MicroAutomation Omni911 – Next Generation 9-1-1 Delivered

Overview

Omni911 is a leading edge Public Safety Answering Point (PSAP) solution designed to meet the demands of Next Generation 9-1-1 (NG9-1-1). The solution combines advanced software design, cloud-ready architecture and NENA i3-standard technology into a complete PSAP solution. Omni911 easily integrates with Computer Aided Dispatch (CAD), Geographic Information Systems (GIS) mapping, Internet Protocol (IP) telephony, voice recorders, and existing PSAP investments to minimize overall costs, maximize ROI, and provide an extended technology lifecycle. The software-driven design of Omni911 allows for ease of expansion, low maintenance costs and extreme flexibility to quickly and inexpensively adapt to the evolving Next Generation 9-1-1 standards.

Benefits

The public continues to adopt new and powerful forms of communication, and we demand more and more from our security and emergency services. To keep pace with the evolution of communications technology it is critical for today's PSAP to remain the critical link in public safety.

Omni911 is designed from the ground up to meet the demands of Next Generation 9-1-1. Omni911 is not simply a rebadged legacy system with new feature; it is a completely new system that leverages 15 years of knowledge and experience in 9-1-1 and over 25 years of experience in the call center industry. The product is based upon the Next Generation 9-1-1 i3 standards developed by the National Emergency Number Association (NENA) and integrates seamlessly with the latest IP networking technologies that are rapidly forming the fabric of our communications network in North America.

Solution Components

At its core, Omni911 leverages the industry standard Session Initiation Protocol (SIP) which serves as the foundation of all next generation communications including voice, SMS (text messaging), video, image transmission, messaging applications and more. By utilizing open standards, Omni911 avoids proprietary hardware and software components and remains flexible to grow with the changing PSAP needs and evolving technology. Omni911 seamlessly integrates with NENA-compliant CAD and mapping systems eliminating the need for costly custom programming.

An Omni911 solution consists of a workstation application and server components such as an IP telephone switch, Automatic Location Identification Server, and Reporting engine that run on standard PC Server systems or in a Virtual Machine (VM) environment. Server components can be deployed locally or geographically distributed in a fault tolerant, redundant configuration.

The Omni911 workstation application runs on standard PC hardware under Microsoft Windows and utilizes common peripheral devices such as USB headset, PC microphone and speakers, and external keypads, if desired.

Compatibility

Omni911 is a completely software-based solution and, as such, can be designed into numerous, different architectures depending on the specific needs of the PSAP or locality. In its simplest form, Omni911 can support the needs of a single PSAP in a standalone or redundant configuration. The software components can operate in a single site or be geographically separated over multiple sites.

For larger environments or multi-tenant configurations, Omni911 can be deployed in a hosted environment and be accessed from multiple PSAP locations. A cloud-based solution can also configured by deploying the server components in data centers coupled with CAD and GIS software in a similar configuration.

In either configuration, Omni911 can be deployed in a VM environment with other applications to keep costs down and simplify long-term maintenance, eliminating expensive, proprietary hardware.

Ready for the Future

Omni911 is enabled out-of-the box to take advantage of the advanced ESInet features that will bring Next Generation 9-1-1 to the forefront of public safety communications across the nation. As the widespread adoption of Next Generation 9-1-1 rapidly approaches, many PSAPs are still waiting until a sufficient infrastructure exists before transitioning their PSAP to NG9-1-1. While the "wait and see" approach is appealing from an investment perspective, PSAPs following the model will find themselves unable to meet the immediate needs of their citizens. Next generation communications such as text messaging are already being adopted by many PSAPs even though an ESInet infrastructure still does not exist to deliver text messaging according to NG9-1-1 standards. Interim communication solutions are being introduced to provide "Next Generation 9-1-1 Ready" PSAPs with the communication features they need to meet the needs of their citizens.

