



Smarter & Safer™

# Solacom Guardian Managed Services

## Help ensure peak PSAP performance with AT&T

Work with AT&T to help your PSAP maintain optimum performance and security. With lives at stake—you need the professional services that help your center run smoothly, efficiently and highly secure.

Guardian Managed Services by Solacom helps ensure your Guardian 9-1-1 Call Handling and management systems are operational, secure and structured to help enable recovery from unforeseen disasters.

### Worry-free 9-1-1 call-handling operations.

Your PSAP's call-handling solution is a vital part of your emergency communication system. Get the most out of your voice, data, and video emergency call management solution with Solacom's Guardian Managed Services. Help ensure your 9-1-1 call-handling solution is operating at peak performance 24 hours a day, seven days a week, 365 days a year.

#### Guardian Managed Services offer:

- 24/7 active remote monitoring
- Managed anti-virus protection
- Cybersecurity protection
- Ongoing patch management services
- Disaster recovery services

### Helps ensure availability with active remote monitoring.

Uptime is the only time. Keep your PSAP ready for any situation with 24/7 active remote monitoring that helps ensure all alerts are investigated by certified Solacom technicians. Solacom's technicians are trained to monitor the health of your emergency call management solution, analyze performance and identify the source of an alarm, investigate root causes, and address issues before they escalate into more serious problems.

Active remote monitoring service can also provide a near real-time view of your Guardian 9-1-1 Call Handling solution and Key Performance Indicators (KPIs) for specific functions, such as disk space usage, CPU usage, memory usage and interface use.



## Add security with managed anti-virus.

Keep your PSAP call-handling solution highly secure with remotely updated and managed protection systems.

- Real-time anti-virus and anti-malware detection and removal engines
- Phishing protection
- Spam guard
- System performance optimizer
- File encryption
- Ransomware protection
- Two-way firewall
- Identity theft protection
- USB immunizer (protects flash drives from virus infections when connected to a computer)



## Reduced vulnerability with patch management.

Solacom patch management services reduces the risk of application software security vulnerabilities and optimizes performance. Technicians monitor all application and operating system software, test updates and security patches offline, and apply patches and updates to fit your operating environment.

- Helps ensure your PSAP is always running the most recent and secure versions of Windows Server® and Windows® PC software
- Reduces the potential for newly installed updates and patches to affect PSAP efficiency
- Minimizes the administrative burden on IT staff



## Be prepared with disaster recovery.

Solacom disaster recovery services helps ensure your Guardian 9-1-1 Call Handling solution is ready for natural and man-made disasters.

Protect your emergency call management infrastructure—including single site or multi-site environments—from unforeseen disasters with:

- Full copies or snapshots of system data and configuration details
- Replicates applications, storage devices and servers
- Allows immediate, point-in-time recovery of the operating environment
- All monitored servers and computers are constantly saved to the recovery system
- If needed, a “bare-metal” rebuild or restore can be completed on new hardware components

Guardian 9-1-1 Call Handling solutions are engineered for maximum reliability with a variety of redundancies, including:

- RAID drive configurations
- Geographically diverse system cores
- Redundant critical components
- Redundant power supplies

## Transform your PSAP with Next Generation 9-1-1 Call Handling solutions from AT&T.

### Modernize to NG9-1-1 with a Smarter Partner.

Let AT&T—the industry leader in Public Safety emergency communications—help you implement the Solacom Guardian Managed Services.

Smarter technology customized to your PSAP can help simplify your transition to NG9-1-1, improve caller location, clarify incident details as well as help improve response times and public safety outcomes.