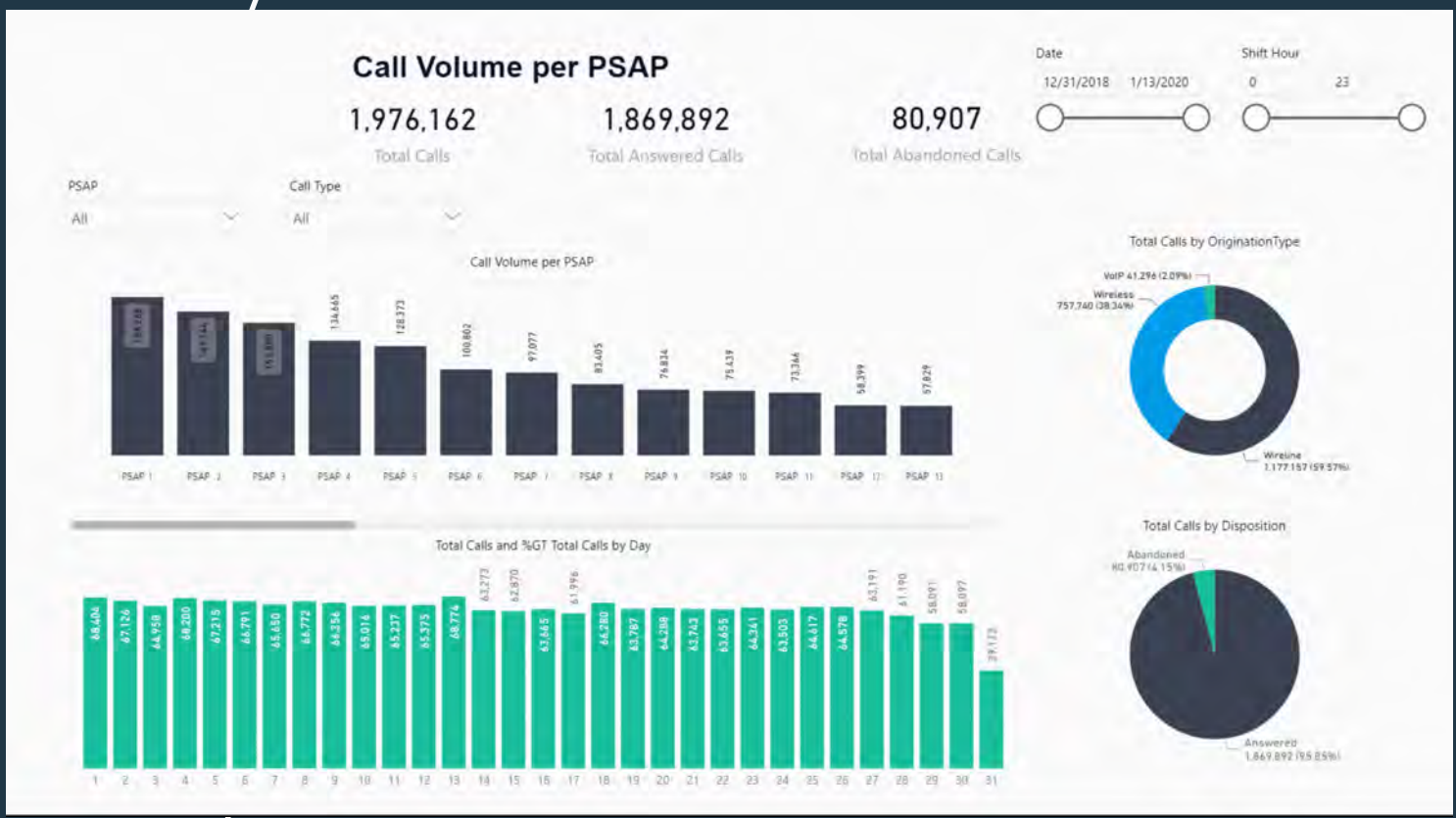
RapidDeploy

CLOUD AIDED DISPATCH™



Eclipse Analytics

Real-Time Actionable Intelligence for 9-1-1

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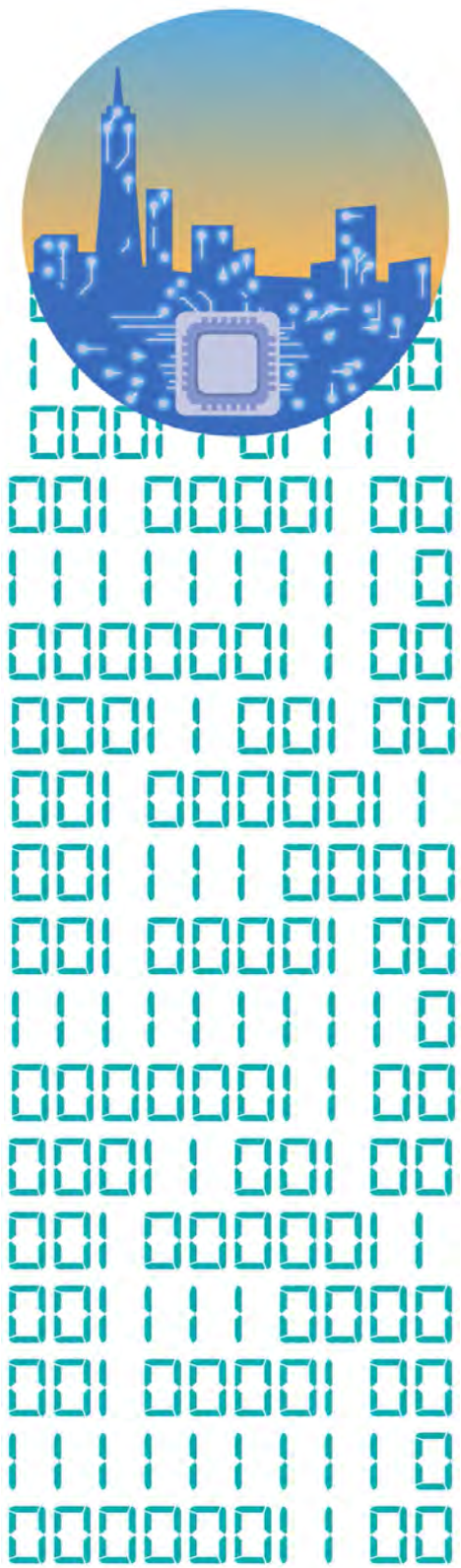
How does your agency interact with your data?



Agencies struggle with:

- Lacking insight into their wireless location accuracy.
- Missing concrete data to make better staffing decisions.
- Understanding factors that cause call transfers.
- Determining productivity and performance of call-takers.
- Understanding when things have changed, and why.

The problem:

Public safety organizations struggle to extract value from their data and derive actionable insights.