A phased approach to migrating to the NENA i3 standard is the prevalent approach to the full adoption of Next Generation 9-1-1. The phased approach advocates the implementation of NG9-1-1 PSAPs in advance of the establishment of the ESInet. Omni911 can be deployed in legacy 9-1-1 environments today to support standard E-911 features. Integration with existing telephone circuits (e.g. CAMA) is handled seamlessly through the use of simple gateway devices. As telephone carriers begin transitioning to SIP communications that conform to the Emergency Services IP Network (ESInet) architecture, the gateways are removed allowing the next generation features of Omni911 to be enabled. Moreover, the flexible layout capabilities of Omni911 allow screen layouts to be changed dynamically to enable new features as they become available.

The phased approach is prudent because it allows your call takers and support staff an opportunity to slowly accept and become familiar with the new NG9-1-1 communications paradigm. Omni911 is available today to allow you to transition your PSAP to a "Next Generation 9-1-1 Ready" environment quickly and effortlessly.
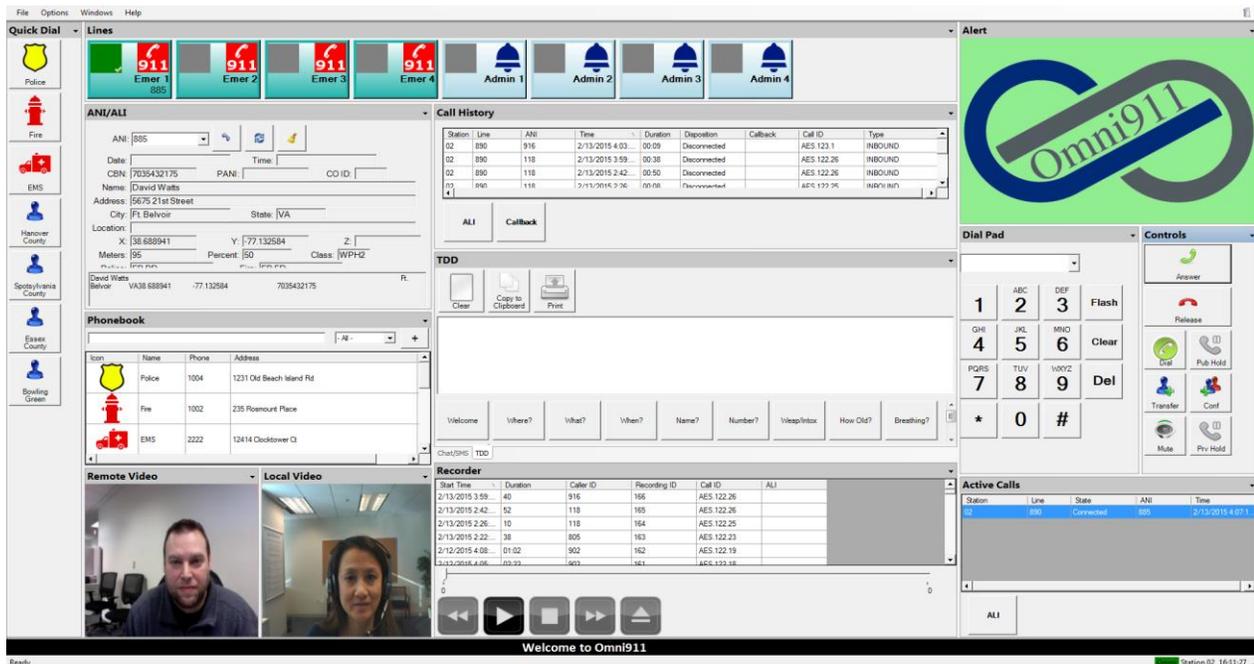
About MicroAutomation

MicroAutomation's legacy and Next Generation 9-1-1 PSAP solutions are proven, powerful and reliable. Developed to be effortless and intuitive when every second counts, MicroAutomation's emergency response solutions expertly accommodate expanding communities, changing technologies and evolving 9-1-1 standards. MicroAutomation's purpose-built Next Generation solutions adapt seamlessly to all PSAP requirements and any call-taker needs while adhering to NENA i3 specifications to meet the 9-1-1 technologies of today – and tomorrow.

MicroAutomation also provides consulting and professional services including:

- Complete PSAP solution architecture and design
- System Integration services
- Custom application development
- Turnkey implementation
- Comprehensive customer support
- Next Generation 9-1-1 solutions

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