

Brochure

# HindSight Recording

Mission-critical communications

 **MOTOROLA SOLUTIONS**

Deployment options

# Modular building blocks

## Cloud-native software

Predictable subscription pricing

HindSight on AWS GovCloud is the first-ever cloud-native logging recorder for mission-critical communications. It's 100% cloud-native, CJIS compliant, and i3 compliant. It can seamlessly connect to other cloud-native platforms.



## Virtualized software

Predictable subscription pricing

Our popular HindSight software can be fully virtualized to sit within your Windows Server OS virtual machine (VM) environment, either in a private or public cloud.



## On-premise hardware & software

When hardware is required to facilitate recording, such as for analog systems, or when recordings need to be access locally or offline, we offer a range of generic-sized hardware options for recording on-premise.



Deployment use cases

# Endless recording possibilities

## 1. On-premise recording system

If you require a traditional on-premise system, we can equip you one that will be flexible and cost-effective as your needs adapt over time.

## 2. Recording as a Service (RaaS)

Combine on-premise hardware with secure access to recordings through our powerful cloud-native environment. Multiple options available for redundancies, too.

## 3. Centralized recording for mobile fleets

Cost-effectively record distributed units locally (even out of network range) at fireground, in command vehicles, on airplanes, and more. Once within wifi range, each local recorder sends recordings to the cloud, so you can access recordings in a single place regardless of how many units you dispatch.

## 4. Fully virtual recording system

Fold your recording platform into your existing IT infrastructure by leveraging our virtualized HindSight software on your existing VM, either on a system you manage or up in a public cloud environment like Azure or AWS.

## 5. Add cloud access & backup

Add cloud-based access for any existing Exacom recorder, including Exacom's Ears device, or any other company's recording system.



# A single pane of glass for all your communications

## Radio & ROIP

- EFJohnson/Kenwood P25
- L3Harris™ VIDA P25
- Motorola Solutions™ Airbus P25, Astro P25, & MOTOTRBO™
- Tait DMR & P25
- Telex

## Dispatch consoles

- Avtec Scout
- Catalyst
- L3Harris™ Symphony
- Motorola Solutions™ MCC7500, MIPS 5000, WAVE
- Telex Vega
- Zetron® ACOM & MAX Dispatch

## Phone & VOIP

- Analog
- Avaya SIP/H.323
- Cisco SIP
- IPC Unigy
- Microsoft Teams
- Mitel®
- Nortel
- Shoretel
- Siemens
- SIP

## Supplemental data

- RapidSOS

## CAD systems

- CentralSquare
- Tyler

## MCPTX

- Samsung (ie FirstNet)
- Ericsson (ie Frontline)
- Streamwide (ie AIRBUS)
- Catalyst Intellilink Interworking
- Etherstack Agency Onboarding Router (AOR)

## CPE & call handling

- Motorola Solutions™ Vesta
- Carybne
- Compunetix
- Emergency Call Worx
- Intrado
- MicroAutomation
- NGA911
- Atos
- Solacom



## Features

# The recorder features you'd expect, and more.

### 14 Ways to Search/Filter

Search and filter by what's said in the audio (via transcription), the ANI/ALI or GPS location, CAD or Incident ID, RapidSOS data, any added tags and bookmarks, and more.

### Fast & Browser-Based

Speedy searching and replay, plus no user-specific system updates.

### Bookmarks & Tags

Create bookmarks within recordings to note important events, or add a tag to recordings to sort by incident, CAD ID, and more. Then search system-wide for those notes.

### Legal Hold

Preserve recordings tied to incidents, investigations, or disputes to ensure critical data isn't accidentally purged.

### Redaction Studio

Silence, bleep, or cut out sensitive information from recordings before sharing. The system also ensures that the original recording is never altered.

### Distributed Recording

Seamlessly connect multiple recorders into a centralized view with customizable, role-based access for teams, departments, or agencies.

### Live Monitor & Instant Replay

Supervisors can listen to any channels live, which can be helpful for QA, training, or situations where they may need to intervene. Call-takers can replay what they just heard to catch important information.

### Resilient Recordings

Built-in backups, redundancies, and real-time fault monitoring. Uninterrupted recording you can trust.

### On-Demand Transcription

Convert audio recordings into accurate text for easy search and review, so you can jump directly to critical moments without scrubbing through the call.

### AI-Assisted PII Redaction

Automatically detect and remove PII from audio recordings so you can export FOIA, legal, and media requests faster.



# Create, manage & share entire incidents

## 1. Add external files

Import any files related to the incident, like body camera footage and photos, to ensure all evidence is in a single location.

## 2. Create & manage incidents

Automatically build incidents by date, CAD ID and more. Then, view all incident communications and media together for a complete look at what happened.

## 3. Easily share files

Email recordings for an entire incident without leaving your screen, or download to a shared drive. Share files securely with multiple options for encryption, watermark, and password protection.

## 4. Visual timeline view

This view allows users to quickly comprehend an incident, identify trends and patterns, correlate specific events within an incident, and navigate specific timeframes easily during review.



# Cloud-native multimedia recording

## For mission-critical communications

Exacom offers the first-ever cloud-native multimedia recording platform for mission-critical communications. With Cloud Native, your organization can benefit from enhanced cybersecurity, scalability, and redundancy, meet industry standards, and be ready for the future.

