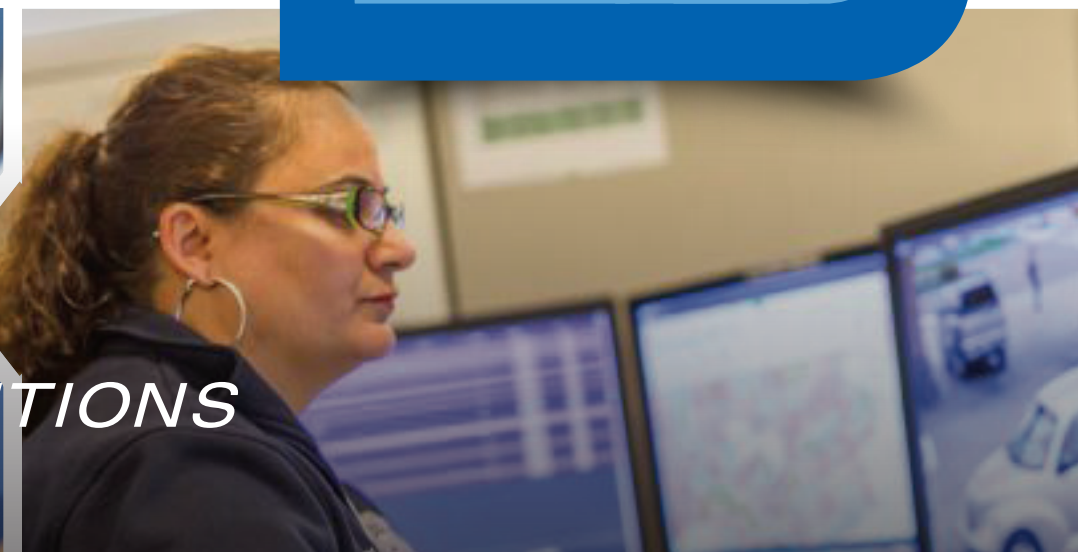




# A GUIDE TO THE ONLY END-TO-END PUBLIC SAFETY SOFTWARE SUITE



**MOTOROLA SOLUTIONS**



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# SAVE CLICKS. SAVE SECONDS. SAVE LIVES.

Today, law enforcement technology is at a crossroads. Technology has the power to create efficiencies, save time, and ultimately save lives. As Waukesha County, Wisconsin Director of Emergency Preparedness Gary Bell explains, **“Public safety agencies often point out that seconds save lives, when in fact, it’s individuals using the right technology that saves time – which can ultimately help save lives.”**

Outdated, disparate technology systems can keep law enforcement information in silos, reducing the ability to effectively derive and deliver intelligence. Each system typically has a different interface to learn and many haven’t kept up with capabilities we take for granted in our day-to-day personal lives.

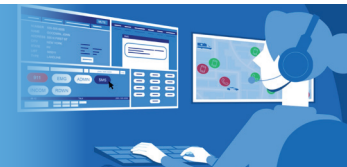
At the same time, the overall volume and velocity of law enforcement data, from video, photos, multimedia, and other digital files will continue to increase as FirstNet comes online and broadband speeds get much faster. This exploding amount of data further strains siloed technology systems.

Putting more pressure on agencies, the public overwhelmingly expects law enforcement agencies to be on the cutting-edge of technology. In a recent law enforcement survey, 88% of citizens said they believe digital technology helps beat crime.\* Plus, digitally-native millennials will soon become the largest generation in the workforce. Staying current with technology may help mitigate potential staffing challenges in the future and improve retention of these qualified personnel.

Standing at the crossroads of law enforcement technology, in one direction is legacy silos and bolted-on systems that create a patchwork of technology. In the other direction is the future, with technology that helps you leverage existing core systems and even future systems purchases, uniting them into one intuitive platform that helps you and your team work smarter and more efficiently from call to case closure.

## Which way will your agency turn?

\*Accenture Global Accenture Citizen Pulse Survey



# LEVERAGING TODAY'S SOFTWARE INVESTMENTS

As you add a new software application or new system to help achieve new improvements it can introduce new complexity. Build a foundation of core technologies that you can leverage going forward and that is ready to evolve as your agency does. With an integrated software suite, you can get the most value out of your technology and the greatest return on investment.



