

## The Most Reliable, Robust Voice Logging Recorder Available Today

Trusted and proven reliable for over a decade, **VPI CAPTURE** is the most secure and feature-rich audio and data recording solution available today. Government agencies, emergency service providers, first responders, security companies, and many other organizations worldwide rely on VPI's award-winning recording solutions to seamlessly capture, assess, assemble, and share their recorded communications from a combination of radio, CAD and telephone systems – traditional and VoIP. In addition to risk management and evidentiary purposes, **VPI CAPTURE** enables federal, state, local, and private organizations to improve the quality of their mission-critical voice and data interactions and deliver first-rate public safety services.

## Reliably and Securely Record Call, Radio and Data Communications

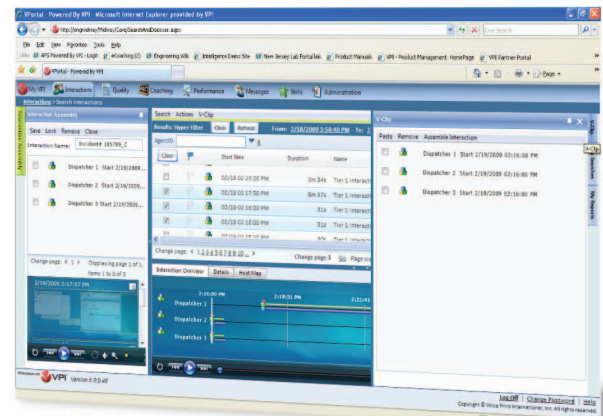
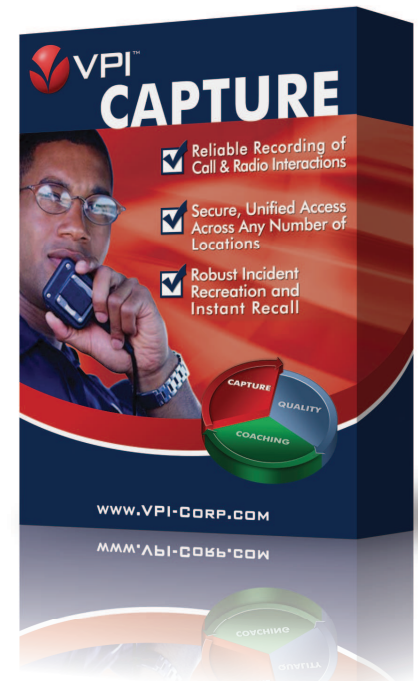
Robust, resilient and configurable for any degree of redundancy, **VPI CAPTURE** has been designed for high-volume recording of mission-critical telephone and radio communications. The system tirelessly collects, processes and safeguards critical evidence without exposing your data to unauthorized access.

- **Record 100 percent of call, radio and data communications, unified across any number of locations** – you can now capture audio and data from any combination of traditional or trunked radio and circuit-switched or VoIP telephone systems, while automatically capturing available data. Centralized storage configurations are available for seamless access to recordings that originate from any number of locations. Optionally record one or multiple console screens to evaluate synchronized audio and screen playback.
- **Guard your data from unauthorized access** – with strong user authentication management, comprehensive audit trails, granular definitions of user access rules down to specific functions and channels, and end-to-end AES 256 encryption of the application and data with key management. Every call record within the VPI application is watermarked in real time to ensure authenticity and preserve the integrity of your evidence.

## Easily Find, Assemble and Analyze Interactions

**VPI CAPTURE** enables you to find, retrieve, and playback all of your recorded call and radio communications in just seconds! Whether for investigative or training purposes, it's vital to be able to quickly and accurately recreate an entire incident from beginning to end. By leveraging **VPI CAPTURE**'s advanced search interface, you can easily retrieve, visualize and reconstruct events, regardless of the number of channels, recording servers, or sites

- **Freely search, locate, playback and share** – with fast and powerful navigation from high level overview down to the recordings that matter the most, using instant searches and powerful filters. Authorized users can share recordings via email or export onto removable media.
- **Easily reconstruct and analyze incidents** – search by any captured data and graphically visualize call and radio recordings to rapidly assemble, save and deliver incident evidence. Whether saved scenarios are accessed within the application or exported, you review both the audio and graphical representation of recordings and events as they occurred during the incident.
- **Rapidly playback the most recent calls or radio transmissions via software-based Instant Recall** – even those that are still in progress! Configure Instant Recall for access to any number of recordings.
- **Quickly recognize and analyze call patterns** – assess your center's capacity and call volumes, compare the call handling patterns of your operators, and much more! Visualize data in dynamic, easy to understand heat maps, charts, and reports that allow for easy navigation through layers of information.

