A woman with dark hair, wearing a blue shirt, is shown in profile from the chest up, looking towards the right. In the foreground, a silver microphone is positioned. The background is a blurred computer monitor displaying a website with a blue and yellow logo. The overall scene is a call center or dispatch center.

# 9-1-1 INNOVATION BEYOND NEXT GENERATION



REALIZE THE FULL POTENTIAL  
OF NEXT GENERATION 9-1-1  
WITH THE FIRST AND ONLY,  
BROWSER-BASED DISPATCH  
TECHNOLOGY IN THE INDUSTRY.

**CALLWORKS**



## CALL TAKING, DISPATCH, AND MAPPING IN ONE SOLUTION

You know the challenges ahead won't end with Next Generation 9-1-1. Unfortunately, many vendors you rely on today would have you believe that simply installing a Voice over Internet Protocol (VoIP) based solution prepares you for NG9-1-1. CallWorks understands that isn't the case.

We started with NG9-1-1 and VoIP as the beginning requirement — not the end. When you select CallWorks, you are getting a partner with products that go beyond those defined standards to deliver real value, benefits and lower costs.

Tackling one of the toughest 9-1-1 public safety dilemmas, CallWorks is pioneering the convergence of NextGen 9-1-1 Call Taking, Incident Management (CAD) and Mapping systems.

Our state-of-the-art solution is the only natively integrated, browser-based, dispatch-centric design in the industry. Using the latest software design and telephony technologies, our native i3-compatible application manages the receipt of emergency calls and seamlessly dispatches a response with a simpler, easier-to-use workflow

approach and user interface designed to work the way you do, today. CallWorks was founded with a simple focus... build a world-class application that enhances the benefits derived from seamless support and utilization of the latest telephony, Internet and mobile standards while adhering to critical legacy standards from yesterday.

# 45%

**LESS BACKOFFICE  
SERVER INFRASTRUCTURE**



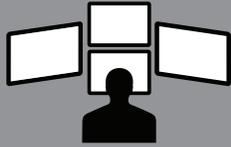
## OUR VISION IS THE NEW 9-1-1 REALITY

It's clear that a new system architecture is needed to handle the rapidly changing technologies and performance requirements in today's environment and beyond. With decades of E9-1-1 expertise, our founders understand that adding a new layer or application each time a new technology emerged was simply not sustainable. By building and deploying the first natively integrated solution that streamlines the process of getting the right response to the right place at the right time, we are revolutionizing call taking, dispatching, mapping and reporting for public safety environments just like yours.

**ARE YOU TIRED OF INTEGRATING SEPARATE SOLUTIONS THAT WON'T QUITE TIE TOGETHER? CALLWORKS IS INNOVATION. BEYOND NEXT GENERATION!**

CallWorks has the right experience, industry allies and products to be your primary partner in the deployment and migration of your PSAP to NG9-1-1 and beyond.

# CALLWORKS PRODUCT SUITE



## DispatchStation

The complete workflow from receipt of E9-1-1 calls to dispatching field resources and sending information to mobile users. Call taking and dispatching is available directly from the Map, supporting traditional 9-1-1, Mapped ALI and CAD within the only integrated workflow and reporting system available in the industry.



## CallStation

Delivers call taking and mapping, at a lower cost, for agencies that have a dispatch application, but need to add the latest VoIP, wireless mobile and NG9-1-1 enhancements. Call taking is available directly from the Map with the support of traditional 9-1-1 and Mapped ALI features in one smooth workflow. CAD interfaces are provided.



## AdminiStation

Using a web browser, authorized personnel can configure and manage many aspects of the applications and database.



