NICE · Inform

RAPIDSOS

Powering Rapid, Data-Driven Incident Response, Reconstruction and Reporting

Improve Efficiency and Insight into 9-1-1 Operations and Incidents

Thousands of 9-1-1 centers are already improving their response by leveraging the life-saving data of the RapidSOS Clearinghouse. Now, through the integration of NICE and RapidSOS market-leading technologies, we're empowering 9-1-1 centers with rapid data-driven incident response, complete incident lifecycle reconstruction and intelligence dashboards to boost efficiency and insight into 9-1-1 operations and incidents, while also speeding overall response times, reducing costs and property damage, and saving lives.

NICE and RapidSOS are transforming emergency response and incident reconstruction by integrating our incident intelligence and emergency data Clearinghouse solutions. The integration of the two solutions extends RapidSOS' enhanced emergency information beyond real-time incident handling – to provide a single system of record for all incident information within NICE Inform – which dramatically enhances incident reconstruction and investigations.

The NICE Inform solution uses the ANI (automatic number identification) associated with each call to request the device location data from the RapidSOS Clearinghouse for the device making the call. Once the device location data is captured in NICE Inform, it can be used in a variety of ways:

1 Save Lives by Reducing the Time from Emergency to Dispatch

Auto-launch the RapidSOS portal to gain access to RapidSOS data in real time, during the call

2 Single System of Record for All Incident Data Enhances Incident Reconstruction

Capture and store RapidSOS data in the NICE recording system along with other critical incident data, and leverage it to search and reconstruct the incident

RAPIDSOS

+

NICE®

3 Gain Insights into 9-1-1 Operations and Incidents, and Improve Overall Effectiveness

Measure the impact of RapidSOS on your critical PSAP functions and service delivery
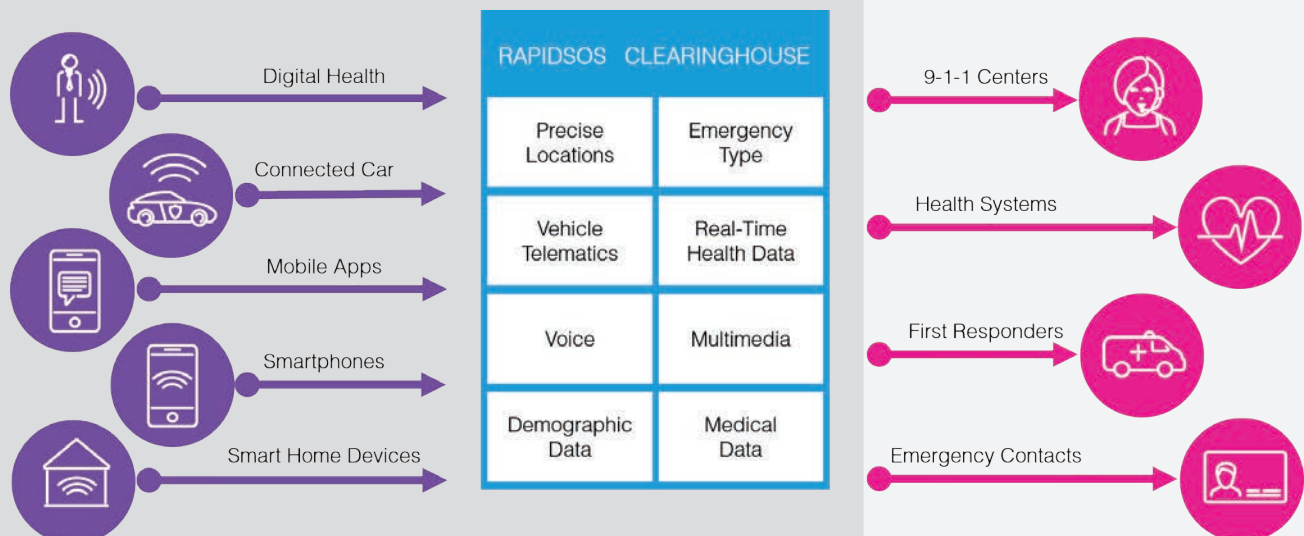
① Save Lives by Reducing the Time from Emergency to Dispatch

