NICE®

Solution Overview
Improving Efficiency and Insight into 911 Operations and Incidents

The NICE and RapidSOS solution empowers emergency communication centers (ECCs) with rapid, data-driven incident reconstruction and intelligence dashboards to boost efficiency and insight into 911 operations and incidents. It increases the value of life-saving data from RapidSOS from 350M+ connected devices, apps, and profiles to ECCs, to support 150M+ emergencies annually.

How NICE Helps

NICE and RapidSOS are transforming incident reconstruction and analytics by integrating RapidSOS's emergency response data platform with NICE's incident reconstruction and intelligence platform. This extends RapidSOS enhanced emergency information beyond real-time incident handling – to provide a single system of record of all incident information within NICE Inform, for evidentiary purposes and for performance improvement.

While RapidSOS presents location and additional information to ECCs during an emergency, NICE Inform connects to the RapidSOS Platform to securely store this data in the same structure as ANI/ALI collected from other sources, serving as an ECC's data repository for extended storage, making it available for incident reconstruction requests and quality assurance reviews.

Single System of Record for All Incident Data Enhances Incident Reconstruction

With this joint solution, ECCs can now access critical data from the RapidSOS Platform for 911 calls and text-to-911 in the NICE recording system along with radio, screen recordings, and other critical incident data, and leverage it to search, reconstruct and evaluate incidents. ECCs can visually search for captured emergency calls on a map based on their accurate location, view comprehensive incident timelines, and visualize the movement of 911 callers, while simultaneously listening to calls.
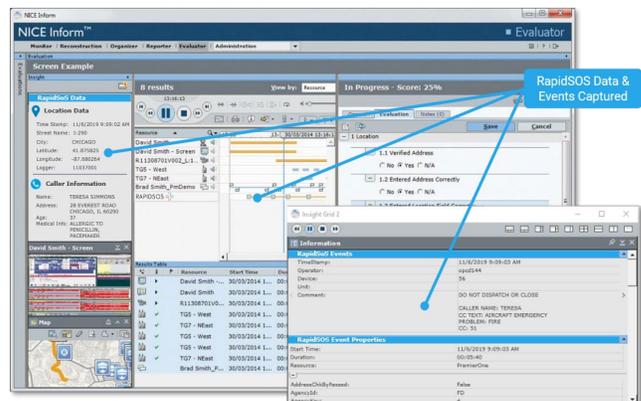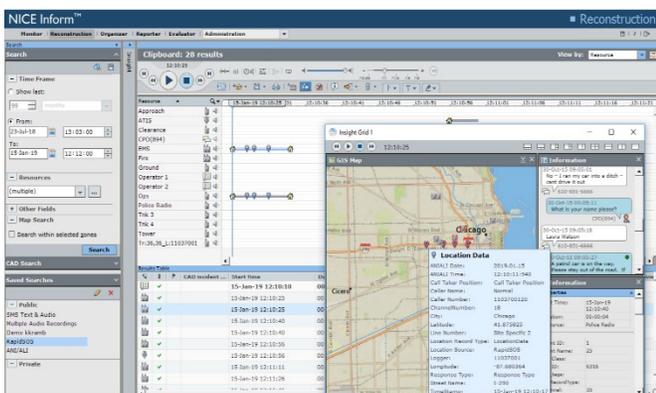
ECCs will have access to available standard data which may include: Caller ID, created time, location time, call start time, source of location information, latitude, longitude, and uncertainty radius.

ECCs may also have access to available additional data such as: Caller name, altitude, positioning method, uncertainty confidence, reverse-geocoded address, name of reverse-geocoded location, civic address, and more.

Gain Insight into 911 Operations and Incidents, and Improve Overall Effectiveness

Automatically aggregate and analyze all types of incident information, including data from the RapidSOS platform, to help ECCs understand what's happening in the ECC in real-time, and who or what is or isn't performing, and why.
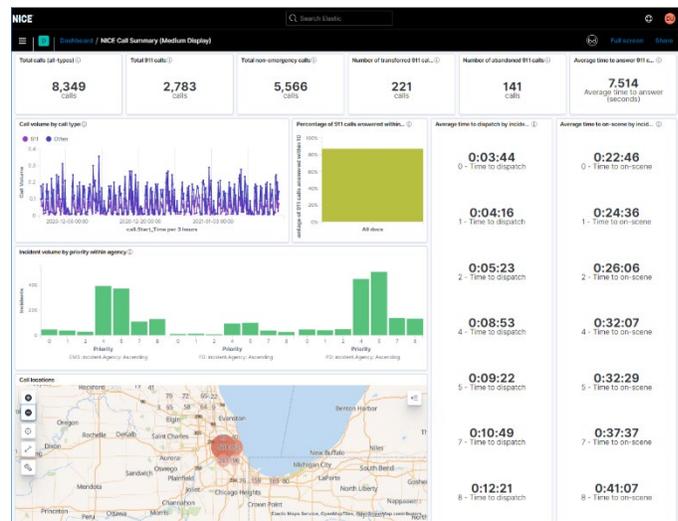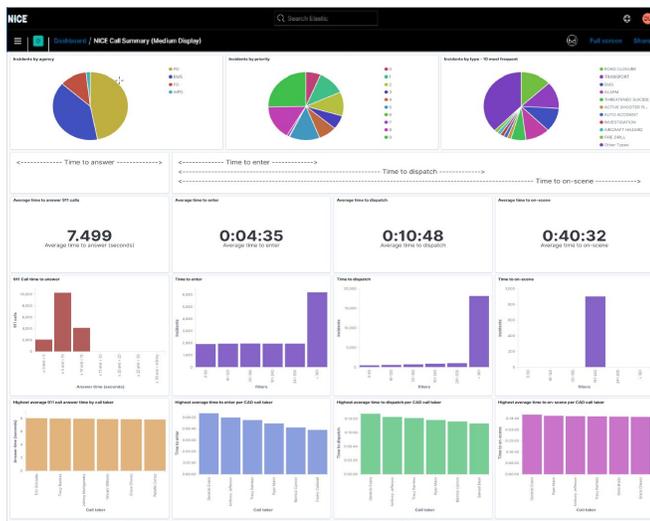
NICE Inform Intelligence Center displays all incident lifecycle metrics and helps ECCs drill to underlying root causes.

- Get insights into how long it takes to answer, enter, and dispatch calls, and how much time is elapsing before first responders arrive on scene.

- Improve employee performance and reduce turnover due to challenges that may otherwise go undetected.