Komand911

Improve Emergency
Call Handling
Efficiency & Productivity

versaterm

Empowering Next Gen Emergency Communication

The existing analog 9-1-1 system has served us well for decades. However, the aging infrastructure and rapid innovation of technology are causing considerable strain. Next Generation 9-1-1 (NG9-1-1) digital platform offers a range of advanced features, including multimedia communication, real-time texting, better location accuracy and enhanced interoperability. Emergency call centers and public safety answering points need a system that can accommodate these advanced capabilities.

Explore how to upgrade your system to accommodate the demands of modern communication.

▼

NG9-1-1 Compliance
Simplified

▼

Increase Workflow
Efficiencies

▼

Beyond Basic
Call Handling

▼

People-Driven Design
and Adoption

Komand911 Call Handling

Upgrade your emergency communication system for better location accuracy, interoperability and scalability

As NG9-1-1 legislation continues to evolve, Public Safety Answering Points (PSAPs) and Emergency Communication Centers (ECCs) must migrate to a compliant, more agile system.

Komand911 is a next generation emergency call management solution that helps public safety agencies improve their efficiency and effectiveness. It provides a unified platform for managing all aspects of emergency call handling by integrating data from several information sources into a single modular and browser-based interface.

NG9-1-1 Compliance Simplified

Meet next gen requirements with a unified platform

Integrated Resources
Unify networks, data and communications by integrating information from various sources

Leverage Next Generation, Today
Support multimedia communication, real time texting and internet of things ahead of national requirements

Increase Call Transfer Efficiencies
Use NG9-1-1 transfer management for efficient call routing to ambulance, police and fire services

Increase Workflow Efficiencies

Flexible, modular and scalable application fits your process

Comprehensive Modules
Integrated 911-specific modules include call management, incident information, phone release reasons, transfer history and status management

Searchable Resource Directory
Customizable with colors and agency logos, the resource library allows unlimited speed dial numbers, documents and URL buttons

Work from Anywhere
Browser-delivered interface allows call handlers to work from anywhere and still efficiently handle calls from the command center or a remote location

Beyond Basic Call Handling

Komand911 was developed with modules specific for an NG9-1-1 environment

- Incident Information
- Real-Time Text
- Instant Replay
- Directory of Agencies
- Geolocation Map
- Resource Directory
- Dynamic NG9-1-1 transfer between PSAPs
- Reasons for Hang Up

People-Driven Design & Adoption

Empowering call handlers with the tools they need to be effective with NG9-1-1

Reduce Eye Strain
Display settings for either light or dark screen to lessen eye strain

Multilingual Interface
Console designed to natively display both French and English

Easily Customizable
Centrally configure module layout by user or user role and optionally allow individual configuration

Complementary Solutions

Komand911 integrates with the Versaterm ecosystem and third-party vendors

Versaterm CAD
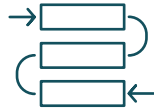Integrates with your existing Versaterm or other CAD systems

Komlog
Emergency call recording designed for public safety with actional reports and database centralization

Unanswered Call Management System
Track, organize and call back dropped or abandoned calls

Other Existing Systems
Integrates with other solutions such as SBC and PBX

Hardware Agnostic
External Vendor Partnerships allow additional flexibility when choosing hardware

Versaterm | kʊmutel®
COMMUNICATION • SOLUTIONS
— une entreprise du groupe Versaterm —

About Versaterm

Versaterm is a global public safety solutions company helping agencies transform their organizations. We have an ecosystem that enhances community safety by creating purposeful integrations. Formed in 1977, our dedication to public safety is demonstrated by an unwavering commitment to customer satisfaction and outcomes powered by innovative solutions developed with innovative technologies. Visit versaterm.com.

Komutel, a Versaterm company, is a leading developer of 9-1-1 communication solutions which are easily integrated with our public safety client's existing telecommunications and IT infrastructure. We are committed to delivering solutions that provide public safety professionals with the tools they need to perform their job in a more efficient and effective way that fosters better service, safer communities and more just outcomes. Visit komutel.com.