



911 PRO

Powered by **Zuercher**

Maximize your resources with automation and information

WHAT IS THE PROBLEM?

911 call centers are being asked to handle more than ever with less resources than ever before. You get information from landline calls, cellphone calls and text, hang-ups and accidental calls and even video images. With high job turnover and great responsibilities, your staff doesn't have any extra bandwidth. At the same time, the disconnect between your CAD and 911 forces you to be masters of multitasking, asking question after question on the phone and toggling back and forth between systems and screens.

WHAT IS THE SOLUTION?

The best Next Generation 911 system on the market brings more information into every call so you can do more with your call takers and responders. Move beyond stand-alone voice applications with an integrated, operations-focused voice and data platform that incorporates GPS location information into the 911 call. Starting at the call, more information is available to the call-taker. Integrate CAD Pro for more insight like premise-related data and urgent location notes to prepare responders.

AUTOMATE PROCESSES

Process calls with a single keyboard and mouse or programmable keypad action to send help faster

PRIORITIZE WORKLOAD

Instantly map your calls for service so you can help identify calls likely from the same incident

ACCESS MORE DATA

Get seamless integration with premise-related data and location notes from your CAD

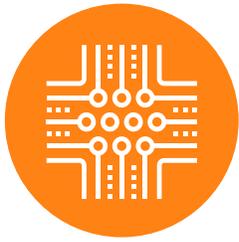
LOCATE CELLPHONE CALLERS

Send a text message to a caller's cellphone to get exact coordinates from the phone's location services

CUSTOMIZE YOUR DESIGN

Configure your screens and layout to match control points that make sense for your agency

CUSTOMER GAINS



FUTURE-PROOF INVESTMENT

Use a Next Generation 911 system that meets your needs today and can handle tomorrow's technology



INFORMED RESPONSE

Dispatchers and responders can make faster, better decisions with critical information



BREAK DOWN SILOS

Get the full benefit of bringing your CAD and 911 together with innovative integration

SAVE 20 MINUTES ON CALLBACK PER ABANDONED CALL

Did you know that 30% of 911 calls are hang ups or misdials? With 911 Enterprise, call takers can send an automated text message and skip the callback to see if the caller really needs assistance. They can also prioritize ringing 911 calls before even answering them with geographically-informed visual cues that show which calls are coming from the same location. 911 Pro helps call takers make better informed decisions, automates more tasks, and results in a faster response to the 911 caller.

WHO WE ARE

CentralSquare Technologies is an industry leader in public safety and public administration software, serving over 7,500 organizations from the largest metropolitan city to counties and towns of every size across North America. Its technology platform provides solutions for public safety, including 911, computer aided dispatch, records management, mobile, and jail.

For public administration agencies, CentralSquare provides software for finance, community development, human capital management, utility billing, citizen engagement, asset management, property tax and municipal services. It also provides healthcare management software for hospitals and clinicians. CentralSquare's broad, unified and agile software suite serves 3 in 4 citizens across North America. More information is available at www.centrialsquare.com.

7,500
AGENCY CUSTOMERS

3 IN 4
CITIZENS ACROSS
NORTH AMERICA

35 YEARS
IN PUBLIC SECTOR
SOFTWARE



Our mission is to create the broadest, smartest, and most agile software platform to help public service agencies build safer and smarter communities.

911 | Asset Management | CAD | Citizen Engagement | Community Development | Finance | Human Capital Management | Jail | Mobile | Municipal Services | Property Tax | Records | Utilities

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