

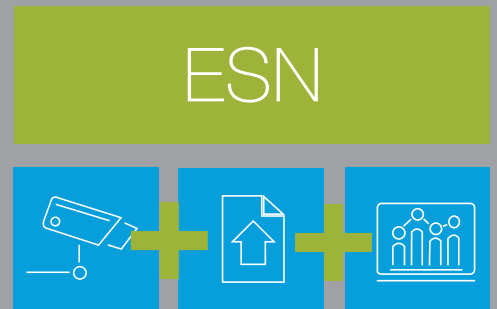
# NICE · Inform

## Get Ready for the NEW Emergency Services Network (ESN) with NICE

The new Emergency Services Network (ESN) is the next generation integrated critical voice and broadband data services for the emergency services and other public safety users.

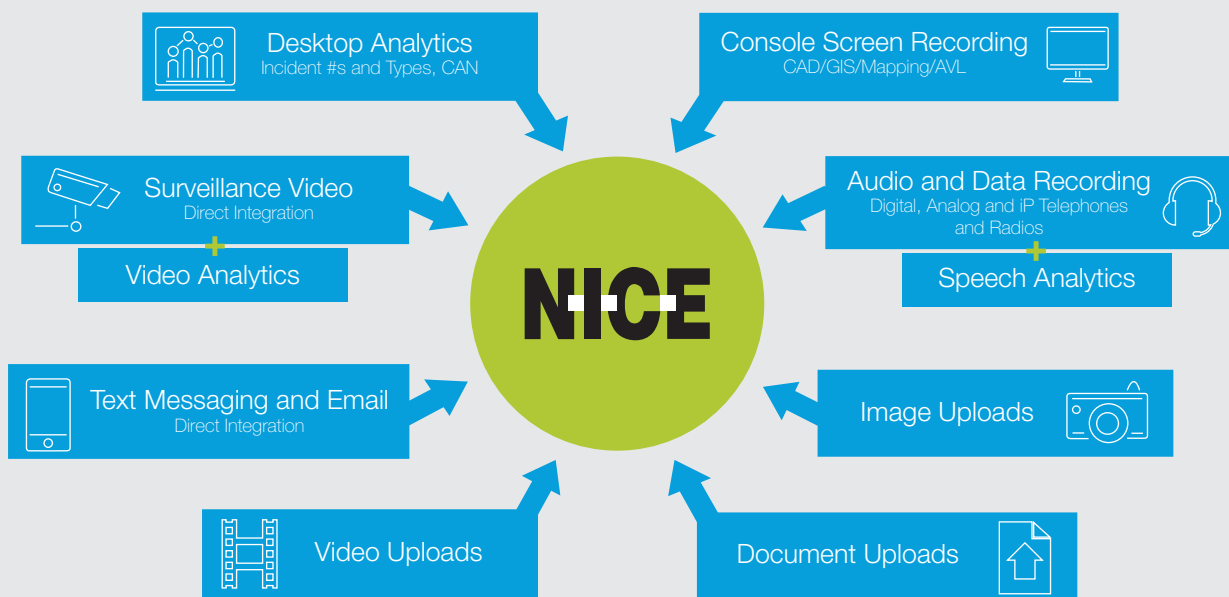
ESN, managed by Motorola, will provide the new resilient national mobile communication system with extensive coverage, high resilience, appropriate security and public safety functionality, allowing users to communicate even under the most challenging circumstances. ESN will also enable integrated critical voice and broadband data services.

Are you ready to grasp the new opportunities of Next Generation ESN recording solutions?



### NICE ESN Recording Solution

NICE Recording and the NICE Inform Digital Evidence Management (DEM) solution, deliver a unified, end-to-end solution for today's rapidly evolving emergency communications management – assuring readiness for ESN. The integration provides the software to record and manage voice, video and messaging communications and all associated metadata directly from the ESN communication system.



ESN Technology Goals	NICE ESN Recording Solution
Readily adaptable to new requirements	Designed for reliability and adaptability, building on open standards technology, service oriented architecture, Commercially-Off-the-Shelf (COTS) hardware, and using standard communication protocols
Provide incident investigation of all voice and data interactions across locations	Fast and easy recreation of incident evidence that may comprise of multiple call, radio, screen video and data recordings across locations
Efficiently capture any mix of analogue, TDM, VoIP, radio and wireless calls	Records all types of audio sources in a unified, centralised fashion
Provide in-depth analytics tools and visibility into operations and voice/data communications	In-depth reports, charts, multi-media scenario recreation & heat maps
Capture video images	Import of objects including digital images, documents and video files and associate with recordings and incidents
Capture call taker and dispatcher calls and predetermined data entries	Capture from control room operator screens, with no need for back-end integration into any of the applications used at consoles
Capture cellular text messaging	Capture from many Text sources and standards
Protect, secure and authenticate all data communications	End-to-End and AES 256 File Encryption, Digitally watermark/sign electronic Incident Information, SSL and TLS for secure transmissions, grant defined access to authorised users only

## The Benefits of the NICE ESN offering

### Proven, Tested End-to-end Solution

Integrated solution for managing, recording, analysing and evaluating all types of communications including voice, video, messaging, screen and data. It improves compliance, training and support for investigations

### Best-of-breed Technology

Proven technical and market leadership in successful deployments:  
- 3,000+ NICE Inform systems installed worldwide

### Future-proof

Designed to meet ESN network infrastructure standards, assuring readiness for today and tomorrow

### Easy Upgrade Path

Modular design provides flexibility to add powerful value-added applications: Screen Recording, Audio Analytics, Quality Assurance Evaluation, and more



### About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency control rooms 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 control rooms 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 organisations worldwide rely on NICE Public Safety solutions. [www.nice.com](http://www.nice.com)