

PUBLIC SAFETY SOLUTIONS OVERVIEW

Communication Software for Mobility, Efficiency,
and Safety

MANAGING TODAY'S SOURCES OF INFORMATION

Given the serious nature of your organization's role, Spok helps you create a highly reliable communications infrastructure that supports your ability to create and maintain a safe environment.

A HIGHLY SECURE SYSTEM IS REQUIRED

Communications may include classified and time-critical information, meaning encrypted messages are often needed in addition to processes tested for rigid security.

TRACEABILITY/AUDIT TRAIL IS ESSENTIAL

It's paramount to have traceability of events, resources, and actions that occurred during a time-critical situation, so having a full audit trail of communications, people involved, and the information exchanged is of high importance.

EMPHASIS ON PAGING/MESSAGING TO A VARIETY OF ENDPOINTS

The number and type of communication devices that staff members use are ever increasing with today's technology, resulting in the potential for confusion over which device someone is using at a particular time or place. Therefore, many organizations are turning to solutions that allow them to find the right people immediately—regardless of which communication device they may be using.

HIGHLY MOBILE WORKFORCE

Most security personnel and first responders are constantly on the go and not always near a desk phone to receive messages or notifications. So there is a tremendous need for reliable, critical notifications—on the right device.



SOLUTIONS OVERVIEW

Spok® solutions streamline operations and save money and resources while improving the speed and quality of your communications, yielding more out of your technology and staffing investment. The following applications provide solutions that function on a stand-alone basis or as an integrated component within your communications environment.

ENHANCED 9-1-1 (E9-1-1)

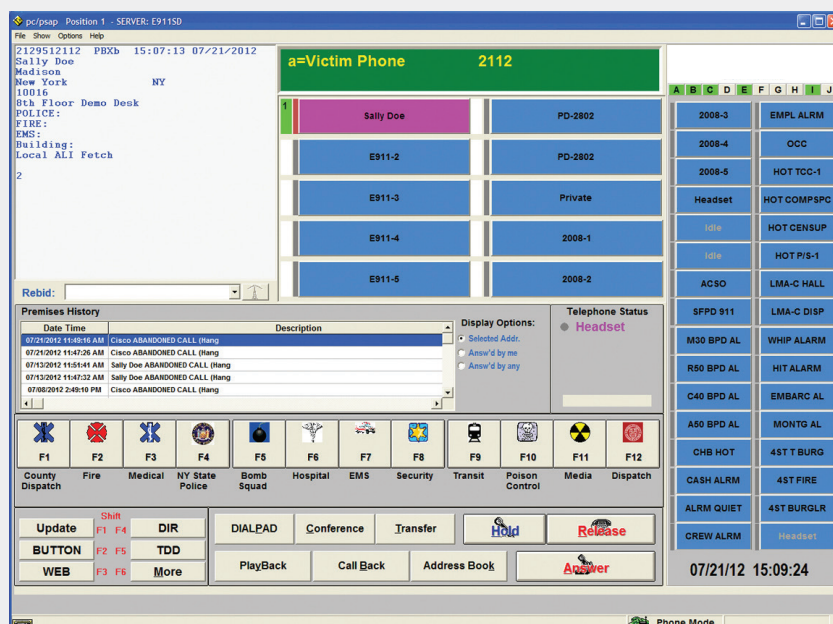
Direct emergency personnel to a 9-1-1 caller's exact location, helping to ensure speed, accuracy, and reliability. Reassure employees, staff, and visitors that your organization is taking the ethical and legal steps to help maintain a safe working environment. Spok's enhanced 9-1-1 solutions give you the tools you need to protect your most valuable asset: your people.

Currently, the phone systems of many large facilities transmit only the main billing phone number to the 9-1-1 answering point—not the 9-1-1 caller's exact phone number and matching location (building, floor, room). By providing only the main billing number, the 9-1-1 answering point can only derive the main billing address of where the trunk line is located, which in the VoIP world may be in another building, campus, or state—but not where the actual emergency caller is located.

Spok's E9-1-1 solutions make sure the exact location of the 9-1-1 call—not just the billing address—is passed to the 9-1-1 answering point (PSAP). In the case that the caller cannot provide his or her location information, you'll know the software has it taken care of, allowing first responders to quickly reach the emergency and avoid confusion about where to direct the appropriate response resources.

9-1-1 CALL CENTER OPERATIONS/PUBLIC SAFETY

Enable more accurate and faster emergency dispatching by giving your public safety answering point (PSAP) call-takers the speed and flexibility to field emergency calls. Give PSAP call-takers an easy-to-use, standards-based graphical interface that integrates with the underlying phone system, database utilities, mapping systems, and other resources. This puts critical information and tasks at the call-takers' fingertips. Police, fire, EMT, and hazmat personnel can be instantly involved in the call with a single click of the mouse or touch of the screen.



The Spok call-taking and dispatch solution

EMERGENCY NOTIFICATION

In an emergency, every second counts and lives are at stake. Liability could increase with every delay. Manage time-sensitive communications with Spok's emergency notification system, which initiates, monitors, and manages emergency notifications of all types. It automatically delivers messages, collects responses, escalates to other personnel if needed, and logs all activities for reporting and analysis. Notifications can be initiated via web or phone and can be sent to various devices, including phones, smartphones, pagers, email, and fax.

Those with specific roles within your emergency response plan need specific information—not just a common alert message. The Spok system allows you to turn your business continuity plans into message templates specifying the people to be notified and involved, which communication device(s) to be used, and the time period in which individuals or groups must take action before the message is escalated to the next person or group.

