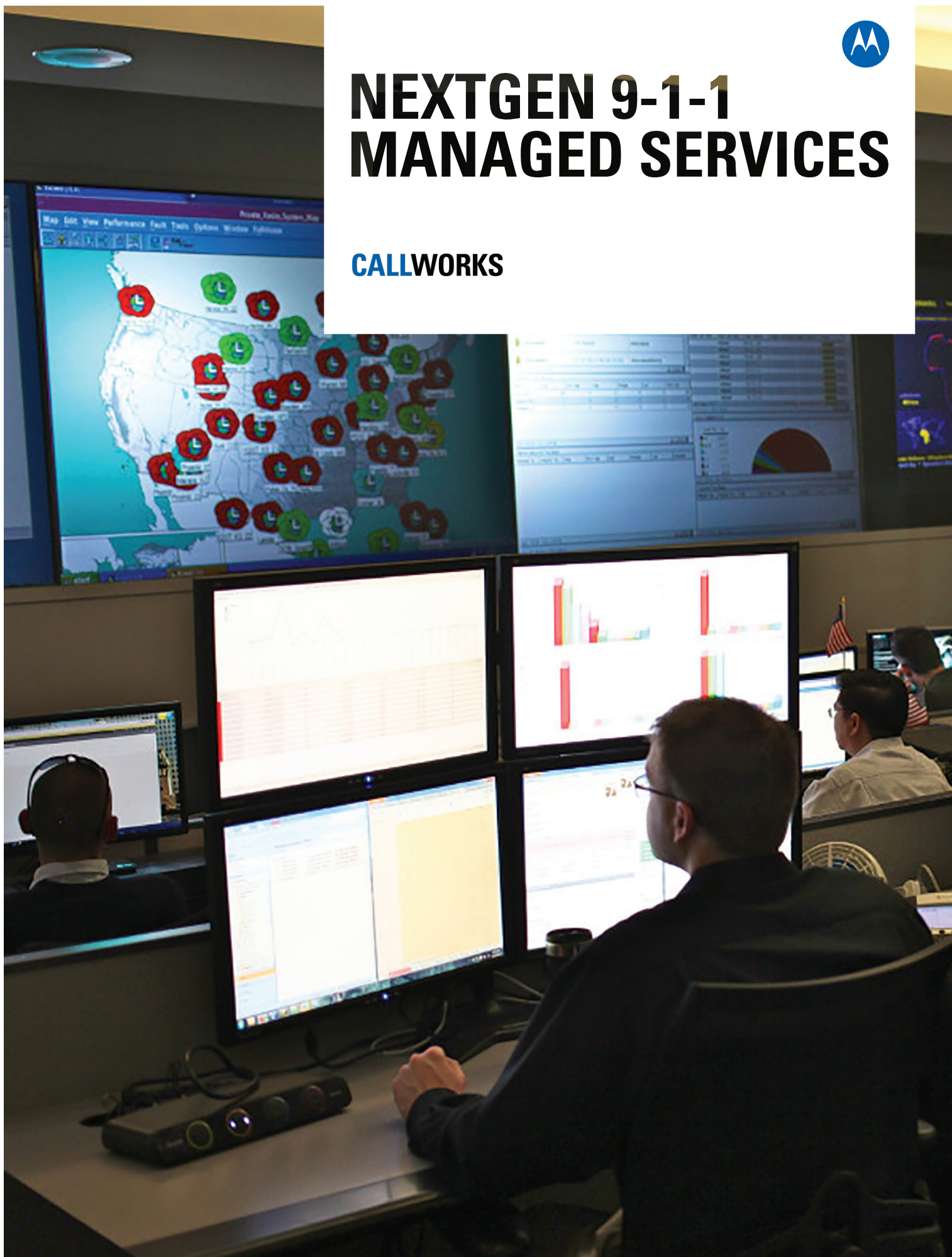




# NEXTGEN 9-1-1 MANAGED SERVICES

CALLWORKS



## OUR VISION IS THE NEW 9-1-1 REALITY

It's clear that a new system architecture is needed to handle the rapidly changing technologies and performance requirements in today's environment and beyond. By building and deploying the first natively integrated solution that streamlines the process of getting the right response to the right place at the right time, we are revolutionizing call taking, dispatching, mapping and reporting for public safety environments just like yours.

