Fact Sheet

VESTA 9-1-1 Federal

The new benchmark for 9-1-1 call handling software for deployment of DoD networks

As public safety communications evolve, so too does VESTA® 9-1-1 Federal. Receiving the seal of approval for deployment by the DoDIN APL, (JITC), VESTA continues to meet the stringent cybersecurity and interoperability standards required for use on DoD networks.

The most secure NG9-1-1 call handling solution

To ensure Federal and Department of Defense (DoD) operations have reliable, secure technology that keeps pace with the rate of change, we proudly offer VESTA® 9-1-1 Federal Release 8. Recognized as the most trusted solution for Next Generation 9-1-1 (NG9-1-1), VESTA 9-1-1 Federal offers a new level of security, authentication and user experience.

Certification by the Department of Defense Information Network (DoDIN)) Approved Products List, (APL), Joint Interoperability Test Command (JITC) means VESTA 9-1-1 Federal has passed the rigorous testing to demonstrate compliance with DoD security standards for deployment within the military's technology infrastructure.

VESTA 9-1-1 Federal provides a highly secure environment with multi factor authentication (MFA) which generates a one time passcode that must be input to gain access to VESTA 9-1-1 Federal. MFA integrates with Remote Authentication Dial-In User Service (RADIUS), a networking protocol that provides centralized authentication, authorization and accounting management that uses the VESTA 9-1-1 Federal system's Active Directory user management and authentication. With the integration between MFA and RADIUS, network device security is further enhanced.

The VESTA 9-1-1 Federal solution also delivers multiagency support with individual call distribution by supporting role assignment and agency selection at login. This capability allows dispatch center supervisors to configure applications, information and workflows for each user based on their role selected at login. In turn, they're able to more quickly and efficiently adapt to changing operational requirements.

The flexible, open architecture allows VESTA 9-1-1 Federal to accommodate single-site deployments, as well as geo-diverse, multi-site, joint base and enterprise deployments. Further, the ability to partition resources and users into agencies, along with efficient, centralized configuration and administration, provides 9-1-1 budget owners leverage for investment consolidation.

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VESTA 9-1-1 Federal shares the same NG9-1-1 capabilities as its public safety counterpart, VESTA 9-1-1, used by over 3100 Public Safety Answering Points (PSAPs) in North America. It can be deployed with TDM, VoIP or Hybrid PBXs that exist at Federal and DoD sites. Among its telephony features is the integration of various 9-1-1 call sources on a single platform.

Whether originating from a government extension, a wireless phone or a commercial wireline service (e.g., housing, commissary/exchange, credit union, etc.), calls are seamlessly managed and presented to the operator. Its one-button transfer, extensive queue options and call overflow tools provide a host of call processing options in an easy-to-use user interface (UI). New applications round out the system's capabilities for enhanced operational efficiency and response. These include VESTA® Map Local for mapping, VESTA® Analytics Federal for reporting and Enhanced Private ALI (EP ALI) for ALI database management.

Migrations from TDM to VoIP telephony platforms are currently underway on many DoD installations. Let VESTA 9-1-1 Federal help you take the important step to NG9-1-1 - safely.

Solving for safer

VESTA® 9-1-1 is part of Motorola Solutions' ecosystem where we build and connect safety and security technologies. Our never-ending pursuit is to help keep people safer everywhere.

Secure login

- A multi-factor authentication (MFA) process that provides an additional layer of security
- Remote Authentication Dial-In User Service (RADIUS), a networking security protocol that allows a VESTA 9-1-1 Federal system to connect to a network service

SYSLOG

- All VESTA 9-1-1 components output logs to a SYSLOG server for alerting and response allowing users to take action based on policies and thresholds.

Optimal user experience

- All new, highly configurable user interface, supporting multiple layouts and workflows and exceptionally easy to use
- Simplified user access and system management via single sign-on capabilities

Operational efficiency

- Streamlined call-taking processes and expedited response (task performance focus)
- Skills-based ACD/routing; applications, information and workflows configured for each user based on role assigned at login
- Remote call printing capabilities for call information transfer
- Multi-site and joint base support, with users and resources assigned to each agency at login

Scalability & flexibility

- Cost-effective scalability, serving multiple operators and diverse deployment
- Best-in-class contact management and dialing control (Dial Directory)
- Central configuration of distributed users and resources

Reliability

- High availability; no single point of failure
- Optional geo-diverse host and enterprise deployment
- Redundant connections to remotes
- DODIN (JITC) APL certification by the Defense Information Systems Agency (DISA) demonstrates the highest levels of security

Foundational, long-term investment

- Open, distributed IP architecture
- Standards compliant (NENA i3)
- Forward migration path to next generation integrated, geospatial platform

To learn more, visit: **www.motorolasolutions.com/ng911**

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