

Brochure

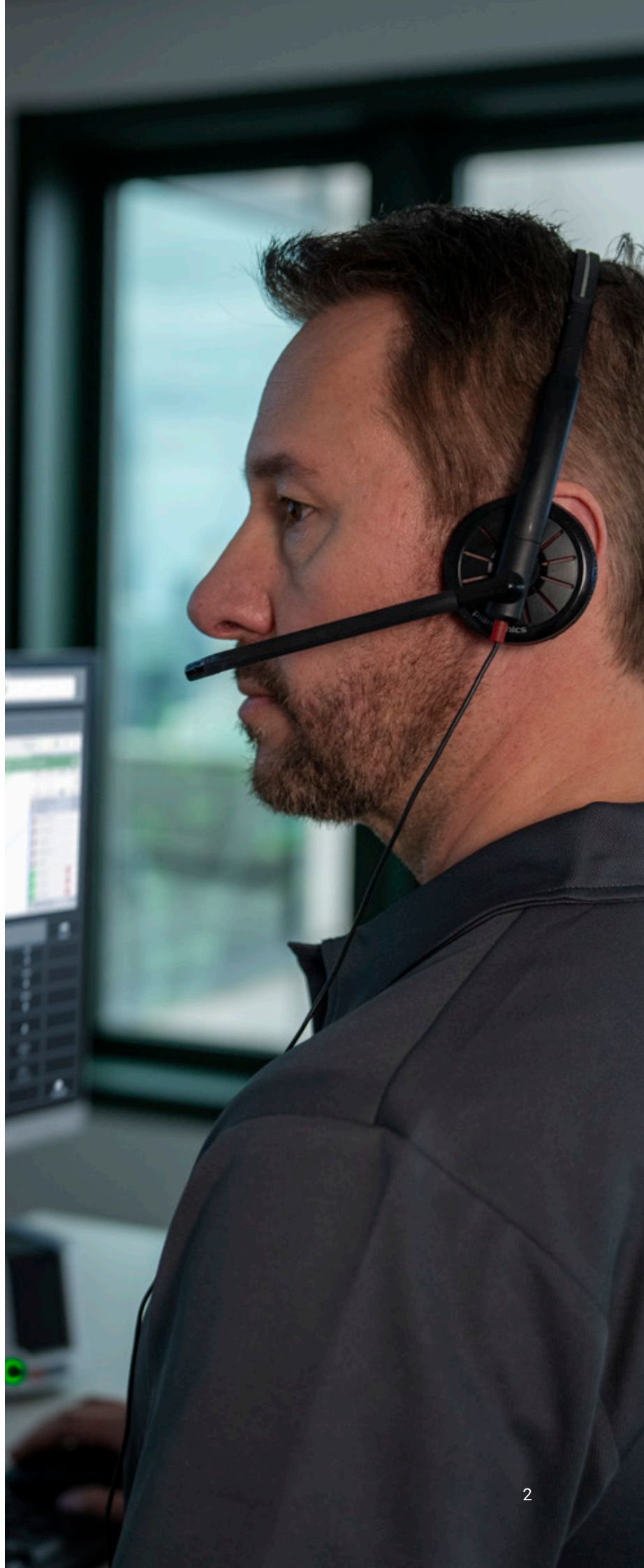
# Transform your emergency response, from first contact to closure

The Guardian public safety solution for police

Control room staff are often tasked with managing multiple, high-stakes situations simultaneously.

Technology should minimise their stress, instead of adding to it - but in a landscape of budget cuts and high staff turnover, it isn't easy to balance the benefits of new software with the challenges of migration, deployment and maintenance. That means your teams are frequently forced to work with stagnant, outdated on-premises software which can't keep up with the evolving demands of modern policing, leading to more burnout and stress.

Our Guardian public safety solution is designed to simplify every step of your force's emergency response workflows through a centralised, cloud-hosted platform containing an Integrated Communication Control System (ICCS), Computer-Aided Dispatch (CAD) system and mobile application platform. Whether you're deploying for the first time or upgrading to a newer version, we collaborate closely with you to tailor processes and plans to your force's needs - so while your call handlers, dispatchers and front line officers get the essential tools they need to keep their community safe, we'll also support your IT staff as they maintain your mission-critical systems.



# Guardian Integrated Communication Control System (ICCS)



## Capture every contact

Guardian ICCS goes beyond industry-leading telephony and radio dispatch capabilities, by integrating contact management directly into the platform itself. This enables call handlers to quickly and accurately understand the broader circumstances surrounding a contact while still on the call - resulting in a safer, more informed response for both the public and your officers.



### Enable operators and officers to respond with context

Instead of treating every contact as an isolated incident, your team can now draw on data from previous incidents to understand why someone is contacting your control room. That provides vital context for your force - so call handlers can complete the right forms, dispatchers can arrange the appropriate help, and officers can arrive on-scene fully briefed.



### Reduce response times and unnecessary deployments

Information about a caller is only useful if you can make it actionable. While some contacts require an immediate police presence, others are less time-sensitive and can be handled from the station itself. Now your operators can start the relevant response workflow and reach a resolution more quickly, by transferring data to either your CAD or RMS in one click.



### Understand and accommodate the demands on your staff

To best serve the public, you need to understand the kind of help they require, and when. Use contact data to surface insights about peak hours and common call types, so you can staff and train your control room more efficiently, and proactively work to prevent calls at the source.



# Guardian Computer-Aided Dispatch (CAD)

## Empower dispatchers and inform officers

Guardian Computer-Aided Dispatch (CAD) is designed to make dispatching as easy and frictionless as possible - both for those working in the control room, and those on the front line - by combining recommended resourcing with powerful integrations to our Pronto mobile application platform and third-party systems. So now, dispatchers face fewer demands on their attention, while officers still get the information they need in the field.



