

**COMTECH**

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**GUARDIAN  
EMERGENCY CALL  
MANAGEMENT**

**An Integrated, Flexible, Turnkey  
Emergency Call Management Platform**

The Guardian Emergency Call Management 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 PSAP — from two-position PSAPs to complex multi-position environments.





To ensure they're ready for every call, public safety answering points (PSAPs) 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 Comtech Guardian Emergency Call Management platform provides everything you need to manage any emergency call from any device, at any time, from anywhere, and in any format — voice, text, data, or video. It is the most flexible multimedia emergency call management platform available.

## Get Complete, Customizable Call Management

For maximum flexibility, the Comtech Guardian Emergency Call Management platform's modular screen layout can be customized to fit each telecommunicator's individual workflow with:

- » Customized icons and buttons
- » Buttons sized for touch screen operation
- » Mute, privacy, and hold buttons
- » Intelligent transfer buttons that allow telecommunicators 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 telecommunicators can log into any position in the PSAP, 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 telecommunicators 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, telecommunicators are equipped to manage any type of 9-1-1 call, and collect rich situational awareness information from any source — today and tomorrow:

- » Mute, privacy, and hold buttons
- » Next-generation voice
- » Text-to-911
- » Text-from-911
- » 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 Management platform leverages the power of Comtech's full-featured, customizable call control system.

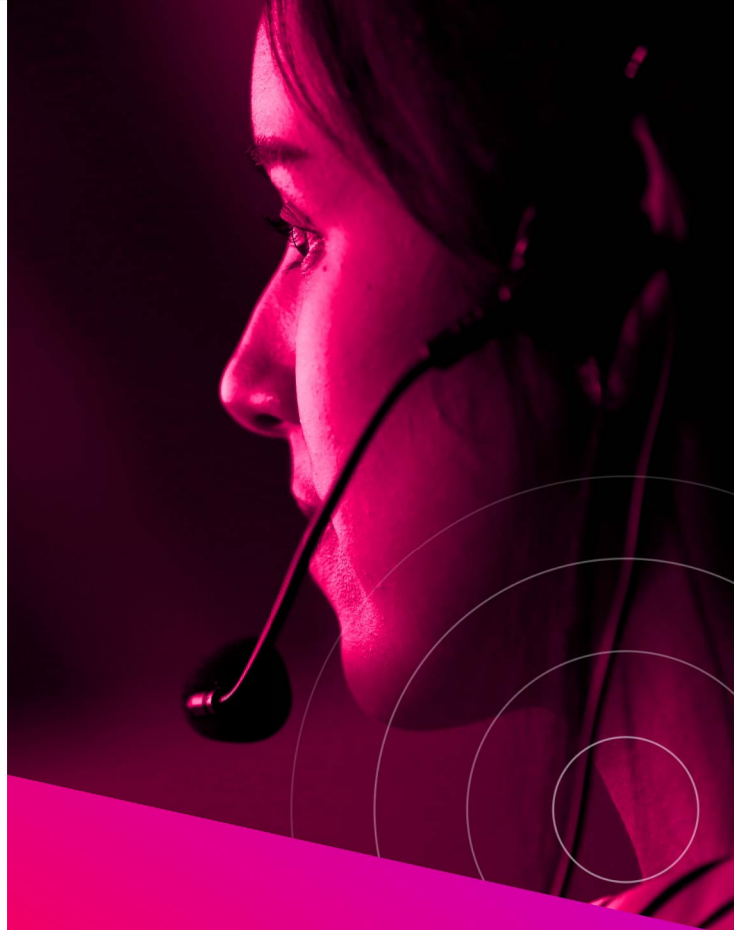
This innovative system converges traditional voice and data into a single communications workflow. It is designed to support all modern and emerging standards, providing a simple, evolutionary path to next-generation emergency call management requirements while avoiding rip-and-replace upgrades.

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

## Support Legacy & IP Systems

To simplify deployment, the Guardian Emergency Call Management platform supports legacy inbound and outbound communications from authorized carriers, as well as other PSAPs 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 Management platform can be configured and enhanced with a variety of modules. This enables PSAPs 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 telecommunicators to answer and manage calls directly from the map interface.



### Guardian Analytics

Guardian Insights is a reporting and analytics application specifically designed to assist telecommunicator staff to understand their operations so they can better plan and manage their workloads.



### Guardian Messenger

Guardian Messenger is a messaging application that readies PSAPs 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 Comtech Guardian Emergency Call Management platform, you get a purpose-built, customizable, emergency call management solution for your PSAP rather than a preconfigured, off-the-shelf system adapted for PSAPs.

The Guardian Emergency Call Management 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 PSAP, 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 Management 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 PSAP, so you don't have to interrupt workflows or disrupt work environments.

# Fluent in the Future

## Comtech

Comtech Telecommunications Corp. is a leading global technology company providing terrestrial and wireless network solutions, next-generation 9-1-1 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 United States 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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