YOUR NEXT GENERATION CORE SERVICES AND ESINET PORTAL

KNOW WHAT MATTERS WHEN IT MATTERS, UNCOVER ISSUES BEFORE THEY OCCUR

The Motorola Solutions Next Generation Core Services (NGCS) portfolio provides a portal that gives Public Safety Answering Points (PSAPs) the visibility they need to ensure the integrity of their NGCS and Emergency Services IP Network (ESInet) networks. PSAPs using the VESTA® Router Service can easily understand network health, configure policies and more, depending on their roles, for 9-1-1 operational continuity and ongoing situational awareness.

HIGHLIGHTS

- Cloud-based solution for secure access anywhere, on any device

- Quick, single sign-on for all Motorola Solutions' products

- Persona-based access, providing a tailored user experience

- Ability to display on a wall monitor, kiosk, etc. for situational awareness in the PSAP or Emergency Operations Center (EOC)

- Configuration of alerts and alarms from Motorola Solutions' monitoring systems and more

- A single use experience to manage cases, access reports, perform admin functions and ensure operational integrity

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VISIBILITY INTO YOUR NGCS NETWORK AND ESINET

PROTECT THE INTEGRITY OF YOUR 9-1-1 NETWORK AND THE SAFETY OF YOUR COMMUNITY

Your PSAP's technical staff, responsible for various systems and networks, will benefit from real-time visibility into the technical health of your NGCS and ESInet network. Maps, graphs and tables provide status details on critical functional elements, applications and IP network infrastructure. Tabs for alerts and notifications enable fast access to areas of concern. From this view, designated personnel can also manage events and understand maintenance events.
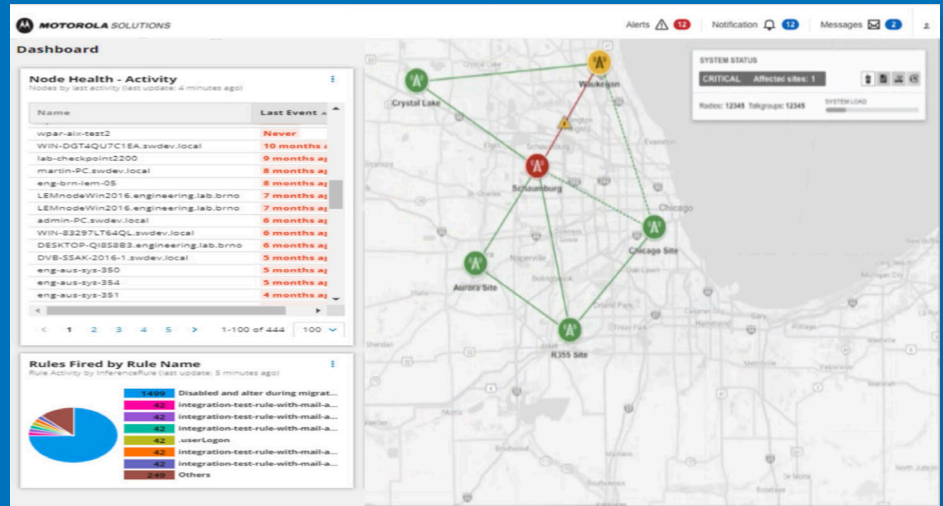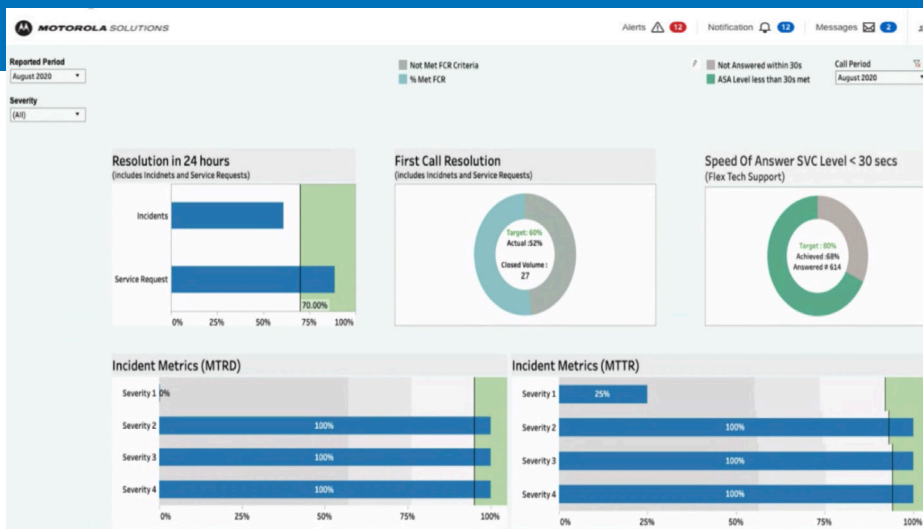

