

Verint Recording for Public Safety

Trunked Radio Recording Solutions for Motorola ASTRO 25 Systems

Today's emergency services organizations are challenged to serve the public against a backdrop of complex events, increasing expectations, and evolving technology. With citizens using an expanding variety of channels and devices to communicate, organizations need robust, reliable solutions for recording, retrieving, and archiving interactions. They must also reconstruct incidents to analyze actions and outcomes, improve performance, expedite investigations, and comply with evolving standards, such as NG-911.

Verint® Recording for Public Safety™ provides a multi-channel recording solution that interoperates with the Motorola® ASTRO® R7.x P25 trunked radio infrastructure, providing users worldwide with efficient, reliable recording, storage, management, and playback of radio transmissions. It can capture voice, radio, video, and text interactions across multiple channels, including PBX, VoIP, chat, digital collaboration, email, mobile voice, SMS, and face-to-face—all on a single recorder.

Designed for emergency response, public safety, and control room operations, the solution offers superior reliability and availability in mission-critical environments, along with unified, easy-to-use functionality that can help your agency, department, or organization enhance performance and respond more effectively to citizen needs by:

- Bringing interactions and associated digital data captured across multiple devices, channels, and sites together seamlessly in a single solution for rapid response, analysis, investigation, and reporting.
- Reconstructing incident scenarios to understand the chain of events.*
- Protecting captured interactions from unauthorized access and tampering.
- Centralizing system administration and archiving across the organization.

** Some functionality may require custom integration.*

VERINT®



Now you can:

- Use state-of-the-art IP recording to capture radio, telephony, screen/video, and text communications on a single platform.
- Search and replay recorded calls by call metadata, including talkgroup, radio ID, alias, site, zone, system/network IDs, call type, date, and time.
- Correlate recorded interaction data and reconstruct events.
- Manage users and recording configurations and monitor the system from a central web-based portal.
- Archive recorded communications and associated data to a range of storage devices, including in the cloud.

Verint Recording for Public Safety

Capture a Broad Range of Interactions

In addition to providing synchronized digital recording and real-time monitoring across TDM, IP, and mixed telephony systems, Verint Recording for Public Safety can work with most major telephony environments and offers application programming interfaces (APIs) to facilitate integration with proprietary systems. Through optional integrations, the solution can capture push-to-talk (PTT) calls and provide VOX and IP recording with CDR tags. It can also provide real-time control over recording and call indexing.** Its unified, omnichannel interaction player can present recorded information across all channels in a single place for easy visualization and further analysis. This includes activities taking place at call-taker desktops, and speech analytics data.†

Verint Recording for Public Safety offers a range of functionality to meet the needs of emergency services providers, including:

- **Radio Transmission Recording** — Record transmissions and store them as individual files for quick online playback. An IP interface connects with the Motorola Archiving Interface Server™ (AIS) to request RTP streams for all radio communications.
- **Call Archiving** — Archive up to 100 percent of recordings and associated call data to configured portal archive devices, network-attached storage (NAS) systems, or cloud storage.
- **Quick, Flexible Search and Retrieval** — Sort and present calls for playback by metadata associated with radio transmissions (including talkgroup ID, talkgroup name, radio ID, radio alias, and type) as well as by date and time. For quick access, metadata is stored in a central, high performance SQL call database immediately after the transmission is recorded.
- **Event Playback** — Expedite the reconstruction of complex events with optional Verint Insight Center™ software. Providing multichannel / multimedia search and replay, as

well as incident management with media lockdown options, this solution enables recorded calls to be displayed on timelines, maps, and tables and provides incident annotation, redaction, and export options for single and multiple calls.

- **Centralized System Management** — Carry out user management, recording configuration, and system monitoring seamlessly in a single application portal for your entire deployment. The same portal also provides access to Verint's other business applications, such as Quality Management and Speech Analytics.
- **Robust and Scalable Solutions** — Scale from a single, consolidated server to multiple servers based on your sizing and network topology requirements. Our turnkey solutions provide a range of single-box hardware configurations, with recording capacity ranging from 150 to 650 channels.

A variety of high availability and redundancy options are available to help ensure resilience in case of network or hardware failures. These options include N+M and N+N recording configurations and redundant data centers.

Server Specifications

- Microsoft® Windows® Server 2012 R2 64-bit
- Microsoft SQL® Server 2012
- 2U rack-mount chassis (Intel motherboard and chassis)
- Intel® Xeon® Six-Core CPU
- 16 GB memory
- High-reliability server-grade RAID controlled Solid State Drives (SSD)
- Dual gigabit Ethernet
- Redundant power supplies

** Some functionality may require custom integration.

† Requires Verint Speech Analytics.

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