VESTA NXT

The VESTA you know and trust - transformed.

MOTOROLA SOLUTIONS

Make 9-1-1 easier

Are you overwhelmed with staffing shortages, burnout and endlessly training new employees in a high stress, multi-tasking environment? Transform your 9-1-1 center with a revolutionary user experience—decisions assisted by AI, additional context from your community and data that can be securely and automatically shared with those who need it. Experience it all with the device, location and delivery option that fits your agency today and adjusts to your needs tomorrow.

VESTA NXT — different by design.

# Make 9-1-1 easier with a user interface reimagined from the ground up

We started with a blank computer screen and two years of side-by-side research with telecommunicators taking 9-1-1 calls. We used eye-tracking software because telecommunicators move so fast, even they couldn't explain what they had done in post-call interviews.

We embedded the telecommunicator in our research throughout the process. And with them, we challenged the deeply held preconceptions about what a user interface for a 9-1-1 telecommunicator needed to be.

The result - a user interface built from the ground up for the telecommunicator's actual workflow needs so they experience less stress, faster response and lower burnout.
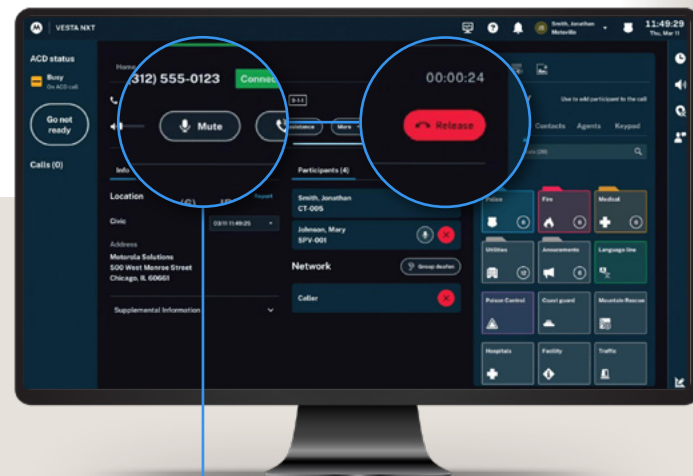
The user interface is built for mission critical workflows.
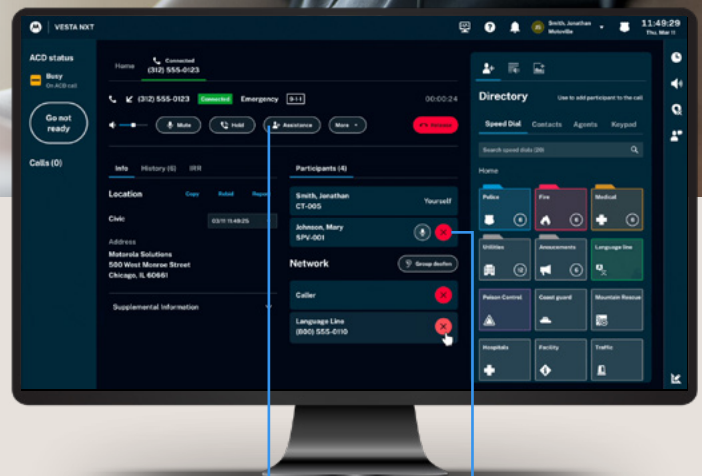
Telecommunicator adds supervisor to the call.

Telecommunicator removes participants from the call.

