

# NG9-1-1 Logging for VESTA® 9-1-1

The gold standard for mission-critical  
multimedia recording

In the high-stakes environment of a Public Safety Answering Point (PSAP), your recording solution must be as reliable and sophisticated as your call-handling system. Exacom's HindSight platform is specifically engineered to integrate with the VESTA® 9-1-1 platform, capturing every voice, text, and data stream with evidentiary precision.

## Why HindSight for VESTA users?

### → Native integration

HindSight isn't just a generic recorder; it is verified for interoperability with VESTA 9-1-1. We capture high-fidelity audio alongside critical i3 metadata (channel name, agent ID, caller ID, location, agent position), ensuring that every call is indexed with the correct caller info, location data, and timestamps for rapid search and retrieval.

### → True multimedia recording

Modern emergency response goes beyond voice. HindSight for VESTA supports:

- **Next-gen 9-1-1 (NG9-1-1) audio:** SIP-based recording for modern IP networks.
- **Text to 9-1-1:** Securely capture and reconstruct SMS/Text sessions to the dispatcher.
- **Screen capture:** Record dispatcher workstation screens to provide a 360-degree view of incident handling for QA and training.

# Flexible deployment options: cloud, virtual, or on-prem

We meet you where your IT strategy lives. HindSight offers the most versatile deployment options in the industry:

## HindSight cloud

- Hosted in AWS GovCloud, 100% cloud-native
- Infinite scalability, zero hardware footprint
- Fully managed by Exacom, reduced IT overhead
- Rapid feature release without manual upgrades

## Virtual environments

- Fully optimized for VMware and Hyper-V
- Can be deployed on existing hardware to reduce costs
- Simplified disaster recovery
- Centralized management

## On-premise

- Traditional deployment for agencies preferring localized control
- Deployed on highly-reliable COTS (Commercial Off-The-Shelf) hardware

## Key benefits for the PSAP

FEATURE	WHAT IT MEANS FOR YOUR AGENCY
Instant recall	Empower dispatchers to instantly replay any call or radio transmission to confirm critical life-safety details.
ExaHealth™ monitoring	Built-in application-level monitoring that alerts you to recording status and system health in real-time.
Agency partitioning	Securely host multiple agencies on one system while ensuring each has private access to only their data.
Quality Assurance (QA)	Integrated tools for evaluating call-taker performance, helping to maintain high standards and accreditation (CALEA/NENA).
CJIS-compliant security	Advanced encryption (AES-256) and comprehensive audit trails ensure your data is always protected and admissible.



# Seamless procurement & support

Exacom is a proud member of the Motorola Solutions family. This means your agency benefits from a simplified “one-stop” experience.

## Native quoting

HindSight for VESTA can be quoted and ordered directly through Motorola Solutions, so you can get up and running more quickly.

## Collaborative support

Our team works hand-in-hand with Motorola Solution VESTA specialists to ensure your integration is seamless, from initial installation to long-term maintenance.

## Ready to modernize your PSAP?

Don't let your recording technology lag behind your call-handling capabilities. Upgrade to a unified, scalable, and cloud-ready solution.

Contact your Motorola Solutions Account Executive or visit our website to schedule a demonstration of HindSight for VESTA.

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



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