**Disparate, Disconnected, Costly**



**Streamlined, Efficient**

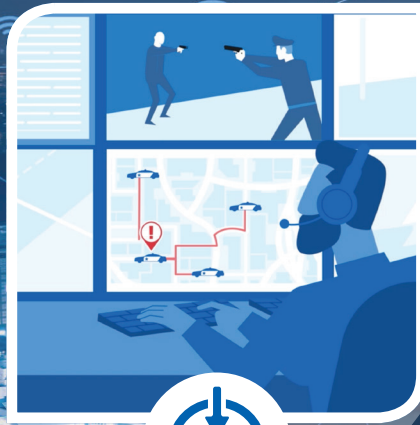
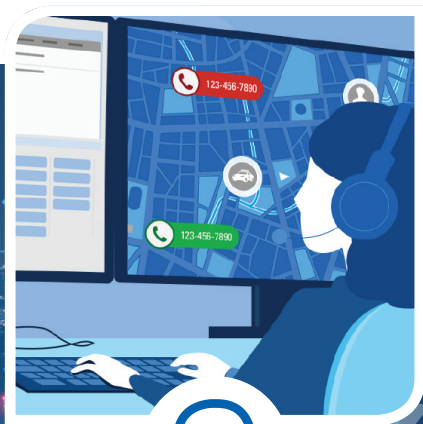


# THE ONLY END-TO-END PUBLIC SAFETY SOFTWARE PORTFOLIO

90 YEARS OF  
PROTECTING THE TOP  
50 U.S. CITIES AND  
OVER 215 MILLION  
RESIDENTS

The Motorola Solutions public safety software suite is the only end-to-end software platform that provides a unified experience and intelligent capabilities designed specifically for public safety. The portfolio integrates emergency call handling, command and control, records and evidence, and broadband push-to-talk (PTT). Each solution is available on-premise, in the cloud or as a hybrid.

Unify disparate software and experience powerful new features and functionality, including unified workflows, design that's micro-tailored to each public safety role, and intelligent assistance to automate and enhance processes.



“By collaborating with all 24 of our municipalities on 9-1-1 dispatch and on emergency management, we’re able to make the response system very quick and very effective. We’ve reduced the time of response for emergencies, while at the same time increasing the quality of that response. People here feel safe because of that.”

— Heather Simmons, Gloucester County Freeholder  
[Download the full case study](#)



## EMERGENCY CALL HANDLING

**Enabling Fast, Accurate Response Today and Tomorrow**

**Serving over 3,800 PSAPs and over 22,000 positions in the U.S. with trusted, reliable call handling software deployed in 22 of the 30 most populous U.S. cities.**

Today, 80% of 9-1-1 calls are placed by cell phones, yet most emergency call centers still operate on legacy analog systems. As a result, cell phone location data is not accurate and relies on approximate cell tower location. This causes call takers to become reliant on the caller to provide accurate location information, then manually type in what they hear. That comes with real risks. The caller may not know their location or may be so panicked, they can't clearly relay it. The connection with the caller may drop in and out making it hard to hear. Lastly, call takers may type in location details incorrectly, with even one wrong number creating havoc. Compounding the challenge, multiple monitors, keyboards and computers are required to view the information in one system, then copy it into another for dispatching.

Emergency call handling solutions from Motorola Solutions are designed to help you maximize the first critical minute when a call is received. Solutions like CallWorks CallStation and the VESTA® 9-1-1 suite simplify the process of capturing and managing information by ingesting cell phone calls, texts, video and mapping into one console, instantaneously. Key information about the caller such as their identity, location, and the best language to use, are all relayed before a call taker answers the call. Intelligent mapping pinpoints the location to help call takers know exactly where the caller and nearby resources are to immediately populate that information. These NG9-1-1 solutions help streamline operations even further by letting you answer calls within your CAD system, so you stay focused and don't duplicate information. Now you can answer a call, create an incident and dispatch response in as few as four keystrokes.

Plus, with the VESTA® Next Portfolio, which delivers the critical elements of NG9-1-1 as-a-service, you have a way to migrate from legacy to NG9-1-1 with lower risk and minimum budgeting. As your Telecommunications Service Provider, our NG9-1-1 solutions include maintenance and support, allowing you to focus on your operations. In addition, expert assistance with GIS data, helps reduce complexity for greater peace of mind.