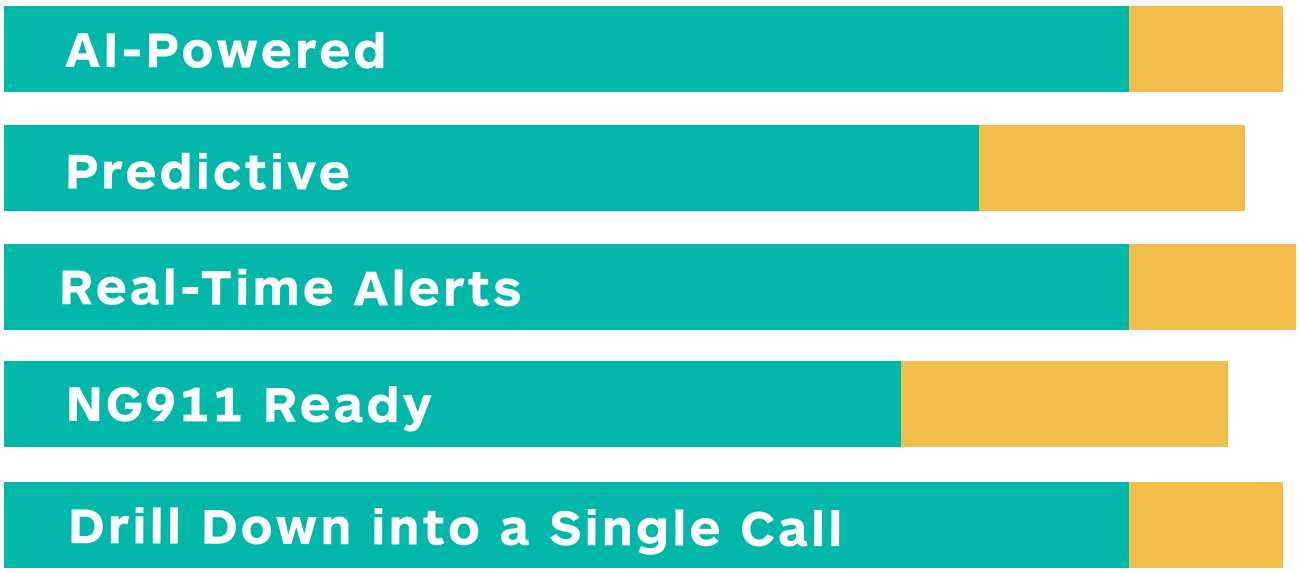
Demystify your data with Eclipse Analytics

Future-Proof Your Agency

In the past, public safety organizations purchased a static set of features and technology solutions that didn't evolve and left agencies with stale, unusable data. Eclipse Analytics, alternatively, is constantly evolving and improving to bring you new features and capabilities at no extra cost, evolving your agency from Business Intelligence (BI) to Artificial Intelligence (AI) and Machine Learning (ML).

Enable Data-Driven Decision Making

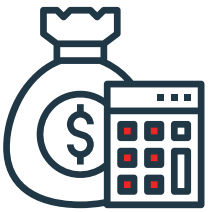
Use cutting edge technology and advanced data analysis techniques (e.g. AI, data modelling, external data integration, etc.), Eclipse Analytics delivers insights, both historical and real-time, to help you make better decisions to improve 9-1-1 services.



Why Eclipse Analytics

Ease of Deployment

Easy to deploy and fast to configure



Cost of Ownership

Affordable for agencies of all sizes

Reliability and Security

Highly resilient and secure

Features and Functionality

Future-Ready features and integrations

How Eclipse Analytics Supports North Central Texas 9-1-1

North Central Texas Emergency Communications District (NCT9-1-1)

The North Central Texas Emergency Communications District (NCT9-1-1) is a nationally recognized early adopter of NG911. They provide technology for 43 PSAPs in the Dallas/Fort Worth Metroplex area.

As part of their NG911 ESInet, NCT9-1-1 collects a vast amount of data. Unfortunately, their legacy management information systems were not generating a lot of insights on that data; their reports were hard to use and required a lot of manual work to run. Worse yet, finding valuable insights from these legacy systems was like finding a needle in a haystack.

NCT9-1-1 partnered with RapidDeploy to build an analytics platform that matched NCT 9-1-1's advanced vision for the future that would evolve with them. With Eclipse Analytics, NCT9-1-1 is leveraging cloud technology to ingest, process and analyze data from their NG 9-1-1 network . Eclipse Analytics also enables them to bring data from third parties to supplement and augment their insights.

Eclipse Analytics has deployed easy-to-use dashboards and visualizations that make it easy to detect issues and drill down to identify trends and to start producing real-time actionable inputs that can be delivered directly to communicators to enhance their situational awareness, create more accurate predictions of the future, and generate deeper insights.

