Boundless Mission-Critical Insights

Verint for Public Safety: Capture, investigate, and analyze public safety interaction data across multiple communication channels

VERINT®

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Public Safety Answering Points Under Pressure

In an emergency, Public Safety Answering Points (PSAPs) play a vital role as a critical link between citizens and emergency services. According to the U.S. Federal Communications Commission (FCC), there are more than 7,000 different PSAPs serving the public throughout the U.S.[1] , but there are some common challenges most emergency response centers share today.

These include:

- Recording interactions across a growing number of communication channels.

- Retrieving all communication data related to an incident efficiently.

- Adopting new technologies, such as Next Generation 911, while managing budgetary constraints.

Growing citizen expectations, combined with pressure to comply with government mandates and standards for digital emergency communications services and public safety radio systems, make the daily operation of PSAPs increasingly complex.

Read this ebook to discover technologies that can help you make multichannel, public safety interaction recording easier, incident reconstruction faster, and PSAP operations more efficient.

Boundless Mission-Critical Insights, Right at Your Fingertips

While an estimated 240 million calls are made to 911 in the U.S. each year [2], the number of landline calls are decreasing throughout the country [3].

As a result of this shift in citizen behavior and the rapid evolution of consumer telecommunication technology, public safety emergency response centers need to capture, archive, and manage interactions across an expanding number of communication channels. Given that many PSAPs operate with outmoded technologies—due to security and other concerns—this puts response center IT teams to the test.

Furthermore, securely storing and then retrieving recordings captured across multiple modalities—often in multiple file formats—is complex and can hinder the provision of information requested by investigative bodies and other organizations.

Despite these challenges, the growth in user-generated data and the development of new communication modes are also an opportunity for PSAPs to improve operations. Response centers that can receive, capture, and manage text and multimedia content in addition to voice calls will have more complete and accurate information, which can help transform emergency response and incident reconstruction.

Public safety services organizations need reliable tools to help them enhance performance and respond to citizen needs and regulatory demands by:

- Reducing the complexity of multichannel recording.

- Turning a massive amount of multimodal data into actionable insights.

- Enhancing compliance and incident reconstruction, while managing liability more effectively.

- Facilitating compliance with government mandates and standards for public safety radio systems and digital emergency communications services (such as Next-Generation 911).

Capture, manage and retrieve interaction data with ease

When reconstructing an incident, having recordings is not enough: You must be able to locate and reliably retrieve the information you need.

Through integration with 911 switches or radio controllers, it is possible to provide real-time control over recording and call indexing. In addition, a unified, omnichannel interaction player can present this recorded information—including analytics—across all channels and in a single "pane of glass" for easy visualization and further analysis.

Verint® Recording for Public Safety™ is a powerful solution for capturing 911 radio, video, and text communications across multiple channels, including PBX, VoIP, radio systems, chat, digital collaboration, email, mobile voice, and SMS.

Learn how Verint® Recording for Public Safety™ can help you:

- Leverage a full-time, multichannel recording and archiving solution to drive better citizen experiences, enhance incident reconstruction, and manage liability more effectively.

- Bring recording, archiving, quality management, and analytics together on a single platform, for simplified administration, maintenance, and training.

- Facilitate compliance with government mandates and standards for digital emergency communications services and public safety radio systems.

Learn more

Leverage state-of-the-art recording solutions with trunked radio integrations

Public safety agencies often encounter challenges related to interoperability between new and existing systems. This can slow down and restrict the adoption of agile, modern technologies in emergency response centers.

Why struggle when a solution is at hand?

Through integration with 911 switches or radio controllers, Verint trunked radio recording solutions can now provide real-time control over recording and call indexing. Whether you are using Motorola® ASTRO®, P25IP or L3Harris® OpenSky® infrastructures, your radio transmissions can be captured, stored, managed, and retrieved reliably, linking all recordings related to an incident together for easier playback and analysis.

Discover how you can safely capture and playback all interactions on your trunked radio infrastructures.

Maintain industry standards and benefit from NG911/i3-ready incident reconstruction

During an investigation or incident reconstruction, you might need to scan through huge amounts of data, searching for specific information within a short timeframe. Despite the availability of public safety-specific recording and incident reconstruction tools, the collection and sharing of potential evidence is still often carried out manually.

You can enhance your incident reconstruction activities by automating the collection, analysis, and sharing of data. Employees can be provided with a user-friendly interface, where they can access data quickly and replay multichannel recordings simultaneously on a single screen.

Besides the ability to replay data captured from channels such as audio, video, text, photos, screen data, telematics, telephone numbers, and location data—you can also enable your employees to organize this information in a logical way.

