



NEXT GENERATION 9-1-1 CALL ROUTING

VESTA® ROUTER SERVICE PORTFOLIO



GAIN EXPERIENCE, GUIDANCE, CHOICE, TRANSPARENCY

The world of NG9-1-1 and Next Generation Core Services (NGCS, the base set of services to process an NG9-1-1 call) offer 9-1-1 Agencies new opportunities to better serve citizens. Workflow efficiency, intelligent call routing, additional content, greater resiliency and survivability, and new deployment models are just a few of the benefits. Still, each opportunity creates change.

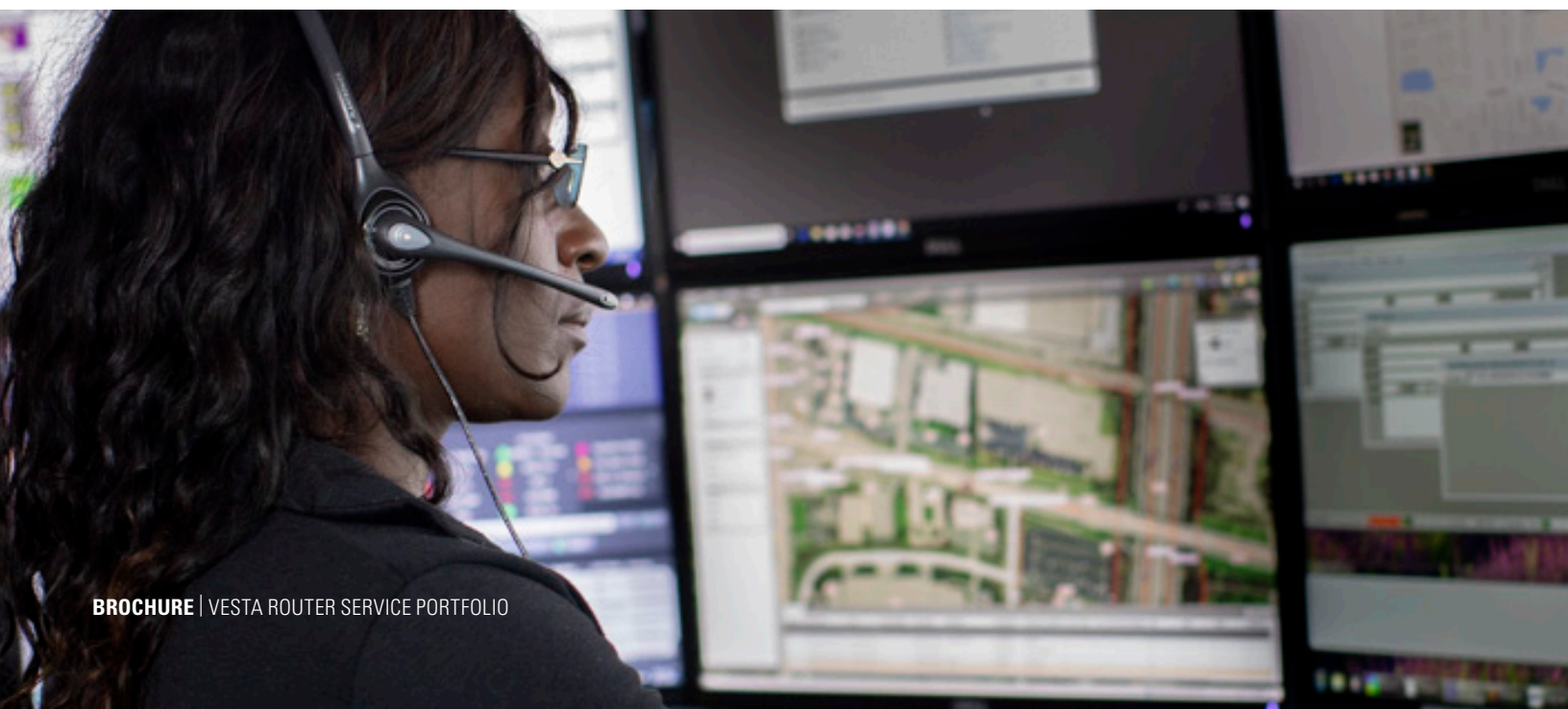
How do 9-1-1 Agencies manage the change in a way that minimizes disruption, delivers greater budget certainty and offers a secure path to the future?

At Vesta Solutions, Inc., a wholly-owned subsidiary of Motorola Solutions, we direct the change in your favor through our VESTA® Router Service Portfolio. Our solution offers choice and transparency with a managed service that makes budgeting simpler and predictable. It is NENA i3 compliant and includes cybersecurity measures at every turn - all for a smart, safe solution for NG9-1-1.

Yet, Motorola Solutions is building beyond NG9-1-1. Our CommandCentral software suite integrates the different elements of public safety - call handling, CAD, records and evidence - into one unified workflow. The outcome is greater intelligence for improved decisions to better protect citizens and first responders - and it begins with call routing.

VESTA ROUTER SERVICE NEXT GENERATION CALL ROUTING PORTFOLIO

- VESTA Router Service (9-1-1 Call Routing)
- ESInet (Public Safety IP Network)
- Location Services (LDB, ECRF, LVF, SI)
- 24/7 Network & Security Operations Center dedicated to Public Safety
- Cybersecurity
- GIS Services
- Analytics and Visualization



VESTA ROUTER SERVICE

The VESTA Router Service is at the core of Motorola Solutions' CommandCentral end-to-end software suite. It provides intelligent, dynamic, location-based routing. Its geospatial routing functionality identifies the correct PSAP to send the request for assistance and determines the proper resources assigned by location. As it takes in the different types of calls for service (text, voice, IoT, social media), it provides an efficient and secure path to deliver the information to the PSAP workflow, e.g., 9-1-1, CAD, intel analyst, etc.

