

Gain Significant, Measurable Improvements in Your Emergency Communications

In order to save more lives, better protect property and help prevent crimes, emergency communication centers strive to provide the highest level of service possible. The next-generation **VPI EMPOWER 911** suite, built on proven platform with an acclaimed 15-year history, provides latest-generation tools to record, analyze, evaluate, and improve the quality of emergency call taker and dispatcher communications, while also reducing costs and personnel turnover.

VPI EMPOWER 911 combines and enhances the benefits of **VPI CAPTURE PRO**, **VPI QUALITY** and **VPI COACHING**. Individually, each solution is robust and powerful, but they are exponentially more valuable when integrated.



VPI CAPTURE PRO™

- Reliable, Unified Recording of Analog, Digital and VoIP Phones and Radios
- Automated Capture of Incident Data from CAD Screens for Call Search, Categorization and Analysis
- Incident Recreation and Instant Recall
- Maximum Security with Strong Access Rights Management, Encryption, Watermarking, and Audit Trail Reporting
- Open Standards Technology

VPI QUALITY™

- Automated Selection of Your Most Important Recordings for Evaluation Based on Incident Type and Other Criteria
- Evaluate Individual Calls or Entire Emergency Incidents
- Flexible, Objective Web-based Evaluation Tools for Each Type of Incident
- Comprehensive, Dynamic Reports and Real-time Alerts for Actionable Insights

VPI COACHING™

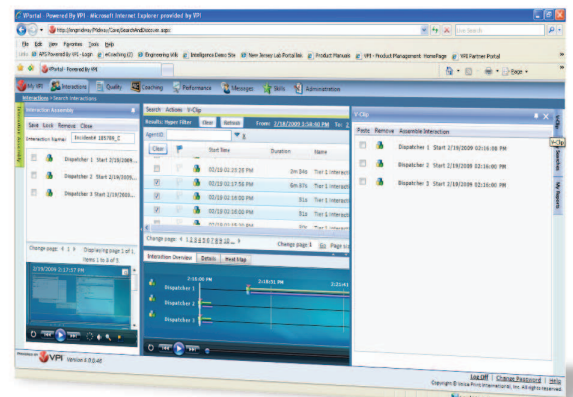
- Personalized Coaching Assignments for Each Type of Skill and Incident
- Adoption of Any Standards Based Content Assessment of Comprehension and Retention via Quizzes and Tests
- In-depth Reports for Tracking of Learning Progress

VPI EMPOWER 911™ – The Integrated Solution for Optimization of Public Safety and Security Communication Centers

VPI EMPOWER 911 enables public safety organizations to proactively improve the effectiveness and speed of their call taker and dispatcher communications, while delivering additional performance and cost benefits. Now you can easily locate and evaluate all recordings of the most serious types of incidents, in order to comply with specific requirements of local government and to ensure that emergency response personnel can communicate swiftly, accurately, and as authorized, across wide spectrum of channels and disciplines. Integrated learning system will help you to quickly bridge the knowledge or performance gaps identified.

The solution can be successfully applied to the development and reinforcement of best practices and attitudes, which results in improved turnover rates and raised competence of entire groups. As employee retention improves, you will save on recruitment and training costs associated with getting new hires up-to-speed.

With **VPI EMPOWER 911**, you will be able to develop a framework for the continuous improvement of the overall operation of your center and consistently provide citizens with the highest standards in quality emergency communications service.



VPI EMPOWER 911, powered by VPI Fact Finder™, tags valuable incident data from console screens to help automatically assemble incidents.