Know the status of your network and data center hardware.

ACCESS REPORTS AND ANALYTICS

Network and 9-1-1 administrators at state, regional or even local levels need easy access to reports upon demand. The NGCS portal makes this possible, providing NENA i3 event logging and network metrics, as well as enabling historical analysis. Interactive reports facilitate application and element drilldown for system transparency.


MANAGE OPEN CASES

Various stakeholders need visibility of open cases related to network issues, as well as tools to create cases and stay aware of scheduled maintenance. Using this view of the NGCS portal, regional 9-1-1 directors, PSAP managers, call takers and technical staff understand the status of their cases, including escalations, as well as trending issues. Service reports are available for download.

Understand network concerns and easily know the status of cases.

CONFIGURE CRITICAL POLICIES

With multiple PSAPs sharing the same vital network, it's necessary to create rules and policies that ensure successful operation and use of the NGCS network. Via the Policy Configuration view of the NGCS portal, PSAP managers and call takers have role-specific access to the following critical functions:

• Policy Route Management
• PSAP Abandonment
• User Profiles
• Access Control
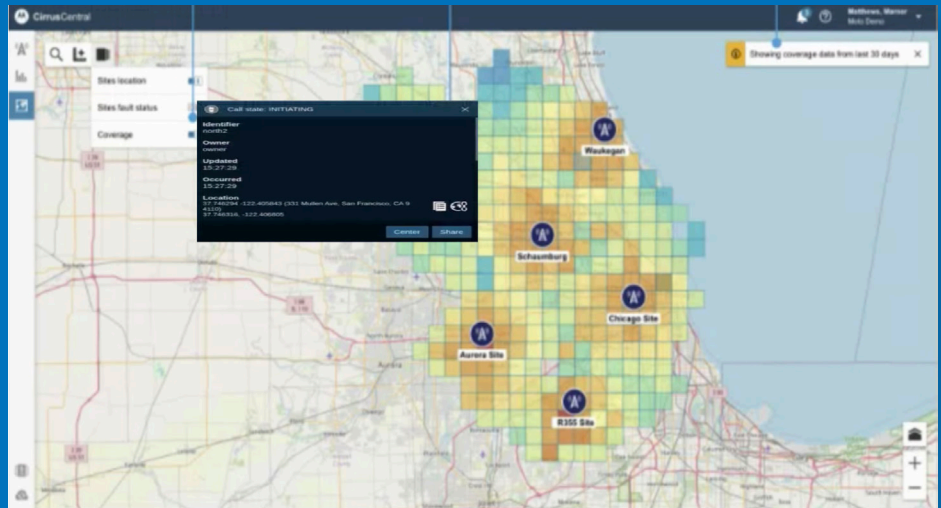
Establish policies to ensure 9-1-1 operational continuity.

GAIN SITUATIONAL AWARENESS

From the Situational Awareness view, confirm accuracy in policy routing, view PSAP status and see live system activity. Designated telecommunicators and EOC personnel can manage incidents, specify alternate routing for calls and manage maintenance events, offering efficiencies since all these functions are accessible in one place.

Visibility to:

• Real-time 9-1-1 call flow into and across your NGCS and ESInet networks
• Real-time call volume - delivered to respective PSAP
• Alert of calls that are routed to the PSAPs other than the primary
• Reason calls are being sent to alternate PSAP
• Notifications when a PSAP is receiving alternate or overflow calls from other PSAPs
• Call origination

For more information about Motorola Solutions' Next Generation Core Services, visit www.motorolasolutions.com/ng911

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