Purpose-built
Clear labels and icons, intentional use of color and larger click targets help telecommunicators in stressful or high cognitive load situations.
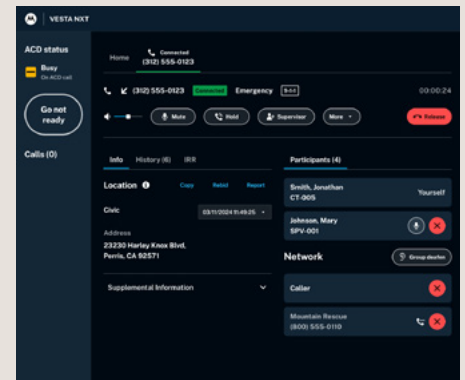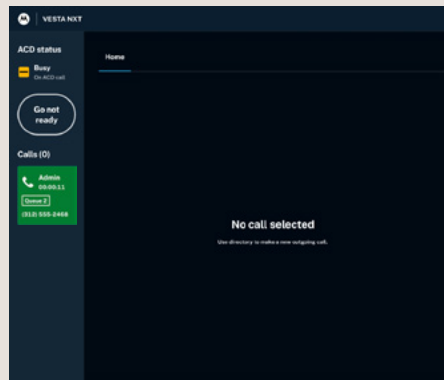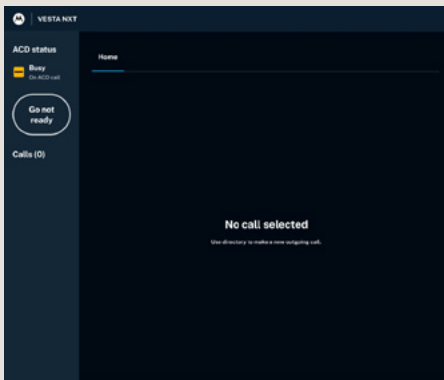
Intuitive
Complete common tasks in VESTA NXT with minimal training. In fact, training time optimizes use instead of teaching system fundamentals.
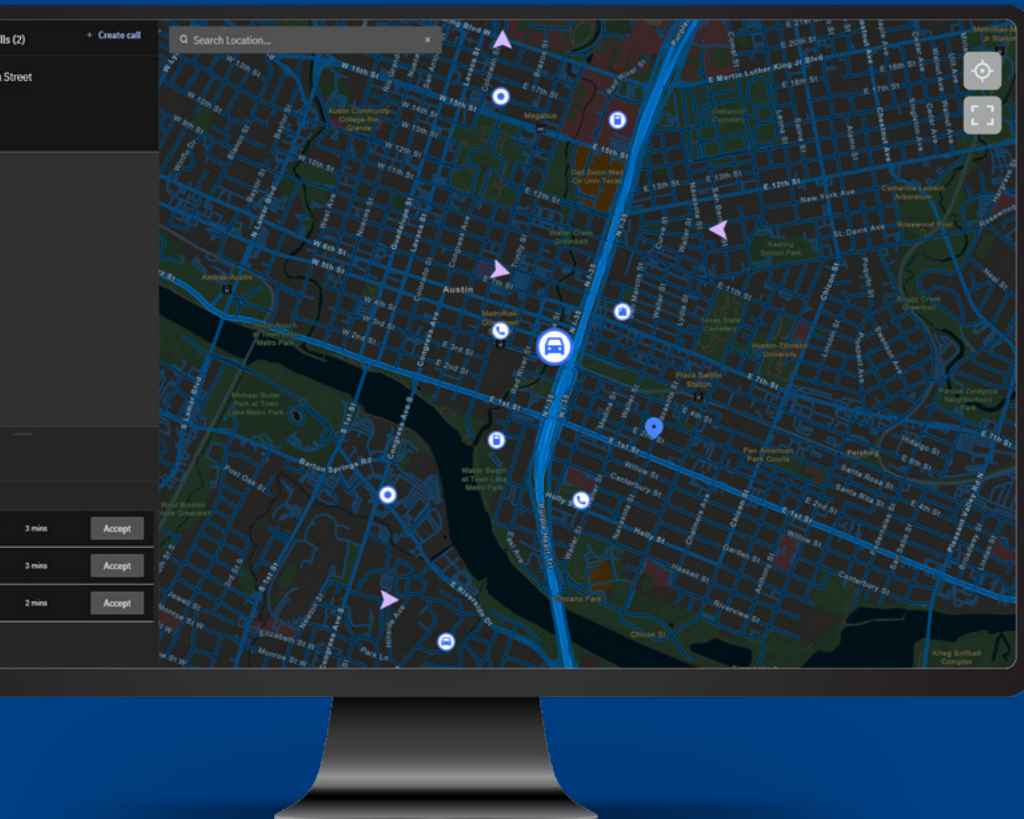
Responsive

No crowded call handling screens - calls travel left to right, showing only what is necessary.

Call information only appears once an active call enters the system and is selected.

Integrated mapping

Radius Mapping connects telecommunicators with mobile signals, critical datasets and caller information into a single, unified NextGen 9-1-1 map. Instantly pinpoint a caller's precise location when the call is answered by integrating authoritative GIS, mobile signals and a robust supplemental data set.

Make 9-1-1 easier with Assist AI

Telecommunicators make rapid decisions from the moment an emergency call is received. As the data increases in complexity, so does the telecommunicator's stress and mental fatigue – leading to burnout and ultimately staffing challenges.

VESTA NXT helps solve this problem with built-in support from Assist, the interactive AI from Motorola Solutions. Enhancing critical workflow elements within VESTA NXT, Assist automatically gathers, sorts and surfaces life-saving data during the live 9-1-1 call so the telecommunicator makes the most informed decisions quickly and confidently. As a result, time spent asking the caller the same or similar questions decreases along with the time spent on processing and organizing data. In addition, the caller's address can be verified before it goes to CAD.