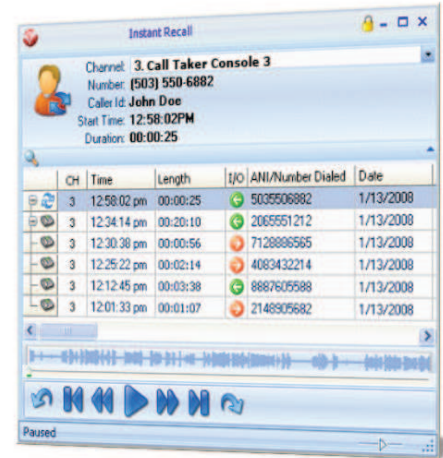


*With VPI CAPTURE, telephone and radio communication recordings can be quickly found and retrieved, assembled, and securely exported as individual calls or entire incidents.*

## Rapidly Improve Service Quality and Citizen Experience

Whether or not you use a formalized quality evaluation process, **VPI CAPTURE** allows you to monitor and improve the quality of service delivered by your call takers or dispatchers.

- **Monitor live calls across multiple locations** with VPI's real-time streaming technology.
- **Conveniently locate and playback coachable call or radio recordings** – either by using Search and Discover interface, or directly from a variety of standard reports, or even by navigation through graphical Heat-Maps!
- **Leverage best practice calls for training** – recordings are highly portable in small file sizes and can be delivered as files embedded with convenient self-contained graphical player interface.



Use VPI CAPTURE's Instant Recall application to quickly playback your most recent calls.

## Achieve Future-Ready Efficiency

- **Easily adapt to changing emergency communication technologies and legislation** – with open standards and service oriented architecture, **VPI CAPTURE** is designed to adapt, evolve, and expand as your needs change, while protecting your initial investment.
- **Attain hassle-free transition from recording traditional to IP-based communications.** **VPI CAPTURE** supports both types of interactions, even co-existing in the same system as a hybrid recording solution. Regardless of the source, all recordings are consolidated and stored in the same file format and can be accessed and analyzed in a unified fashion via the single interface. open standards and service oriented architecture, **VPI CAPTURE** is designed to adapt, evolve, and expand as your needs change, while protecting your initial investment.
- **VPI CAPTURE leverages open architecture and is platform independent** service oriented architecture, **VPI CAPTURE** is designed to adapt, evolve, and expand as your needs change, while protecting your initial investment.

## Establish a Foundation for Quality Assurance and Coaching

When an emergency call goes unanswered or is poorly handled, it may mean the difference between life and death. In order to maximize service quality and comply with the latest state and local standards, today's progressive emergency service providers objectively assess and improve the skills and attitude of their call takers and dispatchers through the periodic, form-based evaluation of recorded calls and targeted training.



- **With the VPI QUALITY** module, you can accelerate quality improvements, while gaining objectivity and efficiency in the quality evaluation process. **VPI QUALITY** automatically delivers call or radio recordings for evaluation, based on rules defined by your organization. When implemented with **VPI CAPTURE PRO** – a solution that automatically collects and appends CAD data such as incident number and incident type from call taker screens to call recordings – your quality evaluation system can be focused on specific types of incidents based on their frequency, categorization, outcomes, or other objectives.
- **VPI COACHING** enables the automated delivery of personalized, electronic coaching and training assignments, that maximize each call taker's potential.

## Count on a True Partnership with VPI

- Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development

1.800.200.5430    INFO@VPI-CORP.COM    WWW.VPI-CORP.COM



VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.