Over 240 million 9-1-1 calls are placed in the United States every year and 12 million of these are life-threatening emergencies. Sadly, in these situations, an antiquated 9-1-1 infrastructure hinders critical information (for example health and location data) from reaching PSAPs, which can negatively impact response. Furthermore, about 73% of all 9-1-1 calls now come from mobile devices, but since location information is derived from cell phone towers (not the actual caller location), calls are often misrouted to the wrong PSAP, resulting in further response delays. And even if the mobile call ends up at the right PSAP from the start, the response may be delayed due to a lag or errors in pinpointing the caller's location.

To resolve this challenge, RapidSOS has become the trusted bridge between emergency response and the world of connected devices. Approximately 4700+ public safety answering points (PSAPs), serving 92% of the U.S. population, use RapidSOS' Clearinghouse to manage 150 million emergencies annually. The RapidSOS Clearinghouse provides life-saving data from millions of connected devices directly to 9-1-1 and first responders in an emergency. The technology gives 9-1-1 centers access to a caller's more accurate device location, saving precious time in an emergency.

> The first few minutes are the most critical to patient outcomes in acute medical emergencies, as well as the progression of structure fires. An accurate location is the first necessity for dispatching emergency responders.

RAPIDSOS CLEARINGHOUSE	
Precise Locations	Emergency Type
Vehicle Telematics	Real-Time Health Data
Voice	Multimedia
Demographic Data	Medical Data

Digital Health
Connected Car
Mobile Apps
Smartphones
Smart Home Devices

9-1-1 Centers
Health Systems
First Responders
Emergency Contacts

However, for many PSAPs, accessing this data can be a manual, time consuming process. A call-taker receiving a 9-1-1 call has to first identify the caller's phone number (e.g. through the 9-1-1 call handling or CAD system) and then manually enter that 10-digit number into the RapidSOS portal interface, to obtain the precise location information – adding unnecessary time to the process and increasing the risk of human error. And all of these steps would have to be repeated again if the 9-1-1 call is transferred.

Then, in order to save the location information as part of the call record, the telecommunicator would have to go through the added effort of manually entering the information into the notes within CAD or other environment. The telecommunicator also needs to do this in real-time as RapidSOS does not store this information once the call is completed.

Working together, NICE and RapidSOS have completed an integration of our NICE Inform Verify and RapidSOS Clearinghouse solutions to automate this process, alleviate manual steps and further improve response times.

Auto-launch RapidSOS Portal to Gain Access to RapidSOS Data in Real Time, During the Call

The NICE Inform Verify integration automatically launches the RapidSOS Portal interface, providing telecommunicators with an immediate view of critical data during the call. No more manual queries during a call.

- NICE Inform Verify automatically captures a caller's phone number to query the Clearinghouse. It concurrently brings up the RapidSOS Portal URL to launch the portal view.

- All location and other data is pushed to call takers and dispatchers in real time, and is auto-updated throughout the duration of the call.

