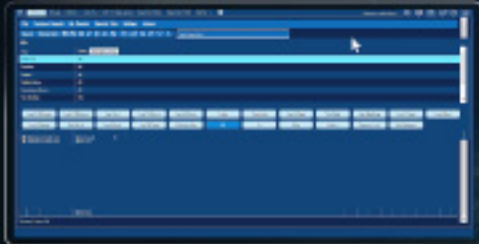
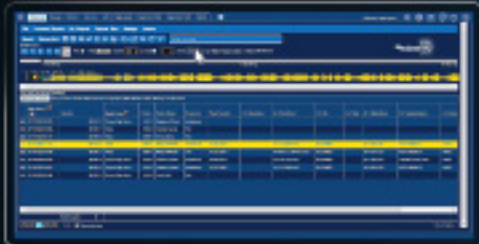




Elevate, Illuminate, Transform: *Your Complete 911 Solution*





Illuminate 911 by Replay Systems is a transformative solution, seamlessly integrating Reporting, QA, and Multimedia Recorder Services.

Designed for 911 supervisors, it empowers with real-time insights, timely feedback, and a reliable recording system.

***And it's a
Cost-Efficient
Subscription Model!***

The main things you should know about Illuminate 911:

Revolutionary Public Safety Recording:

Integrates cutting-edge recording technology with proactive QA services, transforming recording solutions for agencies.

Quality Assurance (QA) Program:

Offers an outsourced QA evaluation service tailored to the specific needs of 911 centers.

Detailed Reporting:

Provides comprehensive reports for insights on call handling, response times, and operational effectiveness.

Maintenance and Updates Included:

Includes ongoing maintenance and regular software updates in the subscription, ensuring access to the latest features.

Replay Systems' public safety recording system supports Emergency Communication Centers in adapting to Next Generation 911 and Text-to-911, **enhancing current operations and ensuring preparedness for future advancements in emergency communication technology.**

Our powerful call logging software seamlessly **records and synchronizes diverse 911 call types, including digital, analog, and VoIP, along with radio transmissions, text-to-911 interactions, CAD data, video, images, console screens, GIS locations, and integrated feeds.**

Key Features:

- Multimedia Incident Reconstruction
- Incident Intelligence Dashboards and Reporting:
- Redaction
- Audio, Screen & Text Recording
- Instant Replay and Live Monitor
- QA evaluation module
- GIS Mapping Search
- 250+ alerts and alarms

INTEGRATIONS WITH MULTIPLE MISSION CRITICAL PSAP TECHNOLOGY

CPE – Intrado Viper, Vesta, Solacom, Emergency Callworks, Zetron and others.

Radio (IP and Analog) – Motorola, Harris, MotoTrbo, Avtec, Zetron, EF Johnson and others.

Telephony – Cisco, Avaya, Nortel, Mitel and others.

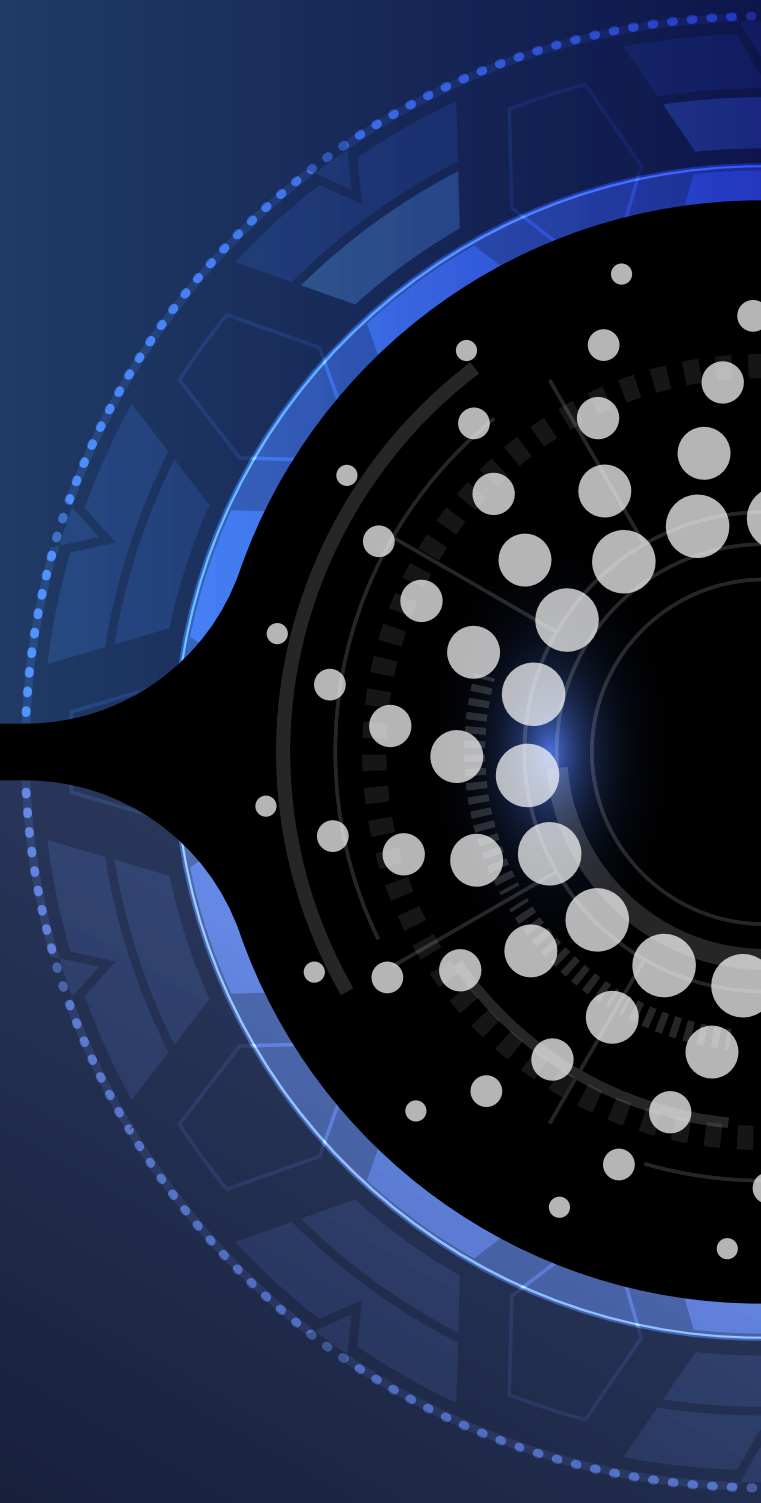
CAD – Central Square, PremierOne, Hexagon/Intergraph, Spillman, TriTech, GeoConex, Southern Software and others.