Custom keywords

Transcription/ translation

Call summary

Location data

AI media summary from media shared by the public

Making the telecommunicator's life easier

Once the call is answered, key incident characteristics, including location data and a real-time transcription, translation and summary of the call automatically populate along with caller profile data. When the public sends media to the PSAP, AI creates a real-time summary description of the image so the telecommunicator can choose to view it or not. The result - less stress, fewer clicks, fewer tabs and no digging for information.

Make 9-1-1 easier with community data on demand

The community data displayed on VESTA NXT makes it easy to manage multiple data points from one platform. Community data may include:

- A caller profile detailing allergies, medications, emergency contact information and more, increasing the safety of the caller and first responders.

- Preloaded layouts and floor plans for commercial buildings within the Radius map, minimizing delays for first responders when they arrive on scene.

- Streaming video or images from a 9-1-1 caller, via a text link provided by the telecommunicator. Assist AI generates a summary of the visual content.

Make 9-1-1 easier with a true safety and security ecosystem

The 9-1-1 call is just the start of the public safety response. Motorola Solutions is the one partner to build a comprehensive safety and security ecosystem capable of connecting workflows before, during and after an incident. The data you need, securely shared wherever you need it.

Public - private partnerships
Businesses and organizations can add a plug-and-play appliance to stream their security cameras to the map in a Real Time Crime Center.

Panic button
A panic button pressed in a school or hospital automatically populates on the map, notifying the agency that help is needed before a 9-1-1 call is even made.

Cybersecurity protection
Cybersecurity tools are integrated into VESTA NXT and the Motorola Solutions ecosystem, providing built-in security controls and processes.

Evidence
All pertinent incident data — 9-1-1 audio, LMR audio, images, body, in-car and interview room camera video, audio interviews — are securely stored, managed and protected.
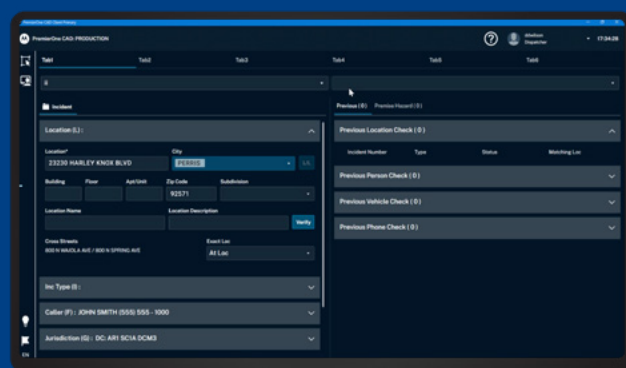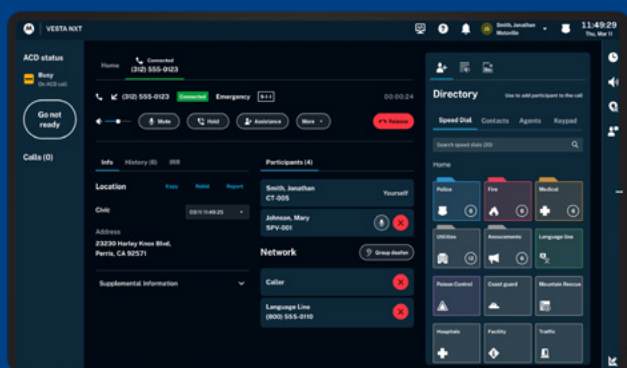
Incidents
The 9-1-1 call with ANI/ALI/device-based location automatically populates in your Motorola Solutions CAD, minimizing effort and rework.

Make 9-1-1 easier with the flexibility you need

Desktop, laptop or tablet? Same user experience. Onsite or remote work? Same user experience. On-premises or cloud? Same user experience.

The VESTA NXT user interface adapts to present the same screen experience users expect on the device of their choice — monitor, laptop or tablet.

Make 9-1-1 easier

The emergency call handling workflow must excel in an environment of life and death situations where every second counts. VESTA NXT is built for this environment.

VESTA NXT revolutionizes the emergency call handling workflow. Its integrated Assist AI and Radius mapping capabilities combined with a deep understanding of telecommunicator workflows and the Motorola Solutions ecosystem, deliver unparalleled operational efficiency and significantly enhance community safety.

Empower your telecommunicators with VESTA NXT and experience the future of emergency response.

Safer everywhere

VESTA NXT 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.

To learn more, visit: **motorolasolutions.com/vestanxt**

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