



# 9-1-1 OFFSITE PORTFOLIO FOR CALLWORKS CALLSTATION

## MAINTAIN 9-1-1 CONTINUITY FROM WHERE YOU NEED TO BE

An ever-changing world presents challenges that test the abilities of your Public Safety Answering Point (PSAP) to effectively serve your community. With Motorola Solutions' 9-1-1 Offsite Portfolio, which includes a solution for CallWorks CallStation, your call takers can easily answer the call of duty from any location.

### STAY CONNECTED WITH CALLWORKS CALLSTATION NOMAD

Natural and manmade disasters may prevent your call takers from being able to report to the PSAP, or large-scale events may require them to take calls from an alternate location. In these instances, they need access to the emergency call handling technology they're accustomed to in order to be most effective and provide citizens the level of service they've come to expect. To help PSAPs be prepared, Motorola Solutions offers the CallWorks CallStation Nomad Offsite call handling solution which gives PSAPs the flexibility necessary to maintain operations in any situation.

CallWorks Nomad solution serves multiple purposes. It may be used for permanent backup positions, such as in mobile command centers, or as a backup to a primary PSAP enabling on-scene call handling, such as for an emergency or a scheduled event, like a festival. It may also be used at home or in temporary PSAP locations, allowing call takers to operate almost as if they are working in the primary PSAP.

**As of April 2020, per NENA's  
9-1-1 & COVID-19: A Report on  
PSAPs During the Pandemic:**

- 64% of PSAPs reported no capability for remote operations
- Only 30% can work remotely from a separate public-safety or government facility
- Only 7% have the ability to work from home

### **CallWorks CallStation Nomad Offsite Solution**

- Helps call takers work from home or another location quickly and effectively
- Give PSAPs easy and cost-effective solutions to maintain 9-1-1 operations
- Allows call takers to get started with minimal effort

## A FULLY PORTABLE POSITION, IN A CARRY-ON

Created and packaged with any situation in mind, CallWorks Nomad is housed within a carry-on case for utmost portability. Inside, call takers find a laptop, phone and Cradlepoint LTE router. The Nomad is set up as a single position remote to any CallWorks host, Single or Federated. The Cradlepoint provides VPN access to the host and powers the same model of phone used in the PSAP. All the call taker needs is power

and a cell signal or Wi-Fi connection to start or resume their life-saving work, requiring little effort to begin answering calls normally. The solution can connect to any North American cell service provider, is FirstNet capable and natively supports dual SIM cards, providing greater peace of mind when it's needed most.



### CARRY-ON CASE

Easily carry all you need for CallWorks Nomad, wherever you need to be, in this sturdy case.



### MOBILE ROUTER

The Nomad kit includes a Cradlepoint LTE router for a ruggedized solution that enables "always-on" connectivity.



### PORTABLE LAPTOP WITH CALLWORKS SOFTWARE

Call takers have quick access to the life-saving capabilities of CallWorks CallStation on this laptop.



### A FAMILIAR PHONE

The Nomad kit includes the same model phone that call takers rely on in the PSAP.

## 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](http://www.motorolasolutions.com)



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