Deliver the right information to the right people at the right time for any critical event to keep safety high.

CRITICAL ALERTING

Effective technology that integrates once-disparate systems in ways that improve response time and safety is vital for efficient public safety communications. Spok's critical alerting solution integrates alarm systems such as fire detection, door alarms, and security/duress systems to the mobile communication devices your staff carry, including Wi-Fi phones, pagers, smartphones, and other technology. Providing the correct personnel with immediate notifications, including a full audit trail of bi-directional communications flow, allows for fast action and minimizes potential damage, litigation, or losses.

Many Spok solutions have successfully been tested and approved by the Joint Interoperability Test Command (JITC)

SPOK® SMART CONSOLE

Spok Smart Console provides the information needed for your operators to process calls via their computer. Incoming calls pop up on their screens. Then, with great ease, operators carry out a wide range of critical functions such as efficiently looking up information, paging and messaging staff, transferring calls, and accessing and administering on-call schedules. Screen-based interactive functions display incoming calls, single-button call transfers, conferencing, speed dialing, and other telephony functions. In addition, features such as fully configurable displays and pre-recorded greetings ensure calls are handled professionally and consistently, any time of day or night.

To enable critical communications, Spok Smart Console provides many industry-leading features:

- Directory Services
- On-Call Calendars and Scheduling
- Intergration with Key Systems
- Automated Greetings
- Voice-Assisted Transfer
- Call Parking
- Call Recording Options
- Messaging Options
- Paging and Smartphone Options



SECURE SMARTPHONE MESSAGING

In today's digital world, data security and information integrity are priorities for local as well as national security. The same is true for the critical messages and notifications sent throughout your organization. You can leverage the latest devices with strong attention to security using encrypted messages sent to your staff on smartphones. These messages are encrypted on the 'send' side as well as the 'receive' side, helping to ensure private messages stay that way.

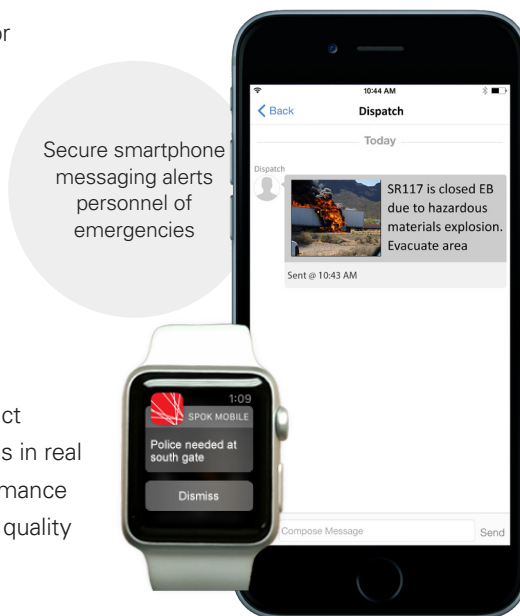
This functionality separates critical messages from less important emails or SMS messages using a password-protected inbox. It also provides a full audit trail of delivery receipts for accountability. Message recipients have the ability to actively acknowledge messages and also respond using free-form text, which is kept with the original message in the system log for continuity purposes.

CALL RECORDING

Easily record, monitor, and score your call center operators' conversations to better manage calls, provide focused training, and improve customer service. The call recording solution records all calls in and out of your contact center, simultaneously enabling supervisors to monitor agent conversations in real time. The solution suite provides tools to score agents' call handling performance in a number of categories. The result is a clear view of how to improve the quality of the caller experience through individualized training.

SPEECH RECOGNITION

Enable your organization to process routine phone requests including directory assistance, internal calls, messaging and paging—independent of live operators and with more ease-of-use than touchtone. Most organizations can effectively manage up to 95 percent of their day-to-day incoming call traffic without operator assistance, freeing specialized resources for callers who truly require human assistance.



WHAT SPOK CUSTOMERS SAY ABOUT THEIR SOLUTIONS

➤ “Our activation time—the time it takes from when we receive a call until we initiate an emergency response—has dropped from an average of 5 to 10 minutes before we had the system, to about 40 seconds.”

Kim Gutwin
Superintendent
Regional Communications Centre
Regina Qu'Appelle Health Region

➤ “It was a simple decision to work with [Spok]. I spoke with several customers before purchasing and only heard positive things. The [Spok] solution provides the level of reliability needed for the township's emergency communications now and into the future.”

Christopher Smith
Network Administrator
Stafford Township Police Department

➤ “From the location of a fire to the details of a hostage situation, responders need to know what they're preparing for, and they need that information right away. Spok... quickly delivers messages wherever they need to go—in all the formats and to all the devices we use.”

Ann McNulty
Applications Specialist
Douglas County Sheriff's Office

➤ “We were able to use the Spok solution to incorporate text messages, and everyone loves that. The dispatcher doesn't have to make a decision between sending a text or alphanumeric page because either works. We can also use email and send a single notification to many people all at once.”

Ryan Holzaepfel
Emergency Management Coordinator
Chambers County

➤ “We're not a regular city with regular streets. In cases where we don't have a building address, we can include data such as the 'pathway between the bridge and the walkway' so responding officers know precisely where to go.”

Jeanine Edwards
Supervisor
UC Berkeley Communications Center

➤ “The Police Department is the center of the university from a life safety standpoint. We have to be responsive, and [Spok®] pc/psap is key to our efforts. It adds more flexibility in how we communicate.”

Tom Ball
Manager of Voice Engineering
Cornell University



ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be the global leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. Our customers send over 100 million messages each month through their Spok® solutions, and they rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, and public safety response. When communications matter, Spok delivers.

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