Digital Transformation in Public Safety

Supporting On-Premise, Cloud or Hybrid Infrastructure

NWN Carousel Public Safety Solutions

POWERED BY

MOTOROLA SOLUTIONS

MicroAutomation CUSTOMER CONTACT SOLUTIONS

CARBYNE

RapidSOS

CONVEY911

exacom

Products & Services

- NG9-1-1 Technology Solutions and Consulting
- Next Generation Contact Center
- Records, Emergency Notification
- Maintenance & Managed Services
- Implementation & Professional Services

Key Public Safety Clients

We currently support over 230 PSAPs through out the country including

- Arlington County, VA
- City of Alexandria, VA
- City of Baltimore, MD
- City of Los Altos, CA
- Pinellas County, FL
- Nassau County, NY

NEXT GENERATION 9-1-1 (NG9-1-1)

NWN Carousel Public Safety solutions, powered by our trusted partners, offer fully integrated 9-1-1 call processing, support, and services to streamline operations for public safety agencies.

Whether you're ready for cloud transformation or wish to keep your communications on-premise, our Public Safety experts will help streamline your workflow and operations for dispatch, field response and reporting, and records management functions.

Today's legacy 9-1-1 infrastructure will not support the NENA i3 NG9-1-1 standard required. Public Safety environments small and large are faced with how to successfully deploy NG9-1-1. Additionally, the role of the traditional 9-1-1 integrator is rapidly changing based on the shift in supporting technologies necessary for NG9-1-1.

NWN Carousel customers view us as their trusted advisor and rely on our industry knowledge and expertise to architect, install and support their mission critical environments, thanks to our long legacy in telecommunications and deep technical expertise in product sets such as IP telephony, data network and call center applications. These skill sets are proving critical for the current marketplace, particularly in that the NWN Carousel approach greatly simplifies the task of migrating to a NENA i3-based solution.

Our Public Safety Practice solutions portfolio meets the diverse needs of both small and large PSAPS. Our solutions powered by Motorola Solutions, MicroAutomation, and Carbyne – integrate with all 911 Core Service Network Providers (Atos, Lumen, NGA911 and Synergem).

Key Features Include:

- Familiar user interface
- Customizable screens
- Universal user interface
- Comprehensive wireless call handling

- High-level integration with Computer-Aided Dispatch (CAD), mapping, Management Information Systems (MIS), radio, Digital Logging Recording (DLR) and more

- Compatible with enterprise MIS and Geographic Information Systems (GIS) systems
- Information is viewable at-a-glance

Our Public Safety solutions can be deployed in a private cloud or hosted environment, on-premises, or as hybrid providing the highest level of availability and redundancy for PSAPs of all sizes. Designed exclusively for Public Safety communications, our best-in-class 24/7 monitoring and managed security services reduce risk, save time and maximize performance.

Our services include state-of-the-art technology, processes, and tools, all provided by our highly trained, dedicated team. Our advanced systems facilitate true Emergency Services-grade monitoring and management.

- Real-time monitoring of systems, devices, and applications
- Fault remediation, notification, and escalation
- Advanced metadata-driven rules for incident correlation to simplify alarms and accelerate mediation
- Enterprise network management capabilities including:
- Asset discovery and inventory

- Software distribution, automated patching, operating system deployment, power management, and remote desktop control
- Managed Detection and Response (MDR) security services, combining technology and human expertise to perform threat hunting, monitoring, and response

Key Benefits Include:

- Brings modern, IP functionality to public safety and private security operations
- Offers highly flexible configurations to meet specific on premise or remote call processing needs
- Ensures maximum redundancy through the physical distribution of critical components

- Utilizes standard, off-the-shelf servers, routers, etc. for a wide range of performance and pricing options
- Accommodates dynamic "add-in" of new call takers as needs change
- Allows new capabilities to be added or call capacity increased as necessary

About NWN Carousel

NWN Carousel is the leading Cloud Communications Service Provider (CCSP) focused on transforming the customer and workspace experience for commercial, enterprise and public sector organizations. We deliver hybrid work experiences for millions of users across North America's 7,000 leading organizations. Our integrated devices, communications apps, AI-enabled contact centers, networking, security, and analytics allows our customers to learn, discover, work, and connect from anywhere – all delivered as a cloud service that's simple to use and manage. To learn more about our solutions please call **800-401-0760** or visit **www.nwncarousel.com**

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