S m a r t e r **&**
S a f e r ™

Solacom Guardian
Management Information System

Transform your PSAP with Call Handling MIS solutions from AT&T.

The Solacom Guardian Management Information System is trusted by PSAPs nationwide to collect and share actionable data that enhances lifesaving emergency communication technology.

When configured with the Solacom Guardian 9-1-1 call handling solution, the Guardian MIS application offers advanced call-logging, tracking and reporting that enables your PSAP to collect, record—and act on—critical data.

Capture and record call information.

Engineered to meet all i3 specifications and standards, Guardian MIS provides an innovative, flexible interface and a time-saving way to gather, view and distribute a greater variety of data.

Automatically collect critical statistical information, including such vital information as time-to-answer, calls by location, calls by period and more—and put it directly at your fingertips.

Generate a variety of detailed 9-1-1 reports:

- Hour of day
- Day single
- Day period
- Day of week
- Call taker
- Week start date
- Week current

- Month name
- Single call trace
- Overflowed and answered
- Calls overflowed and redirected
- All operator logouts
- Call transferred to PSAP by location

- Answered by city
- Answered by class of service
- Admin calls by day
- Specific call details (about a single 9-1-1 call)
- Queue statistics
- And many others

Simplify reporting.

Once the data is logged into the system, PSAPs have all the information needed to generate standalone queries, as well as ad hoc and custom reports. To simplify the reporting process, the application is delivered fully loaded with a library of 25 default report templates which are easily modified to generate custom reports.

Filters, checkboxes, buttons and custom fields allow users, supervisors and network maintenance personnel to customize reports with data—for specific workstations, days, weeks or months

Rely on secure data protection.

Now, PSAPs can easily improve operations and meet compliance requirements with an innovative, flexible call-logging interface.

The Guardian MIS application tracks a call's progress through the system using significantly more call information than currently available with traditional Call Detail Record (CDR) feeds, including:

- Operator actions (hold, mute, busy out, and others)
- Automatic Location Information (ALI) from an ALI provider
- Call recordings
- Call records (start of call, call answered, call released, and others)
- Location to Service Translation (LOST)
- Attachments (operator screen captures and others)
- HTTP-Enabled Location Delivery (HELD) protocol

Transform your PSAP with Next Generation 9-1-1 Call Handling solutions from AT&T.

Modernize to NG9-1-1 with a Smarter Partner.
Let AT&T—the industry leader in Public Safety emergency communications—help you implement the Solacom Guardian MIS application.

Smarter technology customized to your PSAP can help simplify your transition to NG9-1-1, improve caller location, clarify incident details as well as improve response times and public safety outcomes.

Smarter & Safer™

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