

PUBLIC  
SAFETY  
SOLUTIONS

Insight from Interactions

**NICE**

Call logging or voice recording is a core element of infrastructure for the communications center, and is fundamental in the effective management of evidence disclosure and complaints. From the recording of emergency calls from the public, through to radio transmissions between staff, to enquiry centers, crime reporting facilities or any interaction that could result in mistakes or miscommunication. A telephone or radio conversation exists for only a moment in time and is then gone - forever. Making voice recording the only way to, instantly review details, clarify garbled communications, prove & justify actions (evidence) and mediate with staff to improve levels of service and address complaints.

NICE Systems call logging solutions offer the world's leading recording capabilities, ensuring whatever data source you need to record can be achieved as and when you need it. Delivered through a common architecture to provide powerful storage and retention facilities, all delivered via our specially designed application suite that makes accessing the data fast and effective for public safety professionals.

**Voice Recording:**  
*Telephony (Analogue, Digital, E1/T1, and proprietary switch interfaces, etc.) Conventional Radio, Trunked Radio, TETRA / TETRAPOL, SmartNet, SmartZone, Airwave, EDACS, IP Telephony, IP Radio, FAX*

**More than just call logging** - NICE is leading the market in deployment of operational applications with integration into the telephony / radio and CAD systems to provide incident based evidence output, sophisticated decision support and quality measurement solutions. If you are looking to make better use of resources and optimize effectiveness, NICE can help support programs and initiatives, always maintaining the vital link with the original conversations and interactions. With installations in some of the worlds most demanding environments, NICE knows how to deliver performance;

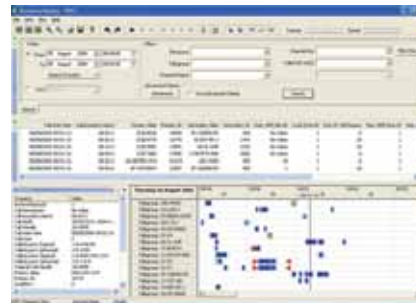
- Air Traffic Authorities (FAA)
- Bank of England
- Dallas/Fort Worth International Airport
- European Space Agency (ESA)
- London Underground (Transport for London)
- New Jersey Transit (Public Transportation)
- New York Police Department (NYPD)

With systems that scale from a few channels of recording to fully integrated enterprise video / voice solutions, NICE has an affordable solution to scale to every need, with the reassurance that if you need advanced applications or integrations in the future, it will be a simple upgrade whenever you need it – no hassle, no worry, no mistakes.

**Radio Integration With:**  
*Conventional – UHF, VHF, Motorola, Nokia, M/A-COM, OTE, Frequentis, Siemens, Rohde & Schwarz, etc.*

## MEETING FREEDOM OF INFORMATION & DISCLOSURE REQUIREMENTS

NICE has developed storage and retrieval options enabling automated compliance to data retention and deletion of data to comply with internal disclosure and retention policies, in addition to national or state policy. Our solution offers integration with some of the world's largest storage vendors, such as IBM and EMC<sup>2</sup>, offering total integration with IT data storage and intelligent records management systems. This single step not only ensures compliance but also can remove the need for system administration of archives, freeing up huge amounts of resource time and storage costs. Many long-term online storage solutions can prove to be lower cost options than purchasing media for many years; in fact, the online capacity can be purchased incrementally so budgets can be allocated as they would be for purchasing media!



Scenario Replay -  
Advanced Evidential  
Collation & Disclosure

**Data Recording: Video - High def, PTZ, CCTV, etc.**  
*Data - Radar, Email, Chat, SMS, SDS, CAD, ICCS, etc.*

## MEETING GOVERNMENT TARGETS

Ever changing targets from the state or local government means you need to rapidly adapt processes and systems to improve and prove that targets are being met. NICE's Quality Measurement solutions are based around the core technology used day to day to protect staff and provide evidence – the recording system - and as such always maintains links with primary evidence. NICE's quality measurement and performance management package offers unlimited flexibility for measurement of incident management, effectiveness and quality of service. Additionally, it can measure criteria such as call handling performance, quality of service to the public,

abusiveness, and call taker accreditation, and offers a practical approach to measuring and justifying statistics generated from the MIS or telephone systems. With built-in management reporting and the ability to measure and report on any function or process, the system offers performance measurements that are otherwise impossible to create. Proven performance, made measurable & supported by evidence – NICE's Quality Measurement Solutions.

## HELPING PUT RESOURCE BACK ON DUTY

NICE's systems have been designed to offer options that deliver a maintenance free solution, relieving operations of the need to change tapes, clean drives and collect / store media. By providing calls for replay instantly and evidence disclosure up to 90% faster, NICE is optimizing our systems to optimize your performance.

