



NICE ■ Inform

Powering Control
Room Performance

Improve the Performance and Future-Proof YOUR OPERATIONS

Managing a Control Room is becoming more complex by the day. Of course, there are the daily challenges of hiring, staffing, turnover, 999 call quality and funding issues. And now, new technology innovations, like Next Generation 999, text-to-999 and ESN, are coming at you at an unprecedented pace, along with growing public expectations of 999.

All of these challenges can overwhelm your control room, and at the end of the day, impact 999 performance and first response. You can't solve them without knowing the answers to these key questions: What's happening in my control room now, and why? What impact are new technology innovations really having on my control room? And how can we better adapt and adjust? Where are my call takers and dispatchers struggling? And how can we help them be more successful, so they're more likely to do a better job, and less likely to burn out and leave? How well are we supporting our first responding member agencies, and how can I better justify funding decisions?

Key questions like these demand smarter solutions and data-driven insights. That's where NICE Inform fits in.

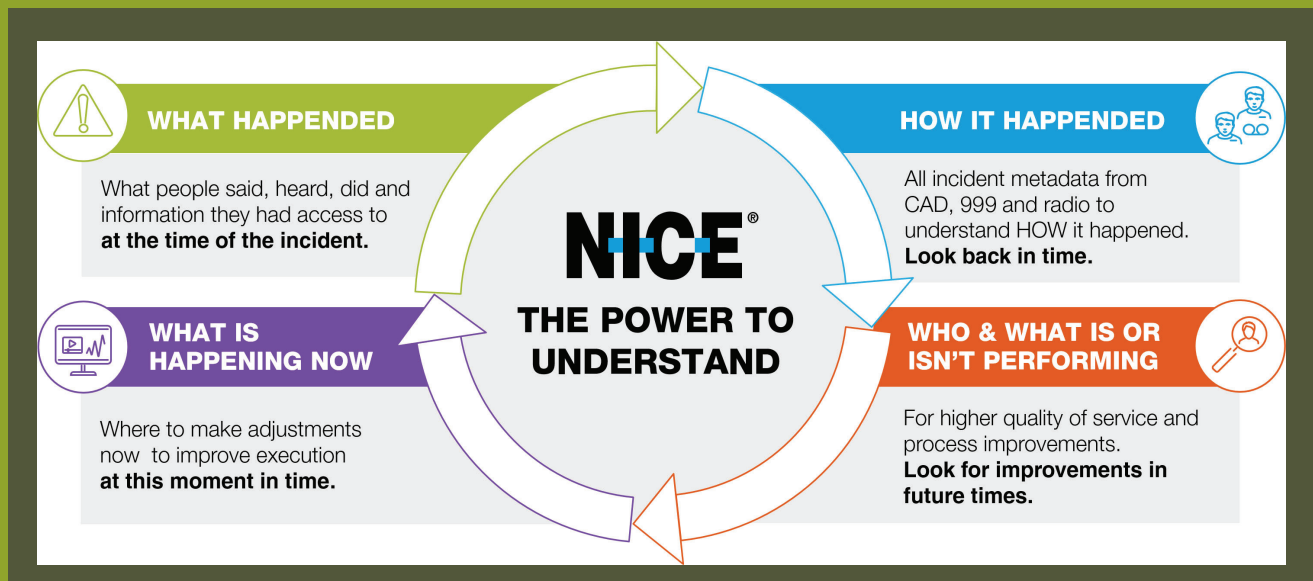
The NICE Inform Platform

At the heart of NICE capabilities is helping agencies understand **WHAT HAPPENED** during incidents, what people heard, said and did, and what information they had access to at the time of the incident as context for their decisions.

NICE systems reside in a unique location within the public safety technology ecosystem - between the CAD, the 999, and the radio system. From this position, we not only record the voice communications, but also collect the metadata coming from these and other systems. By connecting and consolidating all this information, NICE provides a comprehensive insight into **HOW IT HAPPENED**.

With this metadata collected in near-real time and NICE's ability to visualise how the incident happened, NICE solutions reveal **WHAT IS HAPPENING NOW** in your control room. Instead of relying only on the 'number of calls' and 'time to answer' metrics at the end of the week or month, users of NICE solutions can, at any time, see many other metrics describing their incident lifecycle and associated incidents by priority. They see how quickly are the calls being answered, entered into CAD and dispatched, and how long it takes for the first responders to arrive on scene, among a many other important indicators.

Finally, armed with this new insight into what's happening in your control room, NICE also reveals **WHO OR WHAT IS PERFORMING OR NOT PERFORMING**. We connect the performance metrics to the underlying incidents, conversations and actions, so you can drill into and evaluate an incident that did or didn't go as you expected and understand why. Now you can diagnose whether the root of the problem was a shortcoming in coaching, protocol or technology that impacted the handling of the incident. With that insight, you can make correct decisions about changes that impact the performance of your entire control room.





A single



complete



true record

NICE - Inform

Record NG999 Audio, Screen & Text-to-999

Inform Multimedia Recorder logs analogue, digital and VoIP calls, radio traffic, screen recordings, text-to-999, videos, computer-aided dispatch (CAD) data and locations from geographic information systems (GIS) and RapidSOS, and integrates with other sources. 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 rapidly assembles and synchronises isolated multimedia communications and data from multiple channels 50% faster with CAD integration.

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

Intelligence Centre Dashboards & Reports

Inform Intelligence Centre consolidates data from CAD, telephony, radio, text-to-999 and more to provide near real-time views of performance across multiple dimensions – call volumes, time to answer, time to enter, durations and hold times, dispatch times, on-scene response times, and many other metrics – with the ability for users to drill down to root causes, including playback of associated audio recordings. Access web-based dashboards from PCs and mobile devices.

Quality Assurance

Inform Evaluator enables evaluation of everything from a single interaction to complex multimedia incidents involving multiple channels, interactions and people. It helps control rooms apply incident lifecycle metrics to automatically identify, schedule for evaluation, and improve performance issues, knowledge gaps and compliance violations.

Inform Reporter provides customisable call volume and evaluation reports.

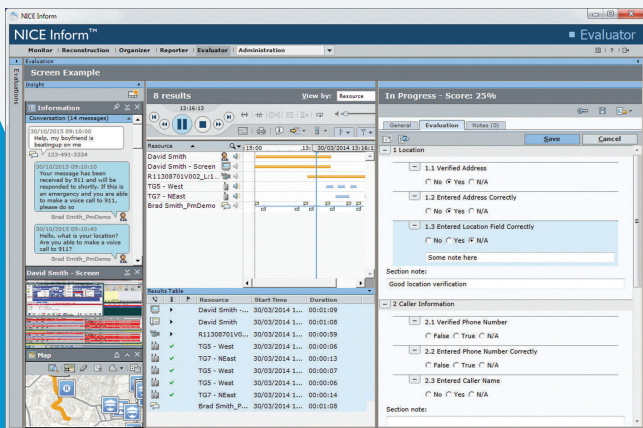
Real-time Decision Support

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.

System Health Management

Inform Health Manager provides detailed device and user activity monitoring to track, visualise and rapidly alert to specific events via web-based and local user interfaces. The automated processes are based on predefined rules that categorise 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 synchronised playback next to customisable scoring forms.



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

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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 control room teams. NICE Inform, the industry-leading incident intelligence solution, gives emergency control room 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.

About NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analysing 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 organisations 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 organisations in more than 150 countries, including over 80 of the Fortune 100 companies.