- ✓ Cloud-native
- ✓ AWS GovCloud
- ✓ CJIS compliant
- ✓ i3 compliant

## The path to cloud:

# Embracing a hybrid approach

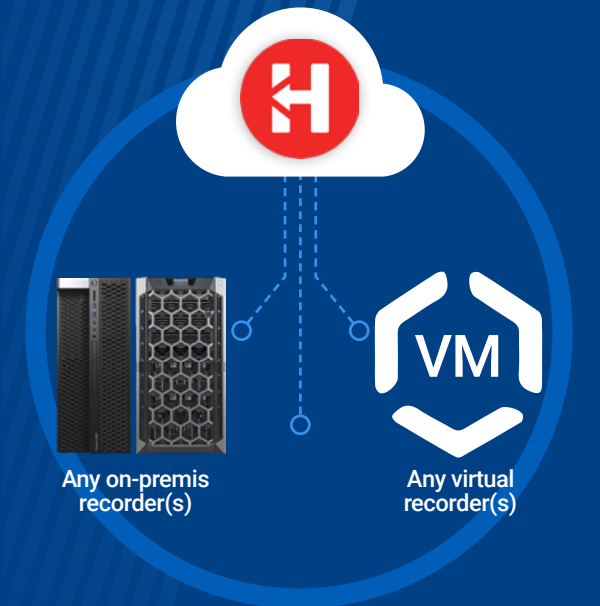
For customers not yet ready to go full cloud-native or who still need hardware to record, Exacom's unique blend of software and hardware will allow you to still leverage the benefits of Cloud. Possibilities include:

### Buy only what you need

Purchase the minimum amount of on-premise hardware required (keep initial and maintenance costs low), but still leverage our full cloud-native software for search and playback.

### Add cloud to any existing recorder

Add cloud-based access to any Exacom recording system, including Ears™, or any third-party recording system.



# Close the door to cyber threats

## Safeguard your data

- **NIST 800-53 and NIST 800-171 compliance:** Ongoing efforts for all applicable NIST 800-series standards compliance
- **FIPS 140-2 & FIPS 140-3 encryption:** FIPS 140-2 certified solutions available; FIPS 140-3 compliance in progress
- **Secure access to recordings:** Windows Active Directory SSO support for user and credential management, multi-factor authentication (MFA) login for users, and control over password complexity. Additionally, it ensures tight access controls for users, channels, software features, and more
- **Ongoing software patches & updates:** Continual Windows OS Security Patch resolution
- **Data safeguards:** “Encryption at Rest” data security for all hardware deployments: Full disk encryption, File-level encryption, and Database encryption

## Safeguard your network

- **Network safeguards:** 100% Commercial Off the Shelf hardware with all development, testing and assembly done in the United States. Any third-party software & hardware components are carefully screened
- **Trade Agreements Act (TAA) compliance:** Options for Trade Agreements Act (TAA) compliant COTS hardware that is manufactured in a trusted country
- **SOC 2 and CMMC Level 1 & 2 compliances:** Exacom has achieved SOC 2 Certification as well as Cybersecurity Maturity Model Certification Levels 1 and 2 to safeguard remote access & your agency/company information
- **Ongoing static and dynamic security scanning:** Ongoing software security scanning during development to prevent known attack vectors

## JITC certified

### Certified for Analog, VoIP/SIP, Avaya & Cisco SBC Interfaces

Exacom completed the rigorous Interoperability (IO) and Cybersecurity (CS) testing and certifications with both the Avaya Aura VoIP solution and the Cisco UCM.

With this broad approval, federal departments can communicate on-base or across the world on different communications platforms. The recorder falls within the Customer Premises Equipment (CPE) category on the APL.



### Compliance standards:

- IIS Server STIG 1.11
- MS SQL Server Database STIG 1.6
- MS SQL Server Instance STIG 1.10
- Windows Server 2019 STIG 1.5
- Voice Video Endpoint SRG 1.11
- Voice/Video over Internet Protocol (VVoIP) STIG 3.14
- Microsoft DotNet Framework 4.0 STIG 1.9
- Network Infrastructure Policy STIG 9.10



# HindSight Context Layer

## Turning recorded communications into actionable understanding.

Every public safety agency records communications. But recording alone does not give agencies the full story.

Today, critical information is often spread across call handling, CAD, radio, real-time crime centers, records, and evidence systems. Each system captures part of the incident, but the context often has to be reconstructed later through manual review. Without connected context, the full story can be slow to find and easy to miss.

HindSight is evolving beyond traditional recording to become the context layer across the public safety operation.

## The HindSight Context Layer

HindSight helps carry context across the full incident lifecycle, turning disconnected communications data into a more complete operational picture.

Instead of forcing agencies to piece the story together after the fact, HindSight creates a foundation where incident information is easier to search, review, understand, and learn from.



Wellness alerts



Proactive deployment



Seamless investigations



## Hindsight Context Layer



Callhandling



Radio



CAD



Body-worn video



Evidence

## What It unlocks

### Complete Incident Review

See how information moved from the caller, to dispatch, to the field, and into the final record.

### Better Operational Insight

Identify where communication gaps, handoff issues, or process breakdowns occurred.

### Stronger Pattern Recognition

Connect similar calls, locations, timing, and response details that may not stand out in isolation.

### A Foundation for Future AI

Support smarter analytics, automation, and assistive intelligence with richer operational context.

### Long-Term Value

Build a communications history that becomes more useful as more data is captured over time.



# Built for the future of public safety

As part of the Motorola Solutions ecosystem, HindSight is positioned to help agencies capture clean audio, rich metadata, and communications data from across critical systems.

But the future of HindSight is bigger than recording and playback. It is about creating a shared layer of context that supports better review, better decisions, and the next generation of public safety intelligence.

**HindSight is not just where communications are recorded. It is where context begins.**

To learn more, visit:  
[www.motorolasolutions.com](http://www.motorolasolutions.com)



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