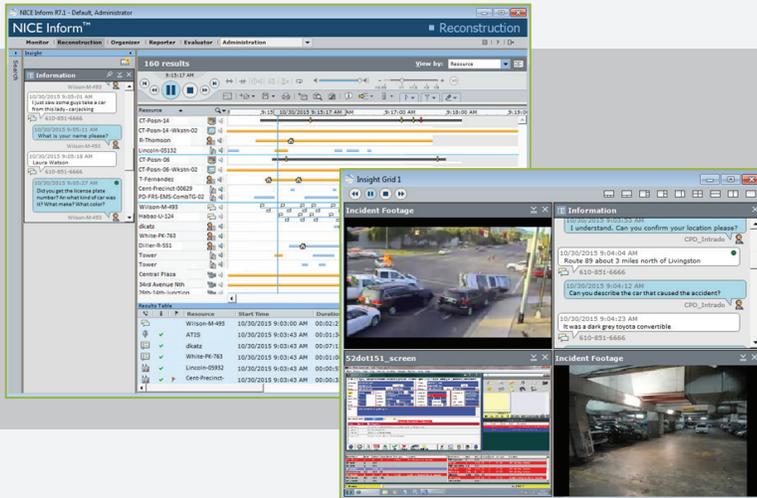# NICE ■ Inform

Unified Multimedia Audio, Screen and Text-to-911 Recording

Recording

"The NICE Recording solution gives us a complete record of each event – dispatcher entering the call into CAD, communicating with the caller or officers, and a scene video. It already helped us solve sixty robberies."

– Captain Robert J. Haffner, Bethlehem Police Department, Support Services Division, Pennsylvania

NICE Recording (NRX) is the most powerful communications recording solution available today, specifically designed to meet the mission-critical needs of the public safety emergency communications environment. It reliably logs and synchronizes 911 calls, including digital, analog, and VoIP calls, conventional and P25 radio transmissions, text–to-911 interactions, video, images, console screens, locations from geographic information systems (GIS), and integrated feeds from other sources such as CCTV video. NICE Recording scales and adapts from single PSAP centers to complex environments with multiple sites, networks, or multimedia calls.

NG9-1-1 Ready

NICE Recording spans all forms of Next Generation 9-1-1 communications in a unified solution, including inbound and outbound text messages agnostic to text aggregation solutions or delivery methods – Direct IP, Web Interface or TTY. Tested at industry collaboration events, NICE Recording is a future-proof platform designed to comply with National Emergency Number Association's (NENA's) i3 MSRP and the European Emergency Number Association's (EENA's) NG112 standards.

Uprecedented Flexibility & Scalability

Apart from recording audio and SMS text, you need to be able to integrate with other systems for expanded data collection, have flexible recording and storing options, quickly find recorded communications, and have the ability to easily and securely share information on moment's notice. And it all needs to be done cost effectively. NICE Recording provides you with these benefits and many more.

Intuitive All-in-One Interface

NICE Recording is packaged with the web-accessible NICE Inform application for feature-rich yet easy to use industry-leading evidence management that helps you organize, synchronize and put all of your multimedia incident information into context.

NICE®

Feature Highlights

With fast and intuitive configuration and administration, you can capture, store, manage and replay calls as soon as the installation is completed.

- **Advanced Call Finder** – precision searches leverage expanded metadata captured via CAD, D-channel, and other integrations. Quickly find calls based on caller ID, call duration, date and time, user name, channel ID, call direction, CLI/dialed numbers, Incident ID, Incident type, notes, marked calls, and more.

- **Powerful Replay Capability** – instant replay and live monitoring through NICE Inform Verify and NICE Inform Monitor. Supports replay of earlier parts of calls in progress. Variable speed playback and loop replay aid in understanding.

- **Highest Security Levels** – roles-based access, AES 256-bit encryption; MD5 fingerprinting, granular user access profiles, web-based admin, and more.

- **Open Architecture** – support for Windows OS, SQL database, and COTS server chassis.

- **Variety of Recording Methods** – full-time or rules-based recording, including recording on demand (ROD).

- **Optional Selective Call Deletion** – automatically delete recordings based on retention schedules or set up rules for deletion of marked calls. Retain metadata captured with recordings even after voice or text media is deleted.

- **Wide Range of Storage and Archiving Options** – select the storage medium that best meets your cost and efficiency targets. Options include local storage to standard hard drives with a choice of 10 compression algorithms, archiving to SAN/NAS and RDX, central storage to SAN/NAS, EMC Centera, or NetApp Snaplock. Define schedules for automated archiving.

- **Easy Deployment** – use commercial server hardware, install remotely (option), choose Windows 2008 or Windows 2012.

Supported Platforms and Networks

NICE Recording offers the broadest variety of telephony integrations and it can support VoIP, TDM and hybrid networks in a single server.

- **Telecommunication Lines** – all digital and analog PBX systems are supported as well as analog extensions and E1, T1, ISDN, PCM, and CAS connectivity.

- **Digital and VoIP Extensions** – Alcatel-Lucent, Ascom, Aspect, Avaya, Bosch, Ericsson, Fujitsu, Goldstar, Intertel, LG, Mitel, NEC, Nitsuko, Nortel, Panasonic, Realitis, Rockwell, Selta, Siemens, Tadicom, Toshiba. Active and passive VoIP support including Avaya, Cisco, Mitel, Siemens, Alcatel- Lucent.

- **Radio Integrations** – Motorola Astro and Dimetra, including Dimetra end-to-end encryption support, Harris OpenSky and P25 (with and without AES encryption), Airbus P25 and Airbus TETRA.

- **Transitional NG9-1-1 Networks** – supported with SIP trunk logging.

About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the first digital investigation solution for law enforcement that automates and expedites the entire digital investigation process, helping to solve more cases faster. Over 3,000 organizations worldwide rely on NICE Public Safety solutions.