**ARE YOU TIRED OF INTEGRATING SEPARATE SOLUTIONS THAT WON'T QUITE TIE TOGETHER? CALLWORKS IS INNOVATION. BEYOND NEXT GENERATION.**

CallWorks has the right experience, industry allies and products to be your primary partner in the deployment and migration of your PSAP to NG9-1-1 and beyond.

Understanding that funding and budgets are a constant challenge, we have created a managed services offering that includes Motorola owned equipment on your premise, and enables a small upfront set-up charge with affordable annual per-seat payments.

## LESS COMPLEXITY, MORE FLEXIBILITY

DispatchStation is a fully integrated NG9-1-1, Mapping and Computer Aided Dispatch (CAD) System. With CallStation, you get the same functionality – excluding dispatching. Based on J2E Web 2.0 development tools, a CallWorks distribution of the Asterisk® softswitch from Digium, ESRI®-compatible “GIS centric” mapping technology and MySQL® database, our products provide a high level of robust, mission critical and enterprise capable functionality.

Our applications provide NG9-1-1, non-traditional communications, integrated messaging, Phase II wireless and VoIP caller-specific mapping features, complete 9-1-1 call-to-dispatch reporting functionality and flexible network installations such as remote hosting.

Our browser-based architecture eliminates complex firmware and driver problems at the operator's console and easily integrates with third party mapping or CAD systems via standard interfaces.



**9-1-1 (NG & Legacy)  
Mapping**



**CAD Mapping**



**Consolidated  
Reporting**



**Single, Simplified  
Platform**

CallWorks is pioneering the convergence of NextGen 9-1-1 Call Taking, Incident Management (CAD) and Mapping systems.

# NEXTGEN 9-1-1 MANAGED SERVICES

- Turnkey installation including all server, hardware, OS and database
- Fully managed project with training, testing and cutover workstations as required
- Locally and remotely supported
- All inclusive software support and upgrades
- Minimal capital investment
- Motorola owned equipment on customer premise

## INNOVATE YOUR COMMAND CENTER WITH APPLICATION MANAGEMENT SERVICES

Let us manage your complex applications so you can focus on your mission.

### MANAGED

- Reduced implementation time
- Remote monitoring 7x24x365
- Optimal system performance maintenance
- Performance management
- Upgrades included through term
- Scalable and flexible for all agency sizes

### RELIABLE

- Redundant Network and PSTN Components
- High Availability Computing Platform

### COST

- Concurrent licensing
- Minimal capital investment
- No surprises
- Known cost of ownership
- Budget friendly

