling, Guardian Messenger enables call takers to collect additional information about emergencies from callers on-site. Call takers can ask callers to send text, photos, or videos to help collect specific contextual information first responders need, such as the status of an emergency, location landmarks, relevant signage, nearby buildings, and more.

Together, these data points provide call takers with the critical real-time situational awareness information that would not be available from a simple voice call.

With more information, call takers can assess emergencies more accurately and make faster, better-informed decisions. Guardian Messenger makes it easy to deliver all the information that a call takers collects to first responders, improving collaboration, enabling more efficient allocation of emergency resources, and enhancing emergency response efforts.

Control the Flow of Information

With both text-to and text-from capabilities, Guardian Messenger gives call takers the option to request additional multimedia information as needed, rather than simply receiving whatever is sent to them by callers.

When a call comes in, a call takers can ask for specific image or video information as a voice or text request. This ensures that the expertise of the call taker in knowing which information is critical can be applied to every emergency call. It avoids situations in which photos or images sent by callers might downplay or exaggerate situations. It also ensures that callers don't leave out important details because they aren't trained to recognize their relevance.

Placing multimedia in the hands of call takers ensures ECCs only share relevant images or videos and don't inundate first responders with too much unnecessary information.

Integrate with Existing Systems

You can easily and seamlessly integrate Guardian Messenger with any other modules in your Solacom Guardian Emergency Call Handling platform, without requiring a major overhaul of existing hardware and software.

The Solacom Guardian Emergency Call Handling platform is a completely configurable and customizable standards-based offering that can be introduced into workflows with a custom set of features and functions. ECCs can easily evolve at their own pace to support additional capabilities as needed. Interoperability with next-gen core services ensures ECCs can integrate new technologies seamlessly and avoid expensive rip-and-replace upgrades.

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.

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