

A Next Generation Solution. Proven for Today.

Your PSAP has to do more than ever before. Answering calls that come in via landline, cellphone, and text. Dealing with “pocket dials.” Video images. Technology that past generations of dispatchers couldn’t even imagine. Your call takers are too busy to pull data from multiple locations. They’re working hard to do more. Dealing with ever-changing requirements of NG9-1-1. Your current solution isn’t adapting quickly enough. You need a solid 9-1-1 solution that will meet your needs now. And for years to come.

NG9-1-1 Proven.

Position your agency at the forefront of NG9-1-1. **Zuercher 911** has established connectivity to statewide Emergency Services Internet Protocol Networks (ESInets) and call delivery using Session Internet Protocol (SIP) in many states. You get the highest level availability. While reducing your overall IT footprint with a system that is fast and easy to manage.

Zuercher 911 is NENA i3 ready for all of today’s technology. You can accept and interact with communications from multiple mediums. You’re ready for voice, text, images, and video. With a truly “Next Generation” system.

Seamless Integration.

Get a fully-integrated way to handle text-to-9-1-1 calls. 9-1-1 text-based calls are integrated within the same call processing workflow as voice calls. No need for a separate application, operational procedures, or additional training for call takers to receive 9-1-1 text-based calls.

Pocket dial? No Problem.

Accidental and abandoned 9-1-1 calls don’t need to strain your already overloaded PSAP staff. **Zuercher 911** utilizes outbound text messaging to automate abandoned call processing. Free up your valuable resources to process legitimated 9-1-1 calls.

Scalable, Flexible: Just the Way You Need It.

Zuercher 911 is extremely scalable. You can meet your technical requirements: whether your dispatch center is small or large. We've got an affordable softswitch options for every type of PSAP looking for the right NG9-1-1 solution. The system is ideal for single site, multi-site, and geo diverse operations.

The system is also flexible enough to meet any operational needs. The call presentation in **Zuercher 911** provides for a variety of options, including full ringing line visibility at all stations. Your agency administrator or the individual user determines the layout that makes sense to them. Configurable layout, plus one-click interactions make the system easy to use. With less training.

A Unified Approach.

Zuercher 911 with a Zuercher Suite system is an efficient, affordable way to leverage the architecture and scalability of your 9-1-1 and software solutions. Consolidate your hardware and computing resources by using the two together. Combine the functions of **Zuercher 911** with your Zuercher CAD. Deliver more information to your call takers. Reduce the time you need to process calls and dispatch responders.

Make It Happen.

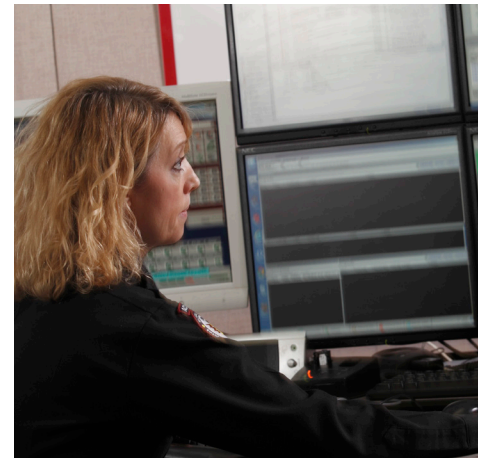
Get ready for a proven 9-1-1 PSAP solution. Contact our sales team for information or a demonstration of **Zuercher 911**.

Features and Benefits

- NG9-1-1 proven
- Ability to manage voice, text, and multimedia in the same user interface
- Based on today's IP-focused technologies
- ESInet connection ready
- ALI discrepancy management
- Short-term instant recall functionality for rapid quality assurance checks
- Standard and configurable reports for real-time and historical reporting of vital statistics
- Robust integration with other PSAP technology
- Virtualized system for maximum redundancy
- Reduced IT infrastructure and costs

System Components

- 911 Client
- 911 Server
- ALI Controller
- Softswitch
- IP PoE telephones for workstation
- Admin phones
- AudioCodes gateways
- Headset interface for telephone and radio



"WE FEEL VERY CONFIDENT THAT THE 911 SOLUTION WILL MEET OUR NEEDS AND PROVIDE US WITH A QUALITY PRODUCT TO IMPROVE OUR OPERATIONS TODAY AS WELL AS EXPAND TO ACCOMMODATE FOR GROWTH AND EMERGING TECHNOLOGIES."

EXECUTIVE DIRECTOR JOHN
STUERMER
HAMILTON COUNTY
911 EMERGENCY
COMMUNICATIONS DISTRICT,
TN