NICE

NICE · Inform

Next Generation Recording
and Incident Intelligence Platform

Improve the Performance and Future-Proof
YOUR OPERATIONS

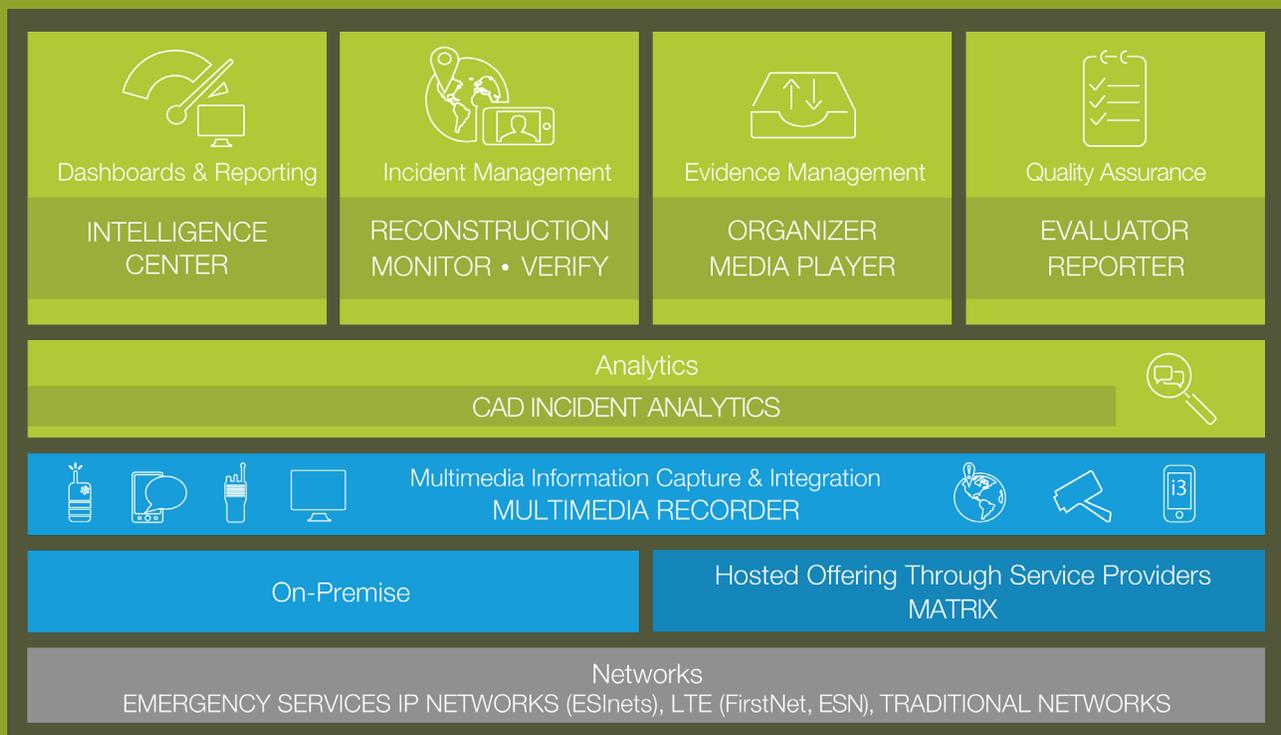## Performance Measurement *re*Invented

Next Generation 911, text-to-911, Public Safety LTE, increasing citizen needs and expectations as well as new Quality Assurance and Improvement (QA/QI) standards are all dramatically changing the Public Safety communications landscape. That's why NICE is reinventing recording and incident intelligence management – to help you improve your PSAP operations today while also preparing for what's on the horizon.

The revolutionary new **NICE Inform** captures and analyzes ALL of your communications to put recording to work for you. Powered by CAD Incident Analytics, **NICE Inform** lets you use CAD data to instantly find all 911, radio and text calls associated with incidents for investigations and to perform QA evaluations in half the time. Say goodbye to waiting days or weeks for manual performance measurement reports and make smarter decisions faster using NICE Inform Elite's Intelligence Center. See your performance metrics and identify issues and their root causes earlier, so you can meet your performance targets and improve your emergency response.

