NICE

EVIDENCENTRAL

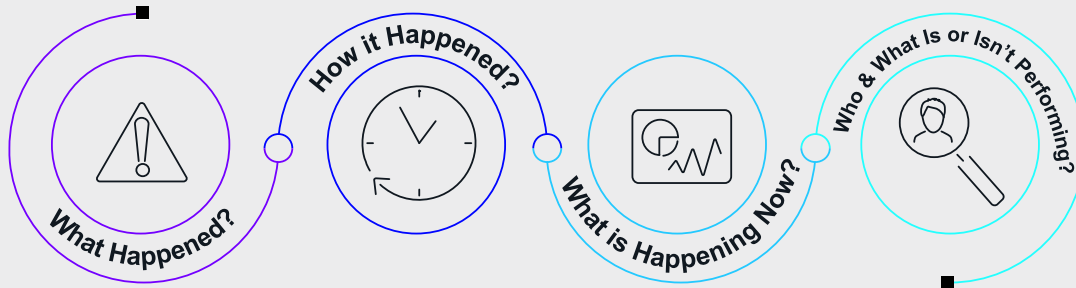## NICE Inform for Emergency Commmunications

TRUTH DEPENDS ON IT ™

TRUTH. AS IT HAPPENED

With emergency communications becoming more complex by the day, and turnover at an all-time high, having the insight and time to focus on staff has never been more essential. That's where NICE comes in. As the single system of record for all your data, we give you more time back in your day to engage with staff, and help you get to the truth that's hidden in your data faster. With the ability to see everything exactly as it happened, and no more unknowns.

Our automated solutions put the truth at the heart of everything you do, whether it's reconstructing incidents, or empowering your telecommunicators to be the best at what they do.

In emergency communications there's no room for compromise. **NICE Inform**, powered by Evidencentral, helps you get it right every time.

NICE INFORM CAPABILITIES

Automated Incident Recording & Reconstruction

Reconstruct Incidents More Thoroughly and Faster
NICE's Automated Incident Reconstruction removes the hurdles of data silos and manual work so you can reconstruct incident timelines faster and more thoroughly, and get back to the important work of supporting your staff. With NICE, incident reconstructions that used to take hours or days now take minutes. Simply enter a CAD incident number, and all recorded calls and associated CAD data are instantly retrieved and assembled on a timeline.

Automated Evidence Production

Digitally Transform Your Audio Reproduction and Sharing Process
Whether they're needed for court cases or investigations, recorded emergency calls help everyone get to the truth of what happened. Are you inundated with audio evidence requests from prosecutors, investigators and other stakeholders? Handling these requests is a time-consuming but essential function of every center. But as backlogs grow and disclosure deadlines get shorter, it's becoming harder to keep up.

NICE digitally transforms the entire audio evidence request, collection and sharing process. Now you can reconstruct incidents faster and more thoroughly. And fulfill requests at the click of a button. Through the power of automation, we can help you eliminate backlogs and duplicate work, improve transparency, and free up time and resources to focus on the human side of emergency communications.

Automated Quality Assurance

Get It Right Every Time with Targeted QA/QI
Quality Assurance and Improvement (QA/QI) is essential to telecommunicator success. When problems are left unchecked, frustration and turnover can bubble over. If you're still doing QA the manual and random way, you could be missing out on opportunities for improvement. **NICE Inform** Elite's Automated and Targeted Quality Assurance helps you get to the truth faster. You can instantly see where telecommunicators are struggling, and get more reviews done in less time. With CAD-driven QA you can even target specific types of calls for review (for example high priority calls that present significant risk of injury or death, or calls which took excessively long to enter or dispatch). Get a timeline view of the entire incident as it happened, including 911 calls, dispatch, and telecommunicator screens. Rapidly identify and diagnose problems and provide fast, meaningful feedback, so your telecommunicators can perform their best.

Real-time Performance Metrics

Find Surprises Before They Find You

In emergency communications, what you don't know can hurt you, and others as well. Oversights don't just impact daily operations, they can endanger lives. Real-time insight into what's happening your center, what's working, what's not, has never been more important. Unfortunately, these insights are hidden away in a myriad of different systems and data. NICE provides a single automated collection and analysis point for all of your incident data, so you can get to the truth faster. As a single system of record for 911 center data, **NICE Inform** Elite features intelligent dashboards with dozens of real-time metrics that provide instant visibility into what's performing and what isn't. You can even drill down to listen to the actual recordings of incidents to understand what happened, and why.

