



VESTA[®] ANALYTICS

MAKING YOUR DATA WORK FOR YOU

What if your reports are delivered to your desktop before you have your first sip of coffee? Your trend analysis is simple and automated and saves you time? You have indisputable facts to back up your request for a budget increase? Get all of this and more in the VESTA[®] Analytics solution, your active data manager ready to do all the heavy lifting.

LESSEN THE BURDEN OF DATA MANAGEMENT

Given the many demands placed on today's 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. And, that's exactly what the VESTA[®] Analytics solution is helping PSAPs nationwide accomplish.

With the application's intuitive, easy-to-use reporting engine and automated capabilities, administrators are gaining new insights into how their call center is performing at all times.

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. 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 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 to simplify 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.

The VESTA® Analytics solution offers seamless integration with the VESTA® 9-1-1 system for a comprehensive NG9-1-1 call handling solution.



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 Motorola Solutions' applications for mapping, 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.

THE VESTA® SOLUTIONS SUITE

Our VESTA Next Generation 9-1-1 solutions serve more than 60% of all U.S. Public Safety Answering Points, as well as Federal DoD operations globally. Our Emergency Notification solutions support the communications needs of hundreds of public and private sector organizations worldwide. As one of the most trusted solutions providers in Public Safety communications, we help people be their best in the moments that matter.

Experience the VESTA difference. Call **951.719.2100**.

For more information, please visit us on the web at: www.vestapublicsafety.com



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

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KEY BENEFITS

STREAMLINED INFORMATION MANAGEMENT

- Provides standard templates and advanced customization for cross-tabular and ad hoc reporting with increased data warehouse performance
- Enables sophisticated search and filtering capabilities for incident reconstruction and evidence organization
- Gives simple and quick home page access to a multitude of functions (e.g., one-click to view a report)
- Features Integrated Scenario Management System
- Offers optional business intelligence solution for customized data views

OPERATIONAL EFFICIENCIES

- Provides KPIs specific to the emergency call center environment
- Integrates with leading third-party systems for a complete solution
- Supplies real-time event list with automatic event association and related detail information
- Meets any need with Lite, Standard, Hosted and Enterprise versions; cost-effective solutions for small to large, multi-site configurations
- Gives added support for Enterprise Multi-server deployment

RELIABILITY

- Permits easy access and maintenance with secure, browser-based application
- Leverages best-in-class software technologies (.NET, AJAX and SQL® Reporting Services) for a state-of-the-art solution
- Offers continued support for Microsoft® Windows® 2008 R2 server; Microsoft® Windows® 2012 R2 server; and Internet Explorer® 10 and 11 support