Illuminate 911 Recording

Our advanced solutions optimize call handling, response times, and operational efficiency. The intuitive system not only ensures call takers are more efficient but also reduces stress, delivering a secure, high-performance, and user-friendly solution tailored for Emergency Communication Centers. Experience enhanced outcomes and streamlined operations in critical scenarios, backed by our guarantee of 24/7 system security and support.

Illuminate 911 QA by Replay Systems

Elevates supervision by providing ease, boosts call-taker performance, streamlines QA evaluations, and enhances team management. It ensures a comprehensive solution for efficient and effective Emergency Communication Center operations, fostering a stress-free and high-performance environment.





Illuminate 911 Reporting

Accelerates report creation with personalized, comprehensive insights. Benefit from swift, customized, and detailed reporting, ensuring essential data is at your fingertips. This enhances decision-making, streamlines operations, and contributes to a more efficient and responsive emergency response system.

Connectivity and integration

Illuminate 911 empowers supervisors by seamlessly integrating diverse call types, including digital, analog, VoIP, radio transmissions, text-to-911, CAD data, and more. This ensures synchronized and comprehensive data. Supervisors benefit from streamlined operations and improved call-taker performance. The integrations, such as Intrado Viper, Motorola, Central Square, and Cisco, contribute to a cohesive Emergency Communication Center, fostering superior outcomes.



MEET OUR SUBSCRIPTION MODEL

What's the benefit?



Cost-Efficiency:

Enjoy state-of-the-art recording technology and bundled QA services.

Convenient annual payment, eliminating large upfront costs.



Maintenance and Updates

Ongoing support with maintenance and software updates included.

Access to the latest features without additional expenses.



Flexibility in Infrastructure:

Tailor the solution to your agency's unique needs.

Use your own server for greater flexibility.

QA Evaluations

Step into a new era of 911 excellence with Replay Systems' Illuminate 911 Quality Assurance.

Our outsourced evaluation service is meticulously crafted for Emergency Communication Centers, proactively identifying knowledge gaps and ensuring compliance with over 200 coaching modules and monthly reviews by 50+ independent QA evaluators.



Key Features:

QA service with over 200 coaching modules.
Monthly reviews conducted by 50+ independent QA evaluators.
Identifies knowledge gaps and compliance issues proactively.



Customized Training Programs:

Personalized training modules based on QA insights.
Enhances call-taker skills and ensures compliance with industry standards.
Focuses on targeted development and growth.



Stress Reduction and Morale Improvement:

Emphasis on stress reduction through consistent, transparent communication.
Individualized feedback for call-takers enhances morale.
Unbiased evaluations contribute to a positive working environment.



Flexibility and Collaboration:

Flexible service model allowing agencies to pick and mix or opt for a bundle.
Builds a community among users, fostering collaboration and sharing best practices.
Recognizes and caters to the uniqueness of each agency.






illuminate911
Replay Systems Managed Services




Illuminate Your 911
Transform Now



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