**EXPLORE EMERGENCY CALL HANDLING SOLUTIONS**





“We have benefitted from faster response, better prevention and more accurately anticipating incidents.”

— Aaron Miller, Director, New Orleans Homeland Security and Emergency Preparedness Office  
[Download the full case study](#)



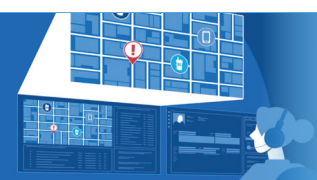
## COMMAND AND CONTROL

### Right Information To The Right People – Right Away

After a call arrives, agencies must access and share information with responders in a matter of seconds. Agencies’ command and control capabilities have a direct impact on responder effectiveness and safety. However, they face an array of challenges communicating with responders and coordinating resources. For example, dispatchers typically use separate systems for CAD and Radio Console functionality. This can take their attention away from critical incident details as they try to manage voice traffic with responders and ensure they know who is talking. In highly fluid and urgent situations, that can quickly cause both responders and dispatchers to repeat information by voice multiple times before everyone is coordinated, slowing response. Plus, when a responder leaves their vehicle, dispatch may have limited visibility into the situation and difficulty tracking them.

When speed and decisiveness are critical, command and control solutions from Motorola Solutions help you get the right information to the right responders, fast. Dispatchers can keep their eyes focused on their CAD screen where resources are assigned to an incident talk group. They see radio IDs displayed within CAD, in a Push-To-Talk (PTT) window, so they always know who is talking. Non-radio users on broadband PTT can join an incident group as well. Dispatchers always know the location of field resources, regardless of whether they are in a vehicle, on foot, or in a pursuit. Responder Alert sensor technology alerts your command center when help is needed fast. Dispatchers can monitor a situation as it develops and change tactics on a dime.

[EXPLORE COMMAND AND CONTROL SOLUTIONS](#) 



“**Motorola Solutions has integrated extremely well with our systems. Using CommandCentral Vault as part of the integrated camera solution, deputies simply upload footage and still photographs. They are properly tagged, the DA’s office has access, and they can pull down what they want. It cuts the middle people out of the equation which is just more efficient.**”

— Chief Robert Sullenberger, Boulder County Sheriff’s Office  
[Download the full case study](#)



## RECORDS AND EVIDENCE

### Create and Leverage a Foundation of Knowledge

When an offender is apprehended, officers often dread the tedious case work to follow. Information like video, audio files, records, and tip submissions, are typically fragmented and collected from disparate systems. Plus, video redaction and other processes can take significant administrative resources. Even with all the extra time spent collecting and documenting information, it’s often still challenging to quickly find what’s needed and derive true value from it. This ultimately leads to slower investigations.

Records and evidence solutions from Motorola Solutions are designed to help you complete reports faster, turn insight into difference-making action, and relieve crushing administrative burdens. Our first-of-its-kind consolidated records and evidence solution empowers productivity across your operation by creating and leveraging one complete foundation of knowledge. Comprehensive, automated data collection helps free your officers from tedious reporting processes. Advanced logic and context engines reduce administrative burdens by automatically completing processes and managing tasks. Instant accessibility with new and improved ways to visualize

information ensure data is discoverable and useful. All associated incident content such as a case report, witness statements, victim statements, body-worn video, in-car video, and call logs can be immediately referenced from a single incident report. In one single platform automated redaction, all evidence, public, private, and federal records, can be made available to quickly analyze, correlate and package. Then, data can be analyzed to inform better patrol decisions going forward.

In addition, community-focused applications help map crime and increase citizen engagement. The end-to-end public safety software suite includes innovative applications such as TipSubmit, an anonymous Citizen Tip Submission application that helps create two-way dialogue with citizens using anonymous tips. PremierOne Citizen Service Request offers citizens an easy way to request non-emergency services using a phone, email, an online form, a smartphone app, or even social media. Our jail management solution, PremierOne Jail, helps you safely and efficiently manage the inmates in your custody from arrest to release. PremierOne Jail operates seamlessly with our records solution increasing information sharing and automating many of the booking and administrative tasks of your correctional facility.

**EXPLORE RECORDS AND EVIDENCE SOLUTIONS**







“The city of Fort Worth is benefiting greatly from having WAVE installed – in terms of both cost savings and our ability to respond to a crisis. WAVE has been a critical component in marrying our various communications systems together to be effective during disaster response.”

