HG
HigherGround
TECHNOLOGY SOLUTIONS

CRITICAL COMMUNICATIONS RECORDING WITH CONFIDENCE

Next Generation

capture911™

Incident Reconstruction

| Phone | Email | Chat | Radio | SMS | GIS | Mobile | Video | Photo |

THE HIGHERGROUND DIFFERENCE

HigherGround provides reliable recording for critical communications in Public Safety Answering Point (PSAP) operations, emergency dispatch facilities and 9-1-1 centers. Our multi-channel recording and incident reconstruction solutions transform data into actionable intelligence, enabling operation optimization, enhanced operator performance and reduced costs. HigherGround is a proven industry leader with successful deployments in thousands of PSAP operations.

HigherGround Delivers:

- Customized solutions to meet specific needs and requirements
- High-quality recording that supports contact analytics accuracy
- Certifications and seamless integrations with all key technologies
- Fully upgradable solutions that scale with your system
- True open architecture with non-proprietary hardware
- Quick and professional response from certified technicians
- Secure multi-layer algorithms and encrypted data between client and server

Are You Next Generation 9-1-1 (NG9-1-1) Ready?
Public safety operations are taking on enhanced interoperability expectations and expanded protocols. Citizens are using a wider range of communication devices and emergency responders are being required to manage agency communications, share data, and report results based on open standards. Emergency dispatch facilities, 9-1-1 mobile command centers, and PSAP organizations using HigherGround's Next Generation Capture911 solution can be assured they will be ready for tomorrow's requirements today with free software updates and the ability to upgrade basic systems throughout the duration of their maintenance contracts.

NENA
Next Generation Partner Program

NG9-1-1
Ready

capture911™

THE CAPTURE911 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.

CRITICAL COMMUNICATIONS RECORDING WITH CONFIDENCE

HigherGround's Next Generation Capture911 is a cost-effective, reliable, multi-channel recording and incident reconstruction solution for critical communications in Public Safety. Our solutions integrate data from multiple sources into a single, synchronized holistic view.

Capture911:

- Capture interactions from any device: telephone, radio, email, chat, video, SMS, GIS, mobile phone, and visual images

- Intuitive, easy-to-learn and easy-to-use interface

- Seamless integration with major console, radio and telecom systems

- Exceeds NENA and APCO NG9-1-1 standards

- Record interactions and associated metadata available for immediate playback

- Synchronize data from every channel to create chronological incident reconstruction

- Proactive monitoring and notification ensures 24/7 system up time

- Effective operator assessment and training

CAPTURE911 TOTAL SOLUTION

STANDARD FEATURES	INTEGRATIONS	FEATURE OPTIONS
Recording	Web Integration	Dispatcher Evaluation
Retrieval	Email Recording	KPI Monitoring Dashboards
Reporting	Flex Seating	Screen Capture
Real Time Monitor	SMDR	Mobile Recording
Dashboards		CAD Integrations
Redaction		Speech Analytics
		Survey

Powerful, Easy-to-Use and Flexible

SECURE & FEATURE-RICH

Recording and incident reconstruction solution for the emergency services industry.

DATA INTEGRATION

Consolidates structured and unstructured data from multiple sources – voice interactions, CAD ID, screen captures, ANI/ALI data, GIS data, text messages, video, and more – and structures it into a single synchronized event with corresponding time line.

CUSTOMIZABLE DATA SEARCH

Easy and convenient search options for instant retrieval of archived data and recordings, including CAD ID, station, dispatcher, talk group, radio alias, and more. Incidents can be saved to media files, emailed, or shared via portal media.

ALL-IN-ONE

Records every type of audio (analog, digital and VoIP phones) as well as radio, P25, and dispatcher consoles into a single recording destination. Additionally, Next Gen technologies such as SMS, video, email, and GIS data can be integrated to provide a comprehensive view of an incident.

REAL-TIME DASHBOARDS

Switch between live calls with just one click for visibility of dispatcher activities as they occur, and monitor PSAP key performance indicator metrics.

DIGITAL SIGNATURE

Industry exclusive "Digital Signature" verifies the authenticity of recorded interactions and that recordings have not been tampered with or altered.

VIRTUAL INCIDENT ARCHIVE DRIVE

Recorded incidents and playback software can be saved to preferred archive. This feature securely locks the recordings and any associated incident data on the archive just as it appears in the actual Capture911 software. The preferred storage will play back the entire incident in chronological order from any PC after permissions have been verified.

REDACTION

Enables users to redact or censor portions of recorded interactions to eliminate sensitive data. The redact module does not affect the recordings on the system, but allows saving a copy of a recording with the sensitive data replaced either by silence or by a tone.

SERVICE RELIABILITY

Proactive monitoring of over 350 alarms and critical applications notifies clients of potential problems before they occur. Remote and on-site technicians are available immediately upon notice of critical alarms anywhere in the country.

I'M ALIVE™

Ensures that your critical communications recording system is up and running 24/7 with proactive monitoring and notifications.

ROBUST SECURITY

All network communication between the client and server is encrypted with multi-layer algorithms, ensuring that recorded interactions are contained in the most secure environment possible. No unauthorized access is allowed. Each user is provided with their own individual set of permissions and rights, allowing for sophisticated audits in the event of a security leak.

REPLICATION SOFTWARE

Several automated online storage options are available for instant access to redundant data locations for disaster recovery.

UNLIMITED PLAYBACK

Access data from any position on the network with free unlimited playback licensing.

See what customers are saying
ABOUT HIGHERGROUND

We are done with fork lift upgrades. NextGen Capture911 is an intuitive product. We appreciate the ability for us to do configurations and run several reports on our own without having to involve our tech department.

Cindy Barbera - Brelle, Executive Director Northwest Central Dispatch System

HigherGround is very knowledgeable and was dedicated to customizing a solution that met our needs. They spent significant time investing in a custom integration designed specifically to improve Whitcom processes. As long as they continue to exceed our expectations and provide this level of service and commitment, Whitcom will be a happy customer for many, many years.

Patti Kelli, Director - Whitcom Communications Center

I have been an advocate of HigherGround's Capture911 voice recorder for several years, and was excited to start using the evaluation solution. Capture911 has provided our agency with a tremendous supervisory, training and employee evaluation tool. In fact, I never imagined all the benefits a good quality assurance program would have on our 9-1-1 center.

Ralph Ladnier, District Manager East Baton Rouge 911

We did not lose one single recording, even with the increased volume we experienced. During the I-35W bridge collapse, the 9-1-1 center used HigherGround's Capture911 digital voice recording solution to record each of the incoming telephone calls as well as the radios.

Tom Donohoe, Assistant Director of Emergency Communications Minneapolis 911

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