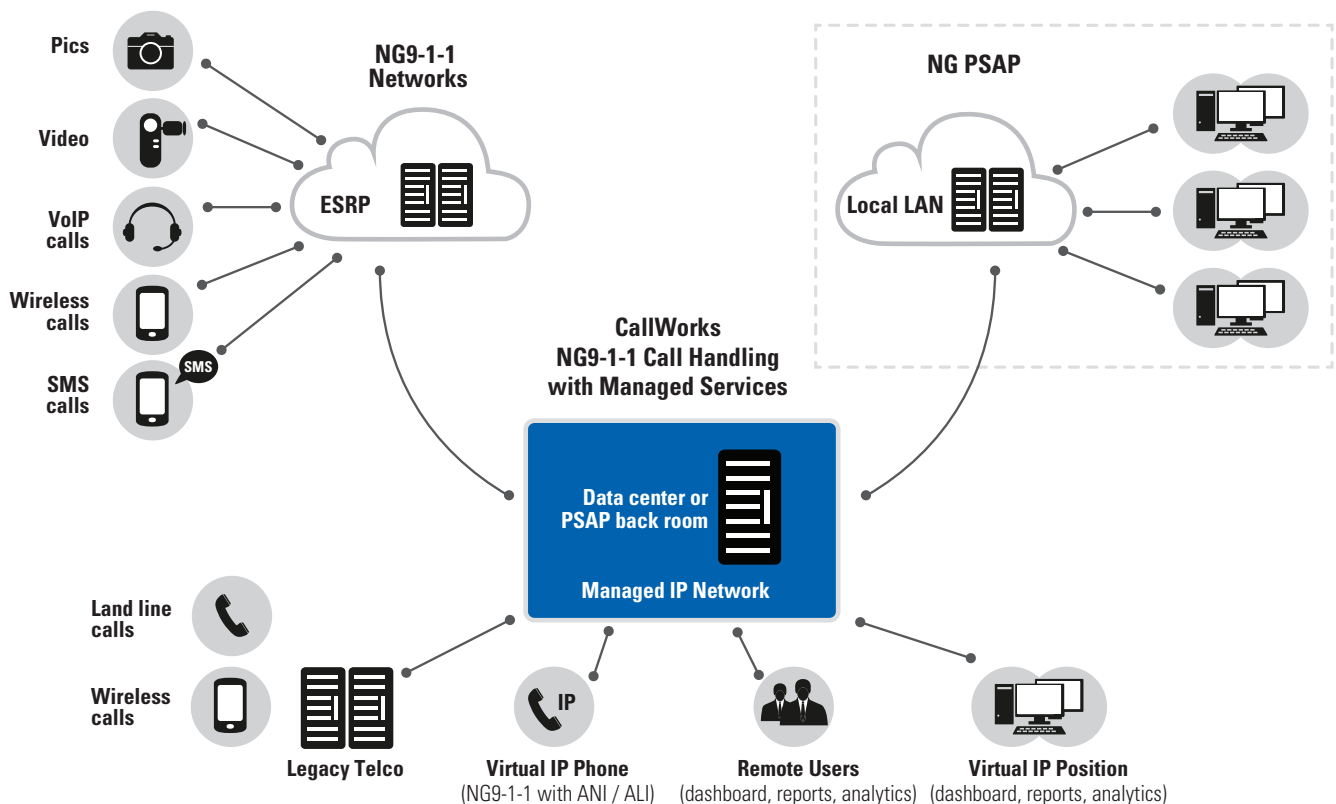
### MANAGED SERVICES INCLUDE:

- CallStation and Mapping
- Server hardware, OS and database
- All PSAP hardware; workstations as required
- Base upfront services, including engineering, installation and training
- Includes all software, database maintenance, and IT support
- Software enhancements and upgrades
- Remote Monitoring 7x24x365
- Help Desk access
- On-line documentation
- Recording and Radio interfaces

- NG9-1-1 compliance
- Administrative Telephony features
- DecisionStation Analytics Dashboard and Reporting Modules
- Motorola owned and managed hardware on your premise

### PREMIUM OPTIONS:

- Motorola Service Shop onsite support
- Geo-diverse standby server redundancy
- Virtual PSAP capabilities
- Off-site data backups





## CALLSTATION & MAPPING DELIVER MARKET-LEADING TECHNOLOGY BENEFITS EFFICIENTLY AND AFFORDABLY

The innovative and market-leading convergence of capabilities combined with a managed services offering on customer premise can provide an affordable and flexible option to meet your budgetary constraints. Many PSAPs and agencies can avoid costly RFP and procurement processes by eliminating large upfront capital and service expenditures

### ABOUT CALLWORKS

CallWorks provides the PSAP and Dispatch community with the industry's first fully integrated solution for Next Generation 9-1-1 call taking, mapping, dispatching of resources, consolidated reporting, and administrative management while providing a vast array of benefits from VoIP and web-based technologies. CallWorks products improve control and administration of the 9-1-1 Emergency Management and Dispatch workflow process while enhancing the speed and accuracy of emergency response.

Our parent company Motorola Solutions fully operates Mission-Critical public safety communications networks all over the world. With over 5,000 sites and 300,000 devices under management, Motorola is uniquely positioned to operate and manage the networks you rely on every day.

### CALLWORKS

CallWorks, Inc.  
1900 International Park Dr., Suite 300  
Birmingham, AL 35243  
Tel 205.979.1412 - Toll Free 855.329.1911

For more information on NextGen 9-1-1  
visit us at [motorolasolutions.com/callworks](http://motorolasolutions.com/callworks)

Motorola Solutions, Inc. 1301 E. Algonquin Road, Schaumburg, Illinois 60196 U.S.A. [motorolasolutions.com](http://motorolasolutions.com)  
MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2017 Motorola Solutions, Inc. All rights reserved. 06-2017