— Eric Carter, Homeland Security Grants Manager, Fort Worth Office of Emergency Management  
[Download the full case study](#)



## BROADBAND PUSH-TO-TALK

### Connect Teams From Anywhere

During a crisis, the last thing you want to worry about is scrambling to connect communications between police, fire and EMS, departments from different communities, various government agencies, and the social service groups who respond. Yet, ensuring PTT voice and data communications across devices, different networks, and long physical distances can be extremely challenging. This is often exacerbated when teams that don't often work together partner on a response.

Broadband push-to-talk solutions from the Public Safety Software Suite can help keep your teams connected and more productive with instant voice communication and data sharing that has no boundaries. Users on two-way radios, smartphones, tablets, and laptops can communicate seamlessly with one another. They can easily

share voice, text, photos, video and more with a group or individual at the push of a button – all from one PTT application. Broadband PTT helps seamlessly connect different personnel together regardless of network, location or device used. Plus, it's easy to enable MCPTT-Compliant Communication, enhance delivery through Quality of Service (QoS), and even add Priority and Preemption through a carrier-integrated application.

**EXPLORE BROADBAND PTT SOLUTIONS** 



 Overview

 Emergency Call Handling

 Command & Control

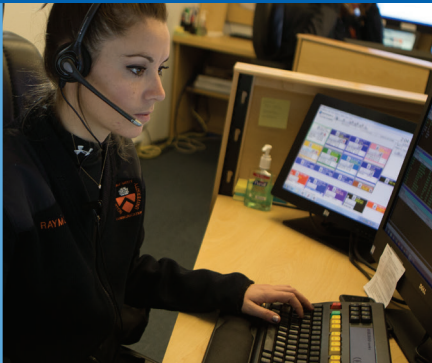
 Records & Evidence

 Broadband P-T-T

 Integrating the Solutions

# ENHANCE PERFORMANCE WITH AN INTEGRATED PORTFOLIO OF SOLUTIONS

## STREAMLINE CALL HANDLING



**A 9-1-1 call is received. Call Taker captures information and transfers to Dispatch in one click.**

- Answer calls and texts in CAD
- Enter data once
- One keyboard, one mouse
- View 9-1-1 calls & resources in one map

## STREAMLINE DISPATCH



**Dispatch assigns units to respond. A talk group is auto created and the Dispatcher continues to manage the incident in a single screen.**

- Manage talk groups in CAD
- Dynamically add radios to talk group
- Priority transmit by Dispatcher
- View PTT ID in CAD to know location and who is talking
- Send messages, alerts, CAD info to radios

## ENHANCE SITUATIONAL AWARENESS



**The incident escalates and Dispatch is automatically alerted to the Responder's status more units are assigned and monitored.**

- All resources and incidents plotted on CAD map
- Configurable map icons for easy recognition
- Configurable status updates based on protocol
- Coordinate resources accurately
- Know precisely where to send back-up
- Maintain focus on Responders unable to speak

## EASILY DOCUMENT EVERYTHING



**When the incident is resolved, all statements, video, images and incident information are automatically collected and linked to a single report.**

- Single platform storage
- Advanced logic and context engines to auto-populate reports and create forms
- Faster information access
- Efficient information sharing

# PUBLIC SAFETY IS EVOLVING. YOUR SOFTWARE SHOULD TOO.

Public safety has never been more challenging. Outdated, disparate technology systems that keep information in silos. Exponentially increasing data from video, photos, multimedia, and other digital files. Increasing public demands for greater transparency, faster responses, and safer outcomes. Evolving expectations from your team for a technology experience that empowers them with the best tools for the job.

That's why we created the only end-to-end public safety software suite. It's the only complete, software solution that provides an integrated, unified experience and intelligent capabilities designed specifically for public safety. The portfolio helps your team work smarter and more efficiently every step of the way. It breaks down silos, extracts meaningful and time saving intelligence from your data, and helps you exceed growing expectations from the public and your agency. Our software solutions are already protecting the top 50 U.S cities, with more than 215 million residents. See why it's the best solution for your team.





Learn more and request a demo at  
[www.MotorolaSolutions.com/Software](http://www.MotorolaSolutions.com/Software).



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