## DecisionStation

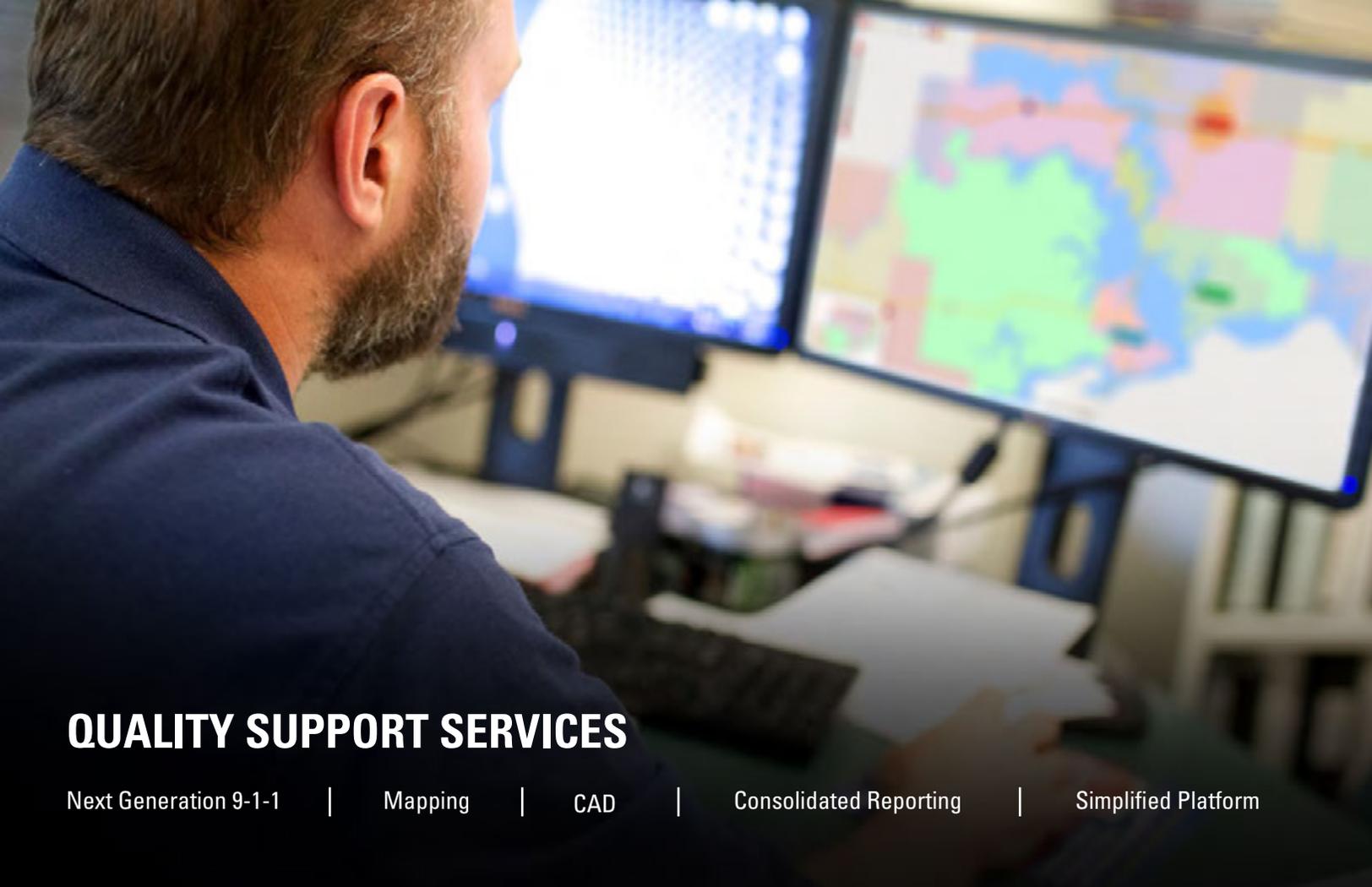
Local and mobile authorized users can view real-time calls, incident data and reports, as well as send and receive messages and more from remote locations using a browser.

## LESS COMPLEXITY, MORE FLEXIBILITY

CallWorks DispatchStation is a fully integrated NG9-1-1, Mapping and Computer Aided Dispatch (CAD) System. With CallStation, you get the same functionality – excluding dispatching. Based on J2E Web 2.0 development tools, a CallWorks distribution of the Asterisk® softswitch from Digium, ESRI®-compatible “GIS centric” mapping technology and MySQL® database, our products provide a high level of robust, enterprise level functionality.

Our applications provide NG9-1-1, non-traditional communications, integrated messaging, Phase II wireless and VoIP caller-specific mapping features, complete 9-1-1 call-to-dispatch reporting functionality and flexible network installations such as remote hosting.

Our browser-based architecture eliminates complex firmware and driver problems at the operator’s console and easily integrates with third party mapping or CAD systems via standard interfaces.



## QUALITY SUPPORT SERVICES

Next Generation 9-1-1

| Mapping

| CAD

| Consolidated Reporting

| Simplified Platform

## CALLWORKS IS PIONEERING THE CONVERGENCE OF NEXTGEN 9-1-1 CALL TAKING, INCIDENT MANAGEMENT (CAD) AND MAPPING SYSTEMS.

CallWorks products are designed to be the most easily installed and maintained in the industry, but we recognize that your personnel may desire additional training or support. We offer several methods for our customers to request assistance 24x7, 365 days per year. From telephone support to our standard remote monitoring program, we deliver timely, flexible and reliable service to meet all your support requirements. CallWorks also provides a range of implementation services from factory staging of hardware and network components to on-site technical support for installation into multi-vendor environments.

### CALLWORKS

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