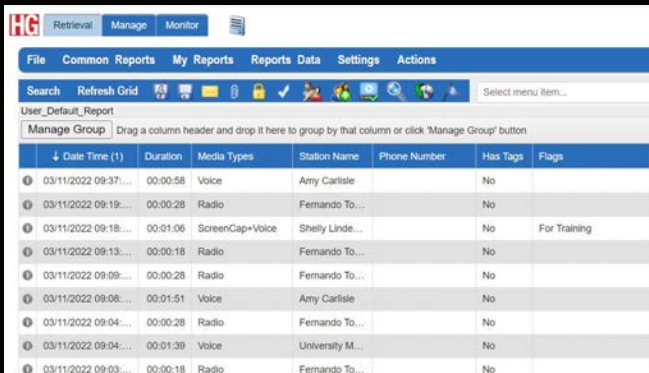




NG9-1-1 ECC Recording



↓ Date Time (t)	Duration	Media Types	Station Name	Phone Number	Has Tags	Flags
03/11/2022 09:37:...	00:00:58	Voice	Amy Carlisle		No	
03/11/2022 09:19:...	00:00:28	Radio	Fernando To...		No	
03/11/2022 09:18:...	00:01:06	ScreenCap+Voice	Shelly Linde...		No	For Training
03/11/2022 09:13:...	00:00:18	Radio	Fernando To...		No	
03/11/2022 09:09:...	00:00:28	Radio	Fernando To...		No	
03/11/2022 09:08:...	00:01:51	Voice	Amy Carlisle		No	
03/11/2022 09:04:...	00:00:28	Radio	Fernando To...		No	
03/11/2022 09:04:...	00:01:39	Voice	University M...		No	
03/11/2022 09:03:...	00:00:18	Radio	Fernando To...		No	

Feature Rich Capabilities!
HigherGround's Next Generation Capture911 is reliable and cost-effective. It records multiple channels for incident reconstruction and includes a QA module. Capture911 integrates data from multiple sources into a single, synchronized holistic view.

"We chose HigherGround over other manufacturers because Capture911 offered several feature rich capabilities including: extensive reporting capabilities, ease of configuration and use, the ability to have hardware redundancy, licensing flexibility and the ability to record in the fashion that we wanted to. It's awesome! I love the database!"

Mike Voss
Technical Services Manager, Skagit911, WA

"The recording system is a key component in our quality assurance system... The QA tool is an outstanding resource."

Matt Ainsworth
Communications Manager
Longview Public Safety Communications, TX

Features:

- Capture interactions from any device
- Seamless integration with major console, radio and telecom systems
- Recorded interactions and associated metadata available for immediate playback
- Synchronize data from every channel to create chronological incident reconstruction



capture911™

Total Solution

Capture interactions

Records 100% of every call and radio transaction including associated data: time, date, ANI.ALI, radio ID, alias, talkgroup ID, text, video, GIS data, vehicle telemetry data, TTY/TTD, CAD screens and ID's, incident reports, and more.

Compliant and secure

Capture911 ensures public safety contact centers meet current and proposed legislative mandates for recording all interactions. Recorded data is stored and transmitted using encryption, ensuring the most secure environment possible.

Incident Reconstruction

Capture911 collects all the data and virtually re-creates an entire incident in a chronological sequence to accurately reconstruct an event. The easy-to-use interface provides efficient and effective investigation analysis

Assessment & Training

Maximizes quality assurance and ensures regulatory compliance by assessing and improving the skills of call takers and dispatchers through routine evaluation of recorded interactions. Form-based evaluations and customized scorecards provide effective feedback and training.



What our customers are saying...

"I trust my IT Manager and listen to what he has to say. My IT Manager said this about HigherGround:

'Our old recording system was failing on a regular basis and the vendor wanted too much money to upgrade to their latest version. ... We ended up purchasing the HigherGround Capture911 system from Commercial Electronics and we have never looked back. Unlike our old system the HigherGround system was easy to install and configure, and very simple to use. ...The support we have received from Commercial Electronics has been outstanding, and we would definitely recommend them to other agencies.' "

Keith Flewelling
Executive Director
Thurston 911 Communications
Washington

"We chose HigherGround over other manufacturers because Capture911 offered several feature rich capabilities including: extensive reporting capabilities, ease of configuration and use, the ability to have hardware redundancy, licensing flexibility and the ability to record in the fashion that we wanted to.

It's awesome! I love the database!"

Mike Voss
Technical Services Manager,
Skagit 911
Washington

"The recording system is a key component in our quality assurance (QA) system. We utilize the system daily to review call-taking skills, complete EMD QA, and evaluate radio operator processes. The QA tool is also an outstanding resource.

The Commercial Electronics sales team is outstanding. They are genuinely interested in achieving maximum results while minimizing costs, which from a local government perspective, is essential to maintaining a long-term relationship."

Matt Ainsworth
Communications Manager
Longview Public Safety Communications
Texas

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🌐 comelectronics.com