- Rapid visual assessment of all incoming calls promotes situational awareness which in turn helps call takers and dispatchers anticipate and prioritize emergency response.
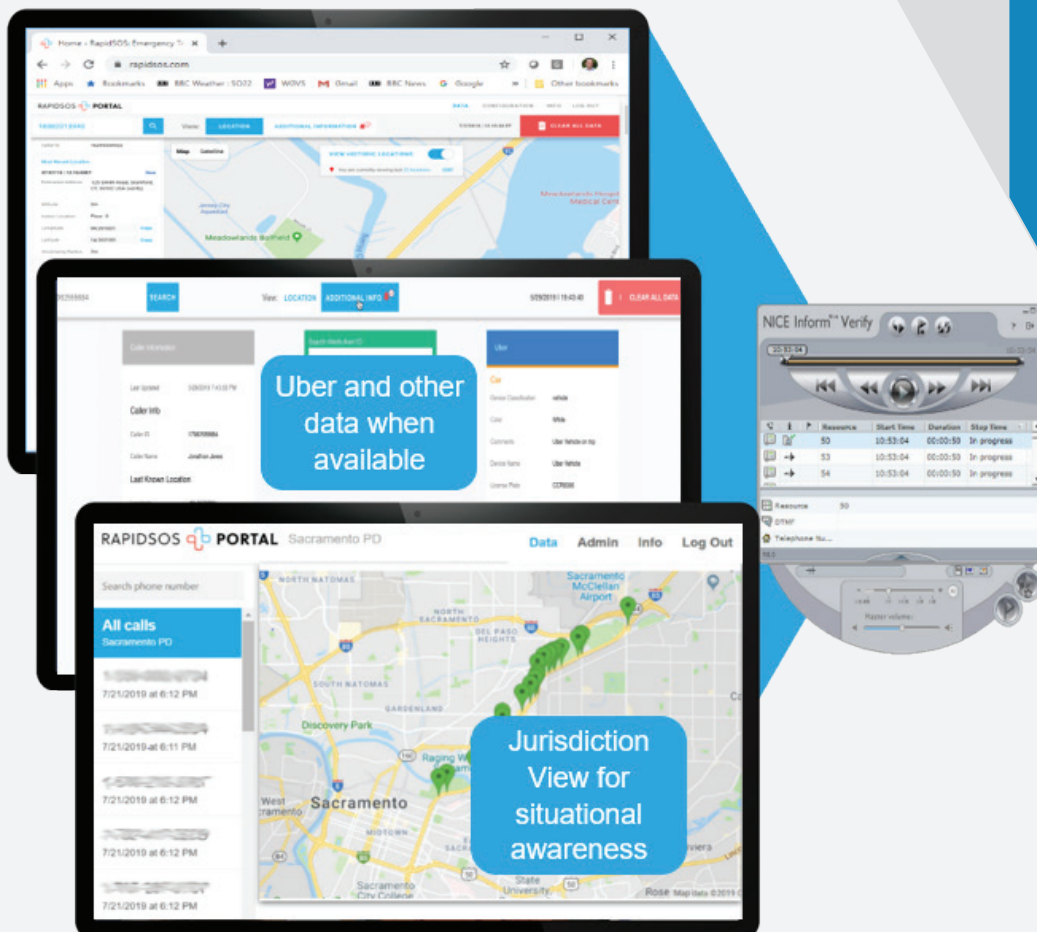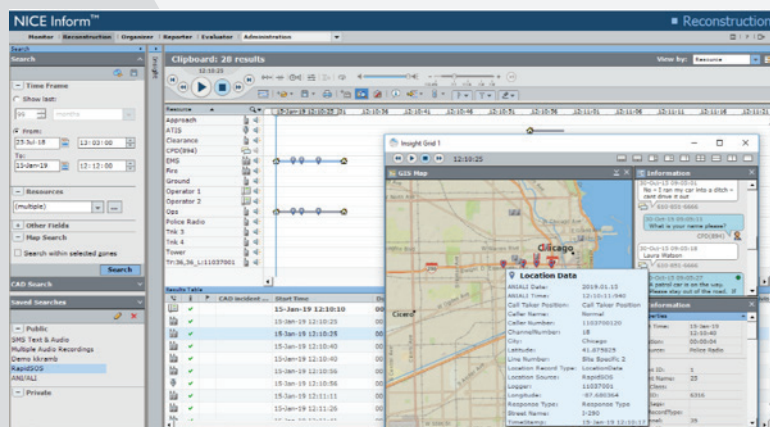
2 Single System of Record for All Incident Data Enhances Incident Reconstruction

While RapidSOS interfaces present location information for the duration of an incident and approximately 10 minutes thereafter, the data is not stored. However, proper incident reconstruction and investigation demand that the context for call taker and dispatcher decisions be documented, and this includes location information.

Capture and Store RapidSOS Data in the NICE Recording System Along with Other Critical Incident Data

NICE Inform connects to the RapidSOS Clearinghouse directly to collect the same location data and serves as an ECC's repository for extended storage and use of this information. It stores this data in the same structure as ANI/ALI collected from other sources, and makes it available for high-precision searches and incident reconstruction requests, as well as associated quality assurance reviews.