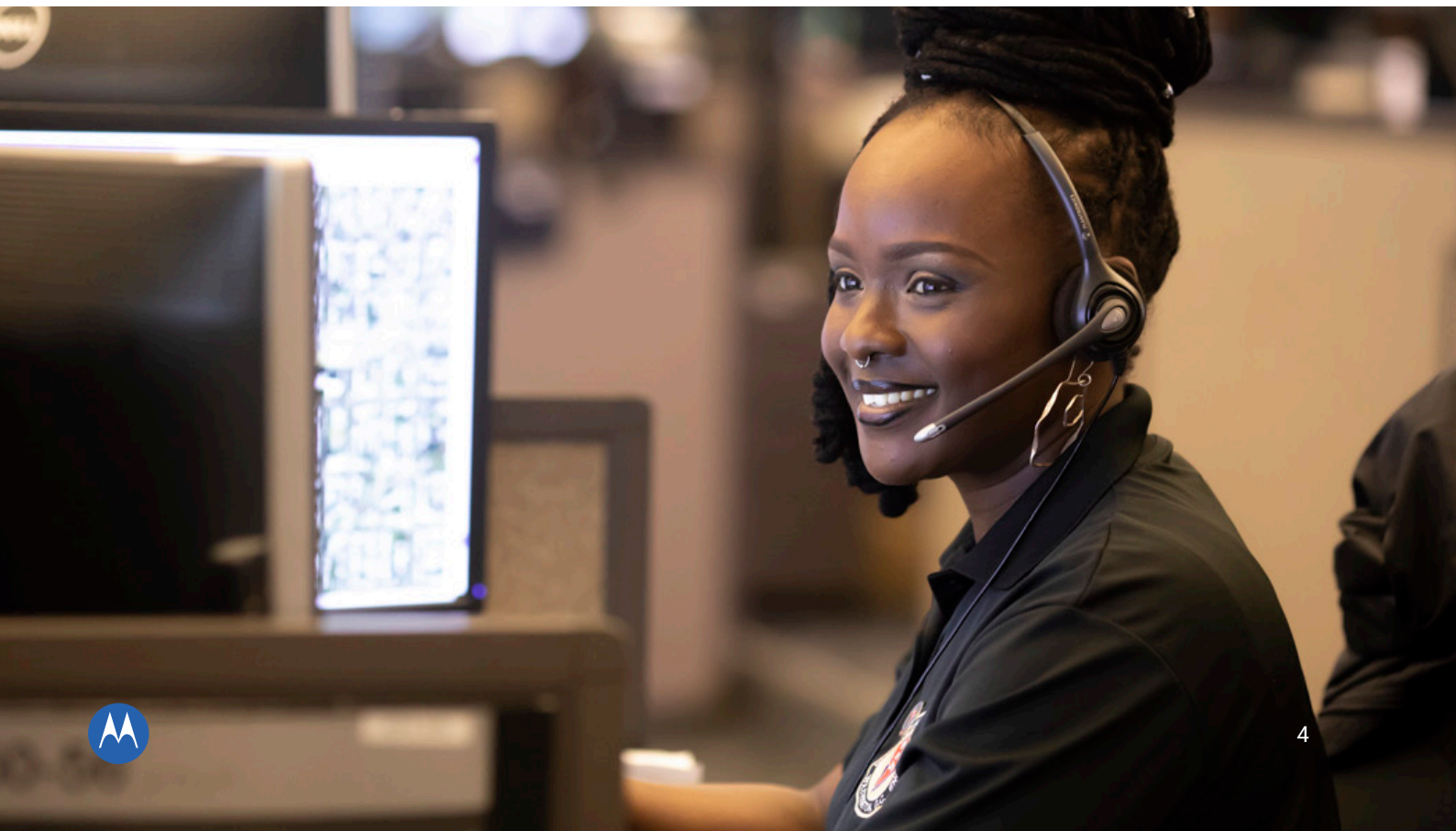
### Proactively keep the front line updated

Reduce the need for dispatchers to convey continuous operational updates, without compromising your officers' situational awareness in the field. With silent dispatch, Guardian CAD can send push notifications about an incident directly to Pronto - no manual intervention required.



### Human-centered design, computer-assisted experience

Minimise the cognitive demands on your dispatchers. Our powerful recommended resourcing tool will suggest which officers to send to an incident, based on predetermined parameters, to reduce decision fatigue. Hotkeys, shortcuts and a versatile command line also cut out unnecessary keystrokes.





# Pronto

## Leverage mobility to modernise key policing workflows

Efficiency is a crucial component of effective policing. But all too often, your officers' time is consumed by manually rekeying data or updating records at their desk instead of being on the streets, visible to their community. And handling multiple, disparate systems doesn't just waste time – it can also reduce officers' situational awareness in the field, if they can't easily get access to the right information before arriving on scene.

Pronto converges core policing processes - from searching and report-writing, to dispatch and incident management - into one intuitive, source-agnostic platform for use on a phone, tablet or even in-vehicle infotainment system. And by receiving automatic incident updates from Guardian CAD via Pronto, officers can stay focused on serving the public without distraction.



# A better emergency response starts with a modern control room

But it doesn't end there. From body cameras and in-car video systems, to mission-critical TETRA radios and automatic number plate recognition, our technology can revolutionise the way you keep your community safe.

Because at Motorola Solutions, we build and connect safety and security technologies in a never-ending pursuit to strengthen safety everywhere. Individually, our solutions enable public safety agencies and enterprises to help protect people, property and places. Connected, they enable the collaboration that's critical for a proactive approach to safety and security.



To learn more, visit:  
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