



# 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



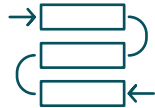
## Komlog

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



## Unhandled Call Management System

Track, organize and call back unserviceable 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

**komutel**<sup>®</sup>  
COMMUNICATION • SOLUTIONS  
A Versaterm Company

## 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](https://www.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](https://www.komutel.com).