



Smarter & Safer™

HigherGround Capture911

5 Core Advantages of Capture911

- 1 Record 100% of every call and radio transaction
- 2 Reconstruct every incident for accurate post-event investigation analysis
- 3 Transform data into actionable intelligence
- 4 Accelerate evaluations, feedback and training
- 5 Successfully deployed in thousands of PSAPs



Record. Share. Investigate. Train.

Capture911 from HigherGround offers supremely reliable, multi-channel recording and incident reconstruction. Now, integrate data from any device into a single, synchronized holistic view. From an easy-to-use interface, you can share data captured from interactions from phone, radio, e-mail, chat, video, SMS, GIS, mobile phone and photos.

- Intuitive, easy-to-learn interface
- Seamless integration with major console, radio and telecom systems
- Exceeds or meets NENA and APCO NG9-1-1 standards
- Record interactions and associated metadata available for immediate playback
- Synchronize data from every channel to create chronological incident reconstruction
- Proactive monitoring and notification helps ensure 24/7 system uptime

“We did not lose one single recording, even with the increased volume we experienced during the I-35W bridge collapse. The 9-1-1 center used the Capture911 digital voice recording solution to record each of the incoming telephone calls as well as the radios.”

**Tom Donohoe, Assistant Director of Emergency Communications
Minneapolis 911**



Capture Interactions

Records 100% of every call and radio transaction including associated data: time, date, ANI/ALI, radio ID, alias, talkgroup ID, text, video, GIS data, vehicle telemetry data, TTY/TTD, CAD screens and ID's, incident reports, and more.



Incident Reconstruction

Capture911 collects all the data and virtually re-creates an entire incident in a chronological sequence to accurately reconstruct an event. The easy-to-use interface provides efficient and effective investigation analysis.



Helps Meet Compliance Obligations with High Security

Capture911 helps ensure public safety contact centers meet current legislative mandates for recording all interactions. Recorded data is stored and transmitted using encryption, creating a highly secure storage environment.



Assessment & Training

Maximizes quality assurance and helps ensure regulatory compliance by assessing and improving the skills of call takers and dispatchers through routine evaluation of recorded interactions. Form-based evaluations and customized scorecards provide effective feedback and training.



Powerful & Flexible.

Need real-time road closures, traffic, weather alerts and other data? Capture911 integrates additional situational awareness tools such as near real-time traffic and incident data from TomTom and Waze as well as real-time weather data from DarkSky.

STANDARD FEATURES

- Recording
- Retrieval
- Reporting
- Real Time Monitor
- Dashboards
- Redaction

INTEGRATIONS

- Web Integration
- Email Recording
- Flex Seating
- SMDR

FEATURE OPTIONS

- Dispatcher Evaluation
- KPI Monitoring Dashboards
- Screen Capture
- Mobile Recording
- CAD Integrations
- Speech Analytics
- Survey

Modernize to Next Generation 9-1-1 with a Smarter Partner.

AT&T—the industry leader in Public Safety emergency communications—is ready to help you implement and deploy advanced NG9-1-1 solutions.

The company that invented the 9-1-1 emergency calling system is ready to fully support your modernization to advanced NG9-1-1 solutions.

 **i3 AT&T ESInet™ Service
Compliant**

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Learn more at att.com/ng911

