

**SOLUTION/**

home of **VESTA**<sup>®</sup>

# VESTA<sup>®</sup> Analytics

**ADVANCED MIS SOLUTION** FOR NEXT GENERATION CALL CENTERS/

“Far surpassing the capabilities of the legacy management information system (MIS) of yesterday, the VESTA<sup>®</sup> Analytics solution gives call center management a wide open window into how their call center is performing at all times.”

- Mike Pavick, Vice President, Sales, Airbus DS Communications

Given the many demands placed on today's Public Safety Answering Points (PSAPs), your management team must readily know far more than call counts and answer durations. They must be able to report on pertinent call details and call center activity at any given time. Aware that you're likely limited by your current management information system (MIS) and believing that your **CRITICAL MATTERS**<sup>®</sup>, Airbus DS Communications proudly offers the **VESTA<sup>®</sup> Analytics** solution.

Through use of the VESTA Analytics solution, PSAPs nationwide are experiencing greater efficiencies in information management, overall job performance and standard operating procedures. These improvements are apparent as a result of the application's intuitive, easy-to-use reporting engine, enabling administrators to retrieve the exact data, right when they need it.

The reporting capabilities of the VESTA Analytics solution are highly robust, supplying a number of standard documents that provide facts on call counts, transfer averages, trunk and line utilization, etc., and can accommodate customization when

needs are more specific. All can be scheduled and automatically distributed, or you may choose to build a dashboard or run an ad hoc report on the fly.

The latest version of the VESTA Analytics solution also addresses the growing need for more advanced data mining to learn such important aspects as the duration of delay between receiving Phase I and Phase 2 Automatic Location Information (ALI) records. In addition, many 9-1-1-specific key performance indicators (KPIs) are pre-calculated and available in the application's data warehouse, including agent efficiency factor and ready/not-ready ratio.

The VESTA Analytics solution automatically associates related events, which simplifies incident reconstruction, organization, searching and archiving. Through its built-in Scenario Management System, users can create their own associations and save them under a self-defined scenario name. The VESTA Analytics solution can also work with leading digital logging recorders, enabling users to directly retrieve recordings.

CRITICAL **MATTERS**<sup>®</sup>

**AIRBUS DS** Communications



A powerful set of standard features, combined with effortless integration of NG9-1-1 media and data sources, makes the VESTA® Analytics solution ideal for the mission-critical environment.

Utilizing state-of-the-art technology, the VESTA® Analytics solution effortlessly integrates with new media and data sources, such as text and email messages, audio analytics and video triggers, as they migrate into use. It can also be combined with Airbus DS Communications' applications for mapping, P25 land mobile radio, emergency notification, managed services (real-time monitoring and response, patch management, virus protection and disaster recovery) and, of course, NG9-1-1 Call Handling, making it a key component of our VESTA® Public Safety solutions portfolio.

## YOUR TRUSTED PARTNER

Your community trusts you to protect them, and that means more than just using the right equipment. It means having a trusted partner in Public Safety communications. That partner is Airbus DS Communications, where your **CRITICAL MATTERS®**.

As the world's largest and most reliable source for Next Generation 9-1-1, Land Mobile Radio and Emergency Notification, we keep people connected when it matters most. For over four decades, Airbus DS Communications has designed solutions with an open mind, creating smarter ways to keep all our communities safe. Today we support more than 60% of all U.S. Public Safety Answering Points, serving over 200 million people, along with hundreds of private sector businesses in 20+ different industries, including transportation, utilities and healthcare, and Federal and DoD operations globally.

To learn more about the VESTA Analytics solution, call **951.719.2100** or visit us online at **www.Airbus-DSComm.com**.

## KEY BENEFITS/

### STREAMLINED INFORMATION MANAGEMENT

- Standard templates and advanced customization features for cross-tabular and ad hoc reporting with increased performance of a data warehouse
- Sophisticated search and filtering capabilities for incident reconstruction and evidence organization
- Simple and quick to use through home page access to a multitude of functions, including one click to view a report
- Integrated Scenario Management System
- Optional business intelligence solution for customized data views

### OPERATIONAL EFFICIENCY

- Key performance indicators (KPIs) designed specifically for the emergency call center environment
- Integration with leading third-party systems for a complete solution
- Real-time event list with automatic event association, plus a view of related detail information
- Lite, Standard, Hosted and Enterprise versions provide cost-effective solutions for small to large multi-site configurations
- Added support for Enterprise Multi-server deployment

### RELIABILITY

- Secure, browser-based application for easy access and maintenance
- State-of-the-art solution, leveraging best-in-class software technologies, such as .NET, AJAX and SQL® Reporting Services
- Continued support for Microsoft® Windows® 2008 R2 server; Microsoft® Windows® 2012 R2 server; and Internet Explorer® 10 and 11 support

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