OpenScape
First Response

Keeping the Public Safe and Secure

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The Path to Convergence – OpenScape First Response

We know that you can't afford a second of downtime when responding to public safety. You need a solution that lets you switch between voice and data, get the most information from the public to emergency services personnel, and better inform your first responders without any delays.

In a day and age where technology has enhanced our lives in many ways, the systems that serve our emergency needs must keep up with new capabilities and operational enhancements.

While initiating a voice call is and will always be the fastest means to request help, there will be (and are currently) situations and populations where using one's voice is not possible or practical. We live in a multimedia (voice, video, text, messaging) world, and the way 9-1-1 is delivered and managed today simply does not support this communication paradigm shift.

These solutions are known throughout the industry as Next Generation 9-1-1.

With OpenScape First Response, emergency calls can be placed and responded to via text messaging and video, in addition to traditional voice communications. As a result, citizens will have the ability to request emergency services through traditional and multimedia paths, providing the communication pathway to the public which will serve their preferred method of "calling" 9-1-1.

Our nation is in the throes of this migration of technology and systems now. Early adopters are sharing their lessons learned and advancements with others so as to set the benchmark for how the rest of the nation's public safety agencies can successfully transform their infrastructures.

Whereas citizens must have a "voice" without speaking, first responders must be able to not only "hear" that call for help, but efficiently manage and process the response. Public Safety Answering Points (PSAPs) require software-driven solutions that will empower their staff without burdening them with information overload. Such is the predicament placed upon the 9-1-1 industry as a whole, and the challenge taken head-on by Unify through our carrier-grade OpenScape First Response solution: OpenScape First Response from Unify.

OpenScape First Response provides the ability to receive and accept voice, video, text, social into your call routing network to quickly and simply allocate the most appropriate contact to the right agent.

Meeting the challenges head on

Unify makes your transition to NG9-1-1 safe and secure. It's a resilient and robust solution designed to work with your existing infrastructure, so you can integrate simply and quickly. You can use OpenScape First Response as the foundational platform to converge all your different media inputs (network communications types) to give you an integrated command flow. And it also means that over time, you can reduce complexity to make management of your system much easier, quicker and cheaper.
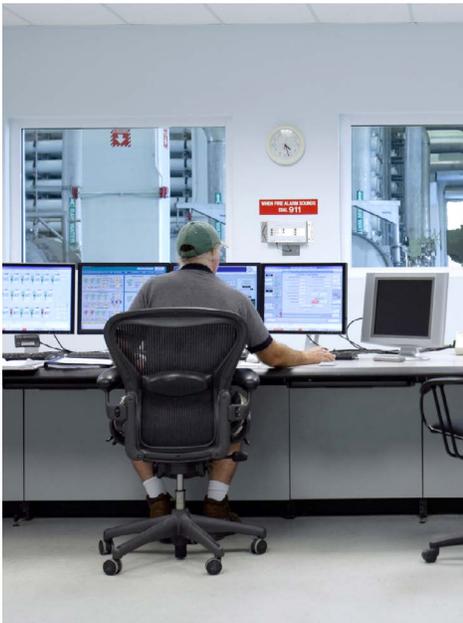
The market has spoken

In alignment with our global transformation, Unify closely evaluated the North American Public Safety sector as an ideal fit for its communication requirements. Evaluated by some of the world's leading public safety experts and PSAP professionals directly, OpenScape First Response is ready to meet today's challenges. With a US 9-1-1 install base and growing strategic partnerships, Unify is bringing the global leadership to this sector and the US-specific industry expertise needed in this day of converged communications.

OpenScape First Response at a glance

- Carrier-grade VoIP call management platform designed for voice over IP from the ground-up
- Serves up to 500,000 users with voice and multimedia
- Hosted, premise or hybrid deployment models
- Advanced routing and contact center features via software modules
- Customizable GUI leveraging standard functions and features as well as traditional UI layout schemes
- Supports call volumes of over 5,000 per hour
- Multimedia and Voice ACD using roles or skills
- SOA architecture for seamless plug-and-play of additional modules
- NENA i3 compliant design for seamless mapping and recording integration

Everything you need for your OpenScape First Response ecosystem

The application layer of OpenScape First Response solution brings the most scalable (up to 500,000 users) and intelligent (multi-queue ACD and content-type triaging) PSAP communications platform the world has seen. It harnesses the carrier-grade communications power of our OpenScape Voice platform, combined with the advanced Multimedia Service (MMS) power of OpenScape Contact Center.

Our feature rich user interface has been developed to address legacy 9-1-1 communication processes and, as new media types become prevalent, a single application for managing all 9-1-1 content according to rules, skills or content-specific policies.

And, to minimize impact on call takers' 9-1-1 allows for configurable layouts (as well as preconfigured templates) to mirror what users are accustomed to in their current system, decreasing time to train and ease of migration.

Reduce your TCO with Unify

Migrating to Unify makes your transition to NG9-1-1 safe and secure. It's a resilient, robust solution designed to work with any of your existing infrastructure investments, so it can integrate seamlessly and cost-effectively into your existing environment. You can use OpenScape First Response as the foundation where you can converge all your media inputs for an integrated command flow.

Our clients find that over time they are able to dramatically reduce complexity to make management of their systems much easier, quicker and cheaper -- a reduced TCO for multiple agencies to leverage.

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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