CentralSquare 911 Enterprise

Gain operational efficiencies with CentralSquare's NextGen 911 voice and data call-taking solution

Combine CentralSquare CAD + 911 Enterprise to bring in more information from the start of the 911 call to provide the information call takers need for faster, smarter dispatch response. Automation tools help busy call centers focus on the highest priorities first.

KEY SOLUTION BENEFITS

CentralSquare helps deliver end-to-end solutions, from 911 call taking through dispatch and case closure. Here a few things to know about our solution:

- Greater visibility into your 911 calls with access to CAD location and 911 phone notes to keep your responders safer from known threats or hazards
- Locate a caller when voice services are not available for 911 emergencies using Caller Location Query
- Next-Gen 911 ready with interactive text messaging in call taking screens
- Prioritize call taking with embedded logic that helps identify duplicate calls and move the most urgent calls to the top of the queue
- Save 2 minutes per abandoned call by using text messages to validate accidental and abandoned calls
- Spend less time on data entry with an interconnected suite of software, from 911 through Jail
- Reduce hardware costs with consolidation servers, monitors, applications and input devices with one unified software
- Find key information fast with at-a-glance wallboards complete with inbound/ outbound/extension-to-extension calls, abandoned calls, wait times, hold times, calls vs. agents and more

CUSTOMER/PARTNER QUOTE/MARKET REFERENCE

"We have been a long-time user of CentralSquare 911. It is a much different user experience than what our team was used to, and there have been so many changes for the better. The ease of use and efficiency in which most actions are initial click has eased the transition for our call takers to this new version. The whole system is much more user friendly and intuitive, and our call takers love the ability to configure the layout as needed to optimize their workflow."
– Jeff Carney, Director of Operations, Hamilton County, TN 911

Nutanix Ready Validation
911 Enterprise

RESOURCES AND GETTING STARTED

• https://lp.centralsquare.com/
  WC-PS-911.html

"When I showed up in Williamson County in the summer of 2016, they were counting 911 calls received off the dot matrix printer that was back in the server room and would literally tear it off and hand count the number of 911 calls received, which I thought was archaic. I was shocked. What I thought was unique to Williamson County I found was common in about 65% of comm centers; as I spoke to other folks around the country and they would say, 'oh yeah, we use a similar process. Do you have a better solution? And I was say, 'yes! What we have put in place with CentralSquare, coupled with some other partnerships, like FirstWatch, has been that solution. Analytics have given us just layers of awareness into our systems and into our operations. I'm really excited about CentralSquare's vision with embedding analytics across all the solutions. I believe in being smarter with our data three hundred percent."
– Stephen Martini, Director of Williamson County Emergency Communications

ABOUT CENTRALSQUARE TECHNOLOGIES

CentralSquare Technologies is an industry leader in public safety and public administration software, serving over 8,000 organizations from the largest metropolitan city to counties and towns of every size across North America. CentralSquare's broad, unified and agile software suite serves 3 in 4 citizens across North America. The technology platform provides solutions for public safety, including 911, computer-aided dispatch and records management. For public administration agencies, CentralSquare provides software for finance, human capital management, payroll, utility billing, asset management and community development.

ABOUT NUTANIX

Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix enterprise cloud platform delivers the agility, pay-as-you-grow economics and operational simplicity of the public cloud, without sacrificing the predictability, security and control of on-premises infrastructure. Nutanix solutions leverage web-scale engineering and consumer-grade design to natively converge compute, virtualization and storage into a resilient, software-defined solution that delivers any application at any scale. Learn more at www.nutanix.com or follow us on Twitter @nutanix.

NUTANIX™
YOUR ENTERPRISE CLOUD