



Brochure

9-1-1 Call Routing Service

Implement call routing based on your agency's operational needs - not on technology limitations. Save seconds with every call and build a more secure future for the people you protect.

The world of NG9-1-1 and Next Generation Core Services (NGCS), the base set of services to process an NG9-1-1 call, offer 9-1-1 agencies new technology and new methods to better serve citizens. Greater workflow efficiency, intelligent call routing, additional content, increased resiliency and survivability and new deployment models are just some of the benefits.

How do 9-1-1 agencies manage the change in a way that minimizes disruption, delivers greater budget certainty and offers a

secure path to the future? With Motorola Solutions' Call Routing Service - secure - reliable - proven.

Motorola Solutions provides 9-1-1 call routing to more than 49 million people across North America, including two of the largest cities in the U.S. Offered as a subscription service, it removes the complexity of Next-Gen call routing so you can provide a safer, more secure future for the people you protect.

Motorola Solutions receives the 2023 TECHNOLOGY INNOVATION AWARD - identified as best in class in the North American Next Generation Core Services industry.

[Full report](#)

Our call routing service includes a web-portal dashboard that provides detailed call and routing information in a snapshot format with more granular detail provided by clicking on any area.



Motorola Solutions' call routing service

- 9-1-1 call routing
- Location Services (LDB, ECRF, LVF, SI)
- ESInet (Emergency Services IP Network)
- Location data management and quality assurance
- OSP migration services
- Dedicated public safety NSOC/ Cyber response
- Logging
- Analytics / visualization

Call Routing

CommandCentral Router

Motorola Solutions' CommandCentral Router is a multi-cloud native solution that provides:

- Technology diversity as well as physical infrastructure diversity
- National geographic diversity for greater resiliency and redundancy to reduce the impact to PSAP operations when local and regional environmental and infrastructure service impacting events occur
- Standards compliance, permitting the implementation of evolving industry standards and best practices
- Enhanced security and associated management control to both proactively prevent and reactively respond to cyber security events
- New features implemented as they are ready, eliminating the need for large cumulative application updates
- A subscription service, eliminating hardware refreshes



Location services

Location-based routing

Motorola Solutions is among the first to offer location-based routing nationally based upon NENA i3 end-state architecture, eliminating legacy call routing methods entirely. The result: a reduction in what could be up to 40 seconds of average additional transfer time by calls being correctly routed in the first place. The state of Utah, for example, saves an average of 132 hours per year in response time and Prince George's County, MD saves an average of 128 hours per year.

Our location-based routing is implemented based on your agency's operational needs and not on technology limitations.

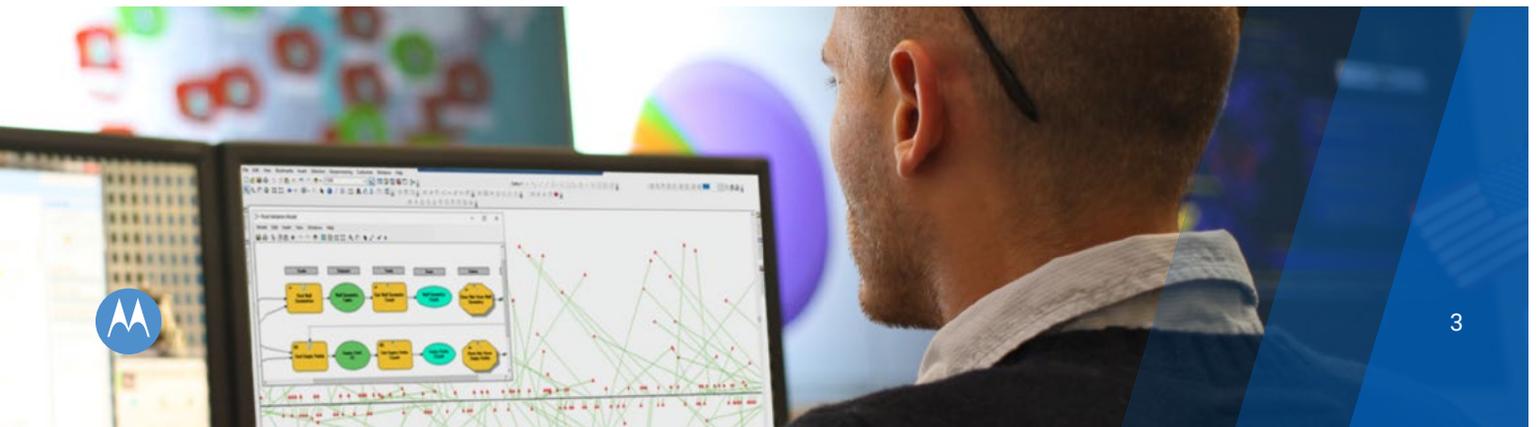
9-1-1 Location services

Motorola Solutions' location data management tools for call routing allow agencies to more easily migrate and manage both legacy and NG9-1-1 data to ensure calls are routed to the correct PSAP. These flexible tools enable your agency to manage your location data efficiently in conjunction with your organization's existing business workflows. From data creation, validation and discrepancy management to provisioning live call processing elements, our proven tools and process ensures the accuracy and integrity of the vital location data layers that powers the primary benefits of NG9-1-1.

“ I don't think in my 30 years in the 9-1-1 industry, I can think of a time where technology was this impactful without having to make any adjustments in policy.

– Tina Mathieu, Executive Director,
Utah Communications Authority

Motorola Solution's 9-1-1 call routing Geoprocessing Tools support personnel who maintain and submit data to the NGCS system to improve the feedback loop within the GIS data validation process.



ESInet

Emergency Services IP Network

Motorola Solutions provides a dedicated, secured and hardened network as a service for interconnection of all types of public safety systems and payloads. In other words, it can be used for more than emergency call delivery, and is not exclusive to just interconnection of Motorola platforms. As such, our ESInet includes proactive monitoring, surveillance, and standardized interconnection formats.

When we build your ESInet, there is no one-size-fits-all approach. We are carrier-agnostic, meaning we leverage available commercial and/or private networks and, when appropriate, can leverage customer network assets. As a result, you gain choice, unmatched resiliency and unrivaled redundancy both on initial deployment, as well as across the service lifecycle as things change.

Motorola Solutions' secure public safety grade ESInet is carrier agnostic, meaning we have the ability to provide you the best network solution with unmatched resiliency and redundancy.

Leave the routing to us

The ability to remove the complexity of 9-1-1 call routing, to deliver every call with greater accuracy, to manage your agency's location data on your terms and to leverage available networks for greater redundancy equals unburdened success. Find out why so many agencies trust their call routing to Motorola Solutions.

To learn more, visit: www.motorolasolutions.com/callrouting



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