In addition, the VESTA Router Service offers analytics and logging while giving 24/7 visibility into the status of how your calls are routed, based on your defined policies and jurisdictions.

As Next Generation applications increase, so too will VESTA Router's capabilities. Future applications, augmented with Artificial Intelligence (AI), will have options that ensure the PSAP is not inundated with data, but receives the information required to assign and inform resources and make critical decisions regarding incidents, while enabling interoperability between agencies.

CHOOSE TO EXPERIENCE

- **Guidance and education** - Every step of the way; we are your technology partner
- **A unified public safety workflow** - From call to case closure, no more silos
- **ESInet** - More than 9-1-1; secure, managed delivery of network traffic for all your PSAP's critical public safety applications
- **Carrier diversity** - Offering choice, unmatched resiliency and unrivaled redundancy for your IP transport
- **Location expertise** - Access and control over your 9-1-1/GIS location data with experts who know data
- **Cybersecurity focused** - So you can adopt NG9-1-1 faster and in a responsible way that protects your PSAP
- **Less complexity** - We manage the technology for you as a service

ESINET

Our IP Network - Emergency Services IP Network (ESInet) - is more than IP transport and more than transport for 9-1-1. It provides dedicated, secured and hardened delivery of traffic for all of your PSAP's critical public safety system applications. In other words, it can be used for more than emergency call delivery. As such, our ESInet includes proactive monitoring and surveillance.

When we build your ESInet, there is no one-size-fits-all approach. We are carrier-agnostic, meaning we leverage available networks and, when appropriate, your private network backhaul. As a result, you gain choice, unmatched resiliency and unrivaled redundancy.

Plus, we manage the network providers so you have only one hand to shake.

LOCATION SERVICES

We offer a fresh perspective on how we provide NG9-1-1 location services as we help guide your implementation for a smooth migration from legacy (tabular) to GIS (spatial) data.

- **Control** - you have complete access and oversight of your data while improving its quality and reducing your team's headaches
- **Confidence** - you work with trusted providers that know NG9-1-1 data migration
- **Simplicity** - you have an uncomplicated way to manage your underlying data that offers the highest quality for your community

Our Location Database (LDB) speaks both today's ALI and tomorrow's HTTP-enabled Location Delivery (HeLD) protocols, allowing for one or all of your PSAPs to transition into Next Generation when you are ready. It provides a quality foundation for preparing your data for NG9-1-1 by integrating spatial data management processes when you are ready.

NSOC

Designed exclusively for public safety communications, our Network and Security Operations Center (NSOC) includes state-of-the-art technology, processes and tools - all provided by our highly trained, dedicated team. Our advanced systems facilitate true Emergency Services-grade monitoring and management including:

- Real-time monitoring of systems, devices and applications
- Advanced network monitoring (real-time and historical)
- Fault remediation, notification and escalation
- Advanced metadata-driven rules for incident correlation to simplify alarms and accelerate mediation
- Enterprise network management capabilities, including asset discovery and inventory, software distribution, automated patching, operating system deployment, power management and remote desktop control



CYBERSECURITY

End-to-end cybersecurity is part of our standard offer to provide an overlay of protection for your PSAP applications. Our call routing services are built with a deep understanding of cybersecurity and IP networks.

Designing systems that both embrace NG9-1-1 and protect the PSAP requires more than a firewall. It requires an understanding of how systems fail (e.g., cyber attack) and how to ensure the scope of failure is contained while core functionality remains intact. In the NG9-1-1 world, cybersecurity is about risk management and risk containment.

Our cybersecurity architecture is built with this understanding. Our systems allow new data sources to come into the PSAP, while managing the risk for you. Our dedicated regional domains prevent security breaches across the entire system, eliminating the ability for one system to contaminate the others.

We have designed and built our security controls based on the NIST 800-53r5 standard to best control for the vulnerability profiles inherent in NG9-1-1 applications.

GIS SERVICES

Our GIS experts are some of the most renowned in the industry and always available to help and guide you. They have carefully worked to ensure our GIS services leverage your existing GIS resources and systems to protect your investments.

Our process is to integrate and validate across the GIS database systems and manage these with common toolsets. We ensure there are no artificial process limits or bottlenecks. In the future, we will implement a common GIS management system across the multiple Motorola Solutions' workflow solutions: NGCS, 9-1-1 Call Handling, CAD, Records and Evidence, Radio and more.

Let us show you the benefit of having a technology partner dedicated to public safety and excited about the opportunity to listen, collaborate and plan with you now and into the future.

MOTOROLA SOLUTIONS NG9-1-1 EMERGENCY CALL HANDLING

Our VESTA® and CallWorks Next Generation 9-1-1 solutions serve more than 60% of all U.S. Public Safety Answering Points, as well as almost 150 Federal and DoD operations globally. As one of the most trusted solutions providers in Public Safety communications, we help people be their best in the moments that matter.

Save Clicks. Save Seconds. Save Lives. Call **951.719.2100**.

For more information, please visit us on the web at: www.motorolasolutions.com/ng911



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