The NICE Inform Platform

NICE Inform is a platform comprised of modular applications for incident information management that can run over traditional and IP-based networks. It records multimedia interactions between the public, emergency centers and first responders, and can automatically collect CAD incident data. All captured incident information is synchronized with call, radio, text-to-911 and console screen rcordings and put into context to help you improve investigations, policy compliance and employee performance.

Inform Matrix allows agencies to increase flexibility and save resources by sharing recording systems. Access to recordings and data by each agency is protected with multi-tenant security and database partitioning.

Dashboards & Reporting	Incident Management	Evidence Management	Quality Assurance
INTELLIGENCE CENTER	RECONSTRUCTION MONITOR • VERIFY	ORGANIZER MEDIA PLAYER	EVALUATOR REPORTER

Analytics
CAD INCIDENT ANALYTICS

Multimedia Information Capture & Integration
MULTIMEDIA RECORDER

On-Premise	Hosted Offering Through Service Providers MATRIX

Networks
EMERGENCY SERVICES IP NETWORKS (ESInets), LTE (FirstNet, ESN), TRADITIONAL NETWORKS

A single   complete   true record

NICE · Inform

Record NG911 Audio, Screen & Text-to-911

Inform Multimedia Recorder logs analog, digital and VoIP calls, radio traffic, screen recordings, text-to-911, videos, computer-aided dispatch (CAD) data and locations from geographic information systems (GIS), and integrates with other sources such as CCTV video. The robust radio over IP (RoIP) recorder has been developed, tested and deployed jointly with Motorola and others over nearly 20 years.

Multimedia Incident & Evidence Management

Inform Reconstruction synchronizes and puts into context isolated information from multiple channels recreating who did what, when and where during an incident.

Inform Organizer stores incident evidence, including third party documents, photos, audio and video files, in centralized folders with secure access for authorized reviewers such as investigators and prosecutors. No more having to email .WAV files around and burn CDs. **Inform Media Player** ensures accuracy, authenticity and integrity of data while maintaining chain of custody.

Intelligence Center Dashboards & Reports

Inform Intelligence Center consolidates data from CAD, telephony, radio, text-to-911 and **Inform Evaluator** QA to provide near real-time snapshots of performance across multiple dimensions – call volumes, durations and hold times, dispatch times, on-scene response times, QA scores, and much more – with the ability for users to drill down to root causes, including playback of associated audio recordings. Access web-based interactive dashboards from PCs and mobile devices.

Quality Assurance

Inform Evaluator enables evaluation of everything from a single interaction to complex incidents involving multiple channels, interactions and people. It helps emergency centers identify and improve performance issues, knowledge gaps and compliance violations.

Inform Reporter enables emergency centers to monitor and improve performance and quality via pre-defined, customizable call volume and evaluation reports.

Real-time Decision Support

Inform Monitor provides near real-time monitoring of multiple channels and automatic Recent Call Replay (RCR) of the last call on a selected channel.

Inform Verify enables instant replay of the last recordings over a search period.

Complete Alarm Management

Inform Alarm Management provides detailed device and user activity monitoring to track, visualize and rapidly alert to specific events via web-based and local user interfaces. The automated processes are based on predefined rules that categorize event types by severity and other criteria, and promptly initiate the appropriate response directed to designated users.
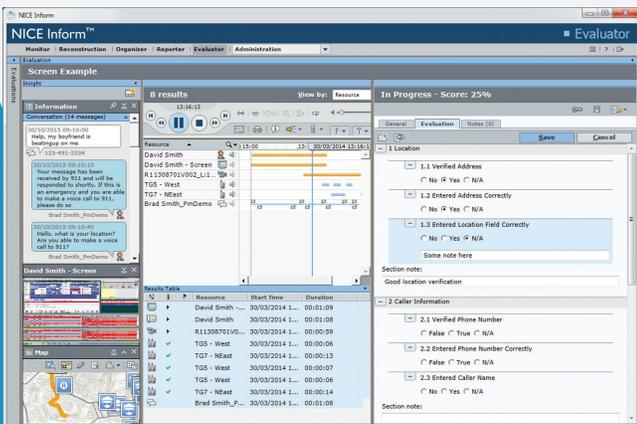
Quality Assurance evaluation of multimedia incident communications made easy with synchronized playback next to customizable scoring forms.

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

Contacts

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. They provide powerful analytics for the improvement of quality and performance of emergency communications teams. NICE Inform, the industryleading incident intelligence solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE public safety solutions.

About NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

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