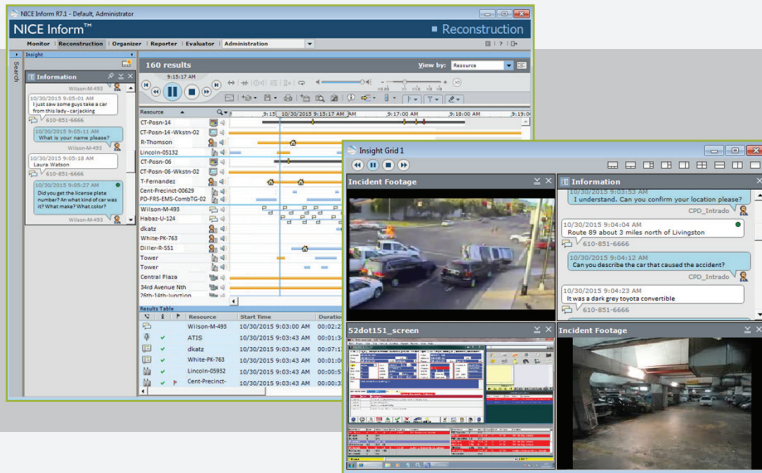


# NICE Inform

Unified Multimedia Audio, Screen and Text-to-911 Recording



## Multimedia Recorder



“The NICE recording solution gives us a complete record of each event – dispatcher entering the call into CAD, communicating with the caller or officers, and a scene video. It already helped us solve sixty robberies.”

– Captain Robert J. Haffner, Bethlehem Police Department, recent 911 Director, Pennsylvania

NICE Inform Multimedia Recorder is the most advanced communications recording solution available today, specifically designed to meet the mission-critical needs of the most demanding public safety emergency communications environments. It reliably logs and synchronizes 911 calls including digital, analog, and VoIP calls; conventional, P25, LTE and TETRA radio transmissions; text-to-911 communications, video, images, console screens, location data from geographic information systems (GIS), Enhanced Data EIDD, and integrated feeds from other sources such as CCTV video. The solution scales and adapts from single public safety answering point (PSAP) centers to complex environments with multiple sites, networks, or multimedia calls, optionally integrating local recording with cloud-based media and data capture in ESnet.

## NG911 and Text-to-911 Ready

NICE Inform Multimedia Recorder spans all forms of Next-Generation 911 (NG911) communications in a unified solution, including Text-to-911 recording of both certified direct IP and web interface text delivery methods. Tested at all industry collaboration events, NICE Inform Multimedia Recorder is a future-proof platform designed to comply with National Emergency Number Association's (NENA's) i3 NG911 and the European Emergency Number Association's (EENA's) NG112 standards.

## Intuitive All-in-One Interface

NICE Inform Multimedia Recorder is packaged with the web browser-based NICE Inform application for feature-rich yet easy to use industry-leading evidence management interface that helps you organize, synchronize and put all of your multimedia incident information into context for investigations and performance management.

- **NICE Inform Professional** – for small to medium PSAPs. Includes high-end capabilities such as multimedia management, audio redaction, incident reconstruction and distribution, cloud storage, ANI/ALI data capture, telephony integration and more.
- **NICE Inform Elite** – for medium to large PSAPs. Includes premier capabilities such as CAD Incident Analytics and integration, GIS mapping of recorded communications and incident events, Web browser-based Incident Intelligence Dashboards, ability to add audio analytics, and more.



## Feature Highlights

With fast and intuitive configuration and administration, you can capture, store, manage and replay calls as soon as the installation is completed.

- **Rapid Search and Incident Reconstruction** – precision searches leverage expanded metadata captured via CAD, D-channel, CTI, SIP and other integrations. Quickly find recorded communications based on caller ID, location information, call duration, date and time, user name, channel ID, call direction, CLI/dialed numbers, Incident ID, Incident type, notes, marked calls, and more.
- **Powerful Replay Capability** – instant replay and live monitoring through NICE Inform Verify and NICE Inform Monitor supports replay of earlier parts of calls in progress. Variable speed playback with pitch control and loop replay aid in understanding.
- **Highest Security Levels** – roles-based access, AES 256-bit encryption at rest and in transit, granular user access profiles, web-based admin, more.
- **Open Architecture** – Windows OS, SQL database, and COTS server chassis.
- **Variety of Recording Methods** – total (full-time) or rules-based recording, including recording on demand (ROD).
- **Optional Selective Call Deletion** – automatically delete recordings based on retention schedules or set up rules for deletion of marked calls. Retain metadata captured with recordings even after voice or text media is deleted.
- **Wide Range of Storage and Archiving Options** – select the storage medium that best meets your cost and efficiency targets. Options include local storage to standard hard drives, archiving to SAN/NAS and RDX removable hard drive, or central storage to SAN/NAS. Schedules drive automated archiving.
- **Easy Deployment** – use commercial server hardware, install remotely (option), choose Windows 2012 or 2016. Windows 10 or 7 for web client access.

## Supported Platforms and Networks

NICE Inform Multimedia Recorder offers the broadest variety of telephony, radio, CAD, and other integrations and it can support VoIP, TDM and hybrid networks in a single server.

- **Telecommunication Lines** – all digital and analog PBX systems are supported as well as analog extensions and E1, T1, ISDN and PCM.
- **Digital and VoIP Extensions** – Alcatel-Lucent, Avaya, Ericsson, Mitel, NEC, Nitsuko, Nortel, Realitis, Siemens and Toshiba. Active and passive VoIP support including Avaya, Cisco, Mitel, Siemens, Alcatel-Lucent.
- **Radio Integrations** – Motorola Astro and Dimetra, including Dimetra end-to-end encryption support, Harris OpenSky and P25 (with and without AES encryption), Airbus P25 and Airbus TETRA.
- **Text-to-911 Integrations** – direct integrations with all major Text-to-911 management platforms including Airbus VESTA 911, West VIPER and Comtech, as well as Agent511.
- **Transitional NG911 Networks** – supported with SIP trunk logging.

## 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 first digital investigation solution for law enforcement that automates and expedites the entire digital investigation process, helping to solve more cases faster. Over 3,000 organizations worldwide rely on NICE Public Safety solutions.

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## About Voice Products

Voice Products started in June 1990 and has been selling and servicing products nationwide for voice, video and call recording for over 25 years. More than 4,000 customers in public safety and other industries entrust their customer interaction solutions to Voice Products. Headquartered in Wichita, KS with sales and support offices located strategically throughout the US, Voice Products prides itself on providing the best possible customer experience in order to develop a long-term and beneficial partnership with their clients.