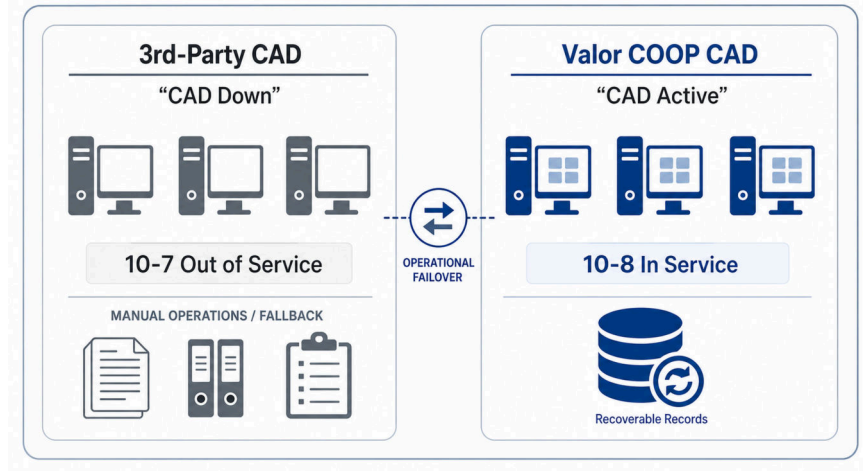


## MISSION-CRITICAL CONTINUITY

When your primary 3rd-party CAD goes down, our Continuity of Operations solution keeps your emergency communications center fully mission-capable — allowing call takers and dispatchers to receive, triage, and dispatch calls without interruption, while preserving accurate, auditable incident records for later CAD back-import.



For emergency communication centers that rely on 3rd-party CAD, our solution provides a proven, vendor-agnostic 'CAD-down' operating mode that keeps call taking and dispatch fully functional, preserves complete incident documentation, and accelerates recovery once CAD is restored — protecting lives even when your primary system is offline.

## MISSION

### Protects Life-Safety & Response Times

Our COOP workflow preserves your ability to answer and dispatch all 911 calls using alternate tools aligned with COOP best practices for essential functions — reducing the risk of delayed responses, misrouted units, or lost incidents during CAD outages.

### Maintains Operational Continuity & Compliance

The solution mirrors your existing SOPs in a "CAD-down" playbook, so staff can pivot within minutes, not hours — maintaining compliance and consistent operational standards even under system failure.

### Reduces Chaos for Supervisors & Staff

Pre-defined COOP roles, checklists, and communication templates eliminate on-the-fly improvisation during outages and support consistent performance across shifts and multi-agency environments.

### Simplifies Recovery Once CAD Is Restored

Structured data collection — digital forms, incident logs, and unit status tracking — is designed for rapid, accurate back-import into your CAD once it comes back online, protecting data integrity, performance metrics, and liability posture.