NICE INFORM APPLICATIONS

Inform Multimedia Recorder

Captures, consolidates and synchronizes analog, digital and VoIP calls, radio traffic, operator screens, text-to-911, videos, photos, comprehensive computer-aided dispatch (CAD) data, locations from geographic information systems (GIS) and RapidSOS, ESInet data, and other information via its broad range of integrations. The robust P25 radio over IP (RoIP) recorder has been developed, tested and deployed jointly with Motorola and others over nearly 20 years.

Inform Reconstruction

Rapidly assembles and synchronizes isolated multimedia communications and data from multiple sources 50% faster with CAD integration.

Inform Organizer

Synchronizes, organizes in incident folders, and stores incident evidence, including third party documents, photos, audio and video files. It protects incident evidence with secure access for authorized reviewers. Integrated Inform Media Player ensures accuracy, authenticity and integrity of exported evidence collections while maintaining chain of custody.
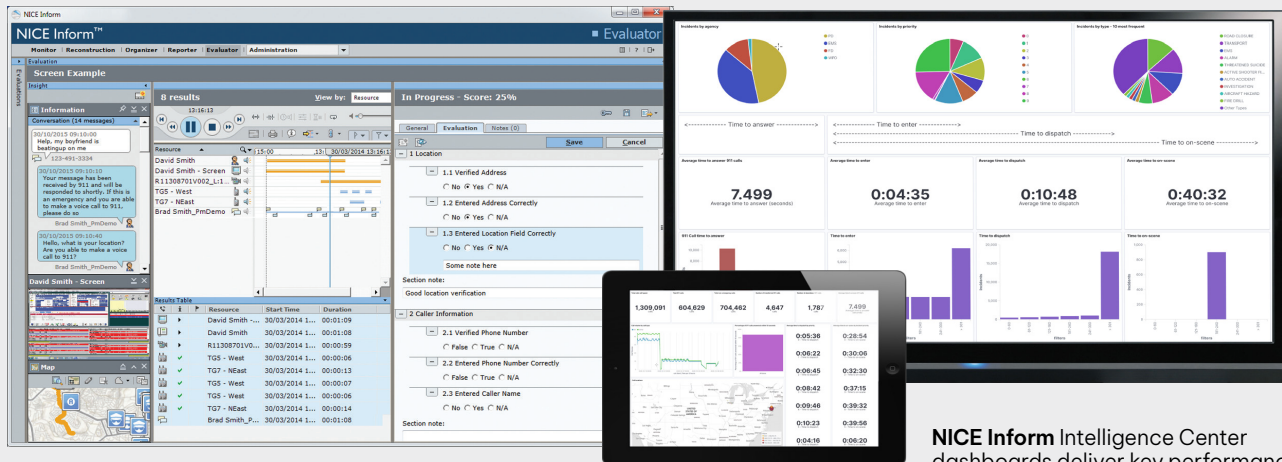
Inform Evaluator

Leverages CAD integration, performance metrics, and automated, intelligent workflows to automatically identify and schedule for evaluation the most coachable recorded communications. to improve performance gaps and compliance violations.

Inform Intelligence Center

Consolidates data from CAD, telephony, radio, text-to-911 and more, automatically calculating metrics to provide historical and real-time views of performance across multiple dimensions – call volumes, time to answer, time to enter, durations and hold times, dispatch times, on-scene response times, and many other metrics – with the ability for users to drill down to root causes, including playback of associated audio recordings and views of detailed quality evaluation ratings.

Inform Health Manager

Provides detailed device and user activity monitoring to track, visualize and rapidly alert to specific events via web-based and local user interfaces.

Quality Assurance evaluation of multimedia incident communications made easy with synchronized playback next to customizable scoring forms.

NICE Inform Intelligence Center dashboards deliver key performance metrics and critical insights into incidents in near-real time.

NICE

TRUTH DEPENDS ON IT™

About NICE Public Safety & Justice

With over 3,000 customers and 30 years' experience, NICE helps all types of public safety and criminal justice agencies, from emergency communications and law enforcement, to prosecutors and courts, digitally transform how they manage digital evidence and data from beginning to end, to get to the truth faster. NICE's Evidencentral platform features an ecosystem of integrated technologies that bring data together to give everyone a single view of the truth, enabling public safety and justice agencies to do what they do better – whether it's responding to incidents, investigating and building cases, or prosecuting crimes. With comprehensive digital transformation solutions that can be deployed across entire counties and states, NICE also helps everyone work better together, so justice flows more smoothly, from incident to court.

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