"We can actually get actionable data and we can utilize predictive analytics … it's everything we had before on steroids"

- Christy Williams, Director of 9-1-1
North Central Texas 9-1-1

"My favorite thing about RapidDeploy is their ability to work with you as a partner "

- Tommy Tran, 9-1-1 Solutions Architect
North Central 9-1-1

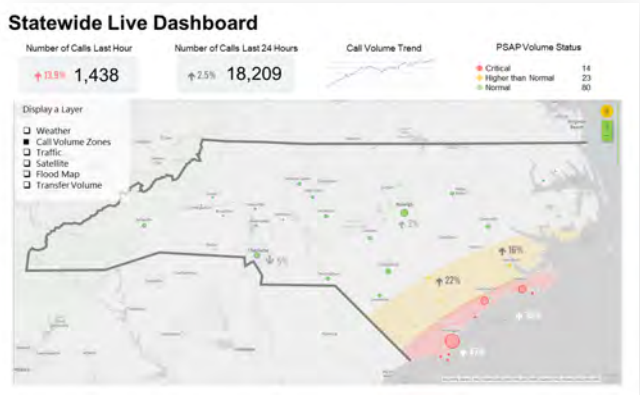
Transforming 9-1-1 Analytics

Turnkey solution

Plug into our patented Emergency Data Gateway (EDG) device[1] to easily integrate with your existing legacy or Next Generation 9-1-1 phone system. Eclipse Analytics provides value within minutes.

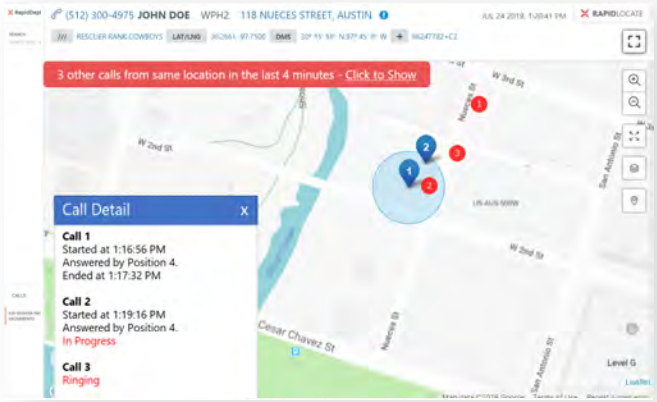
Real-Time and Predictive Data

RapidDeploy enables customers to use data when it is more valuable; when it is used to make decisions in real time.



Useful for all front line users

RapidDeploy not only provides historical reports for administrator, it provides tools that can help call takers, dispatchers and first responders make decisions in real time.



[1] US Patent No. 10,264,122

Benefits of
Eclipse Analytics

Regional and State Administrators

Compare PSAP performance
Establish performance benchmarks and compare performance across PSAPs.

Identify major sources of transfers
Determine what PSAPs have the most transfers, recognize the most common transfer routes and pinpoint variables impacting the rate of transfers such as cell sector or time of day.