NICE Inform Reconstruction provides detailed RapidSOS location data in an Insight View window and in a dynamic geo-map interface. It also plots RapidSOS data on a timeline of an incident.

NICE provides capture and extended storage for the following RapidSOS metadata:

- **Standard** – Caller ID, Created Time, Location Time, Call Start Time, Source of Location Information, Latitude, Longitude, and Uncertainty Radius

- **Optional** – Caller Name, Altitude, Positioning Method, Uncertainty Confidence, Civic Address, and more

- RapidSOS data is combined with data from CAD, 9-1-1 and radio to graphically represent what happened.

- When selecting any recorded calls for playback, users can visualize the movement of the caller on a map, while synchronously listening to the call recording as it plays back.

- NICE provides a map view of the moving location of 9-1-1 calls in incident reconstruction, distinguished from traditional ALI data in the user interface.

8

③ Gain Insights into 9-1-1 Operations and Incidents and Improve Overall Effectiveness

The enhanced location data fuels the NICE Inform Intelligence Center dashboards and adds depth to understanding patterns, strengths and weaknesses of your emergency response processes. This is also where you can measure the impact of RapidSOS on your critical PSAP functions - number of calls for service, time to answer, time to dispatch and time to on-scene.

Measure the Impact of RapidSOS on Your Critical PSAP Functions and Service Delivery

The NICE Inform Intelligence Center displays all incident metrics, for incidents where RapidSOS information was used side-by-side with incidents where RapidSOS was not used, to provide your agency with an understanding of how well you are using RapidSOS to deliver services.
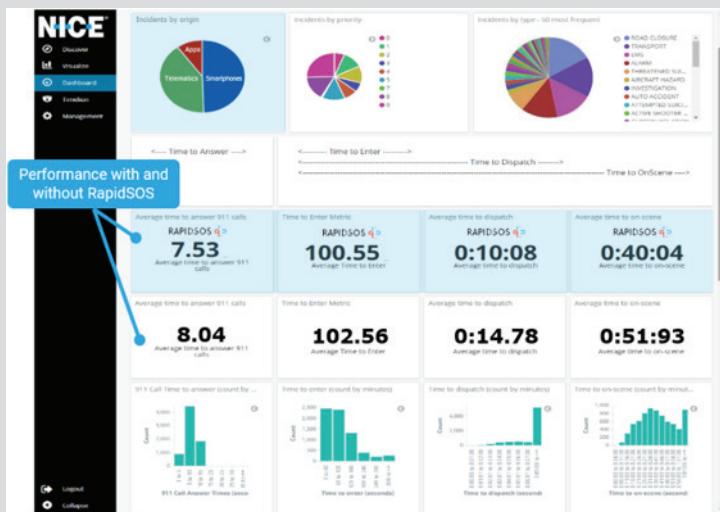
- Quickly pinpoint and visualize the precise location of calls related to any large-scale police, fire or EMS incident, and see what types of incidents are occurring where.

- Get rapid insights into how long it takes to dispatch first responders, how much time elapses before they reach the scene and more.

- Understand the differences in performance metrics for each agency you dispatch for, and or for each incident priority or type.

- Monitor people, processes, and the impact of technologies and interfaces.

- Improve call taker and dispatcher performance, while avoiding unnecessary turnover due to challenges that may be otherwise undetected and unresolved.

How Your Agency Can Benefit From the RapidSOS and NICE Partnership

Improve Response Times

Greatly reduce the potential for human error in call handling and dispatching

Gain Actionable Intelligence

Know more about incidents faster and respond more effectively and efficiently

Optimize Performance

Understand what happened, how it happened, what's happening now and who and what is or isn't performing

NICE

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. NICE Inform, the industry leading digital evidence management (DEM) 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.

www.nice.com/public-safety

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.

www.nice.com

Contact Us

Americas, Hoboken Office, NJ, Tel. +1 551 256 5000
EMEA, London Office, Tel. +44 0 1489 771 200
APAC, Singapore Office, Tel. +65 6222 5123

PSInfo@nice.com