## DECISION SUPPORT WHEN YOU NEED IT MOST<sup>1</sup>

NICE is pioneering the application of our proven analytics technologies for voice and video within the control center environment. Real time alerting to voice recognition, word spotting and stress analysis, offer an effective tool for proactive alerting to known felons, repeat / nuisance callers, threats / abuse and improved management of staff to address stressful and emotional situations before they lead to sickness and absenteeism. Similar technologies within our video solutions means detection of moved or stolen objects, left baggage, stopping or loitering in no stopping or no access zones and access monitoring to prevent tailgating and unauthorized access. These alerts are linked to the initial incident for instant review from the alert point – decisions supported by facts.

Part of our decision support suite is our latest Last Message Replay (LMR) application, designed to deliver with a single click a users last 10 calls, 30 minutes or a shift's worth of calls, instantly for review. Supervisors can use LMR for review of teams or groups, all designed to operate on the latest desktop platforms or touch screen consoles without requiring additional hardware. So whether using LMR as the primary look up tool or as part of your fall back procedures LMR delivers, fast & effective.



Last Message Replay - Instant verification & review

## VOICE RECORDING FROM NICE – WHAT DO YOU GET?

A self-contained logging and replay solution, with optional applications and integration for unlimited scalability and integration.

### Fitted as Standard:

- From 4 to 480 channels of recording from a single 4u 19" rack mount server
- Highest quality components – High specification hardware
- Built in redundant power supplies as standard (3x Hot Swap auto ranging 110-240v)
- 24/7 (SCSI) HDD for ongoing performance and reliability
- Dual DVD (9.4GB) or AIT (25 to 50GB) archive drives or online storage options
- Built in CTI capability for free seating and additional switch / CAD data
- Scenario Replay, Last Message Replay & all configuration & maintenance software
- Real time live monitoring
- Call taker / dispatcher login & data annotation
- Call taker / dispatcher grouping
- SNTP time synchronization
- SNMP management alarming output
- Media Management application – Media Library for fast location and retrieval of media
- Analog outputs for replay via telephone or loudspeaker etc
- Filtered & lockable front covers
- Full approvals for all national and international safety and electronics approvals - UL, CE, BABT, etc. (certificates available on request)

See data sheets for full specifications.

## BASIC OPTIONS

- Advanced compression algorithm offering a class leading 5.3Kbs (over 2 times better than GSM) – Get twice as much data on HDD and archive - halve your media and storage costs
- RAID 1 hot swap HDD for resilient operation
- RAID 5 (internal) hot swap HDD, for additional capacity and resiliency
- Centralized archive via our intelligent 'Storage Centre' software – to optimize storage and data transfers / retention
- Integration toolkits for customized recording integration and data annotation

## RESILIENCE OPTIONS

- Hot Standby – fully duplicated system offering no single point of failure
- N+1 Hot Standby (Bus Acquisition operation) – a single logger supporting up to 15 primary loggers, with intelligent switching to backup loggers in the event of a primary system failure (also available in N+2)
- Storage Center Replication – multiple storage centers with exact copies of data offering total resilience and no data loss in the event of losing contact with any given location
- These are a few examples of resilience and fall back options available, NICE can build specific solutions to meet any need, at any point in the solutions deployment

## WHY NICE?

NICE is the largest global supplier of recording and quality solutions, recording more interactions from more data sources than any other manufacturer. Following the acquisition of Thales Contact Solutions (formerly Racal Recorders) in 2002, NICE has strengthened its Public Safety team with over 50 years of experience in serving the public sector, reinforcing our commitment to provide the world's leading products, solutions and services, enabling our customers to optimize the value of their investments, ensuring our customers can focus on the freedom, mobility and security of the public. With dedicated research, development and sales teams focused on the needs of public safety organizations, NICE is investing in the long-term to provide ongoing cost-effective solutions that meet the needs of services for the future.

NICE has local representation in over 110 countries world wide, with regional offices supporting our local dealers and channels based in the UK, Germany, France and North America. You can be assured of fast effective support from our experienced staff and channels when you need it.

With installations and integration using diverse technologies, NICE has proven solutions and a track record for delivering advanced, reliable solutions to many diverse customers:

- Communications recording for government and law enforcement agencies, defense organizations, air traffic control and similar transportation organizations
- Multimedia surveillance and control for government agencies, hospitals, transportation, airport security, correctional facilities and town centers
- Software, equipment, consulting and professional service solutions for contact centers, financial institutions, investment management and retail companies
- Multimedia surveillance and control for corporate facilities, casinos, hospitals, and other centers with large ongoing human and vehicular traffic flows

Put simply, NICE is a large organization, financially stable and has the reach and infrastructure to support and develop customers at a local level wherever they may be. With proven reliable technology, and a client list that reads like the who's who in public safety, NICE is not only a good choice - it is a safe choice!

**NOTE:** Items marked with † are only available on a project basis, please contact your local NICE representative for details.

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