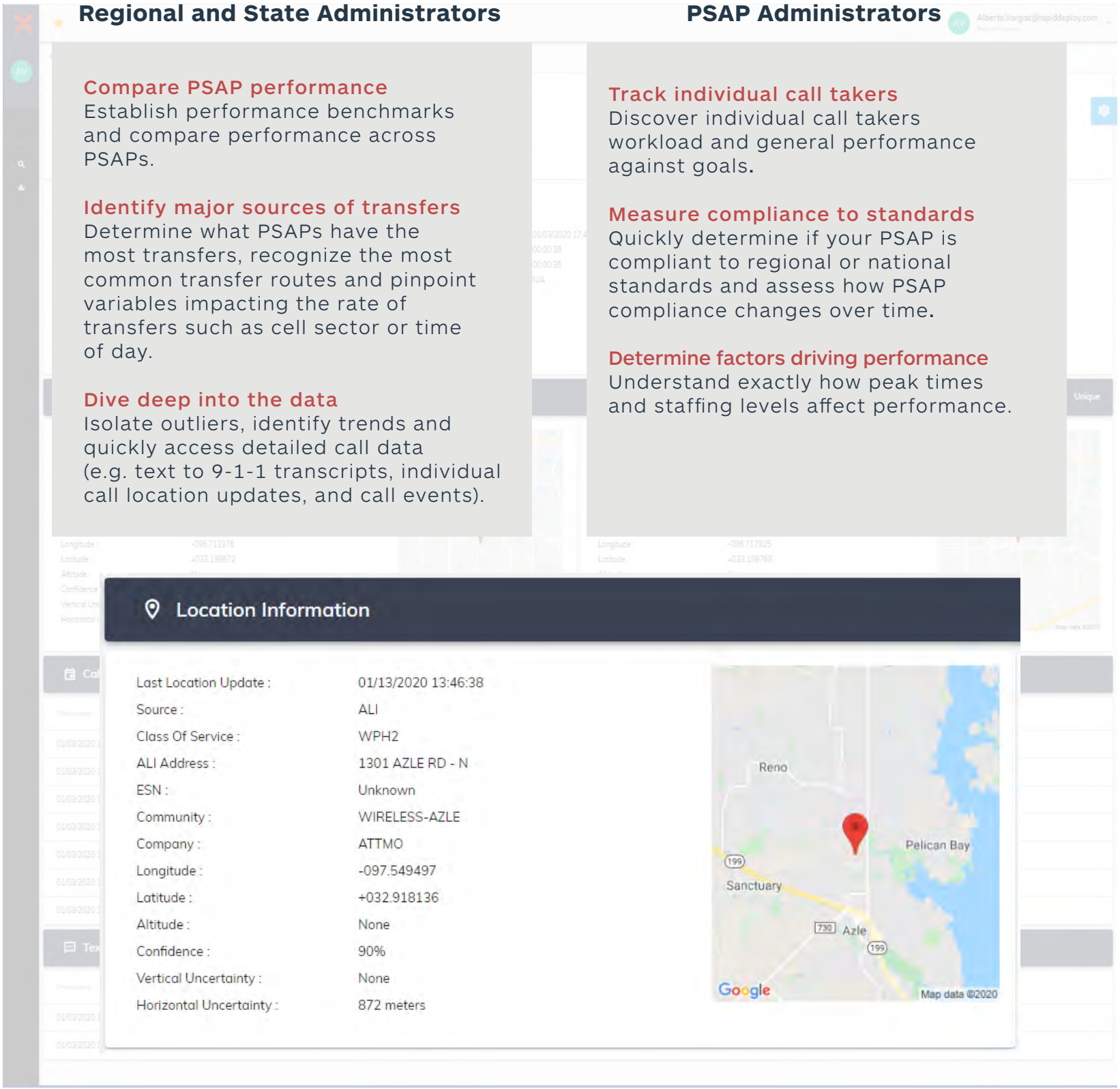
Dive deep into the data
Isolate outliers, identify trends and quickly access detailed call data (e.g. text to 9-1-1 transcripts, individual call location updates, and call events).

PSAP Administrators

Track individual call takers
Discover individual call takers workload and general performance against goals.

Measure compliance to standards
Quickly determine if your PSAP is compliant to regional or national standards and assess how PSAP compliance changes over time.

Determine factors driving performance
Understand exactly how peak times and staffing levels affect performance.



> It's not a question of if, it's a question of when all 9-1-1 centers will migrate to the cloud.
>
> Steven Raucher, RapidDeploy, CEO

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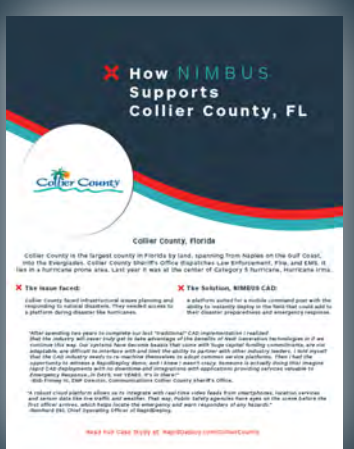
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