Verint solutions allow you to flag and mark data with colors and notes that can be adjusted to fit the needs of your organization and save valuable seconds during an investigation. You can also create repositories for collecting all the information tied to a specific incident. If the data needs to be shared, you can redact sensitive segments of audio without affecting the original recordings. This can enable you to comply with federal, state, and local laws, while quickly and easily fulfilling requests for information.

Read our datasheet to learn how Verint can help you:

- Benefit from a NG911/i3-ready incident reconstruction functionality.

- Access data quickly and replay multi-channel recordings simultaneously on a single screen.

- Mask selected segments of audio without altering the original files.

- Benefit from flexible integration and deployment options.

On the Way to Cloud

Cloud technology has already conquered the enterprise world: 92% of organizations running their IT environment at least partially in the cloud today.[4] But, the adoption of cloud computing in the public safety sector lags behind: The majority of emergency command centers mainly operate with on-premises IT infrastructure.

However, cloud technology can help public safety agencies reduce operational costs and enhance their resilience.

Cloud for reduced costs
When adopting cloud technology, your IT resources are relieved of the burden of hardware and software maintenance.

Cloud for enhanced emergency services
Cloud computing can provide dispatchers with significant data that enhances situational awareness and decision-making, such as real-time texting, video, automatic location identification, and more.
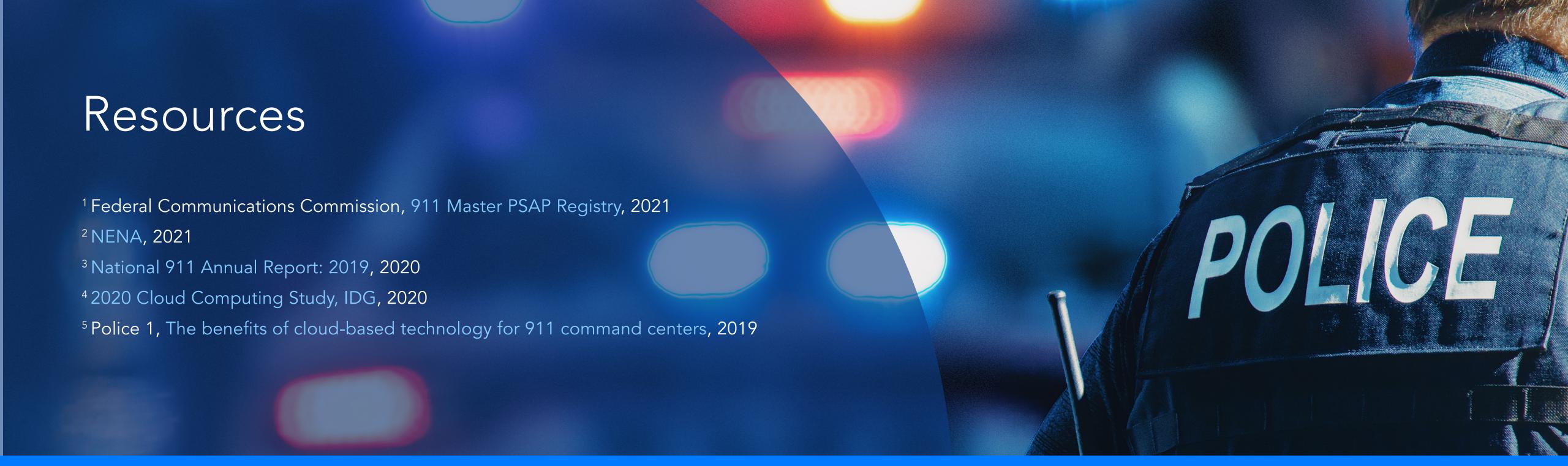
Cloud for enhanced resilience
Cloud technology enables PSAPs to securely connect their systems, applications, and data to any internet-connected device in any location. Now PSAPs can secure and access their data and relocate their operations when needed. "The state of Kansas, for example, moved its E911 operations to the cloud because frequent tornadoes placed on-premises servers at high risk."[5]

Verint provides a variety of flexible, easy-to-manage deployment options based on your emergency center's sizing, network topology, security, and availability requirements.

Our solutions can be deployed on premises or in the cloud, providing you with a variety of high availability and redundancy options to help ensure resilience in the event of network or hardware failures.

To learn more about how Verint can help you supercharge your public safety initiatives, visit our website and schedule a meeting with one of our experts.

Resources

[1] Federal Communications Commission, 911 Master PSAP Registry, 2021

[2] NENA, 2021

[3] National 911 Annual Report: 2019, 2020

[4] 2020 Cloud Computing Study, IDG, 2020

[5] Police 1, The benefits of cloud-based technology for 911 command centers, 2019

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