INDIGITAL

NEXT-GEN CORE SERVICES

911 IS OUR CALLING.

INDIGITAL's Next Generation Core Services (NGCS) provide the reliable infrastructure 911 centers need to respond fast—no matter the location, carrier, or challenge.

RESILIENT BY DESIGN.
READY FOR WHAT'S NEXT.

WHAT TO KNOW

- ✓ **Built for any location.** Rural or urban, we deliver optimized service where it matters most.
- ✓ **Carrier-agnostic.** Our self-healing networks work with any provider, without compromise.
- ✓ **Support that shows up.** Emergencies don't wait —and neither do we. Our expert team is here 24/7/365.

SERVICES INCLUDE

- IP & Legacy Network Transport
- ESiNet (Emergency Services IP Network)
- Wireless Aggregation
- Text-for-911
- Geospatial Routing
- ALI Database + Enhanced Location
- Monitoring + Reporting Analytics

Optimized for resilience. Backed by performance.

NGCS from INdigital delivers seamless call routing, location accuracy, and system integrity on a private, secure IP backbone. It's how we help you protect every second.

Why agencies choose INdigital

We help ECC leaders stay ahead by delivering inventive, flexible, and accountable solutions— backed by a secure, private IP backbone designed for emergency communications.

Ask us how NGCS works in your ECC.

THE ARCHITECTURE BENEATH EVERY ANSWERED CALL.

A 9-1-1 call is already in action before it rings – traveling across carriers, over a private network, through the call-routing logic. INDIGITAL's Next Generation Core Services (NGCS) are that path: a complete NENA i3 core, built and operated on a private IP backbone, that carries every call to the right ECC with the location, security, and resilience the mission demands.

A COMPLETE NENA i3 CORE

ESInet
Emergency Services IP Network

The private, dedicated network that carries 911 traffic, separate from the public internet.

BCF
Border Control Function

Secures the network edge, enforces session policy, and blocks SIP-borne threats.

ECRP
Emergency Services Routing Proxy

Directs each call through the routing logic toward the correct destination.

PRF
Policy Routing Function

Applies your routing rules – overflow, time-of-day, alternate – without a service ticket.

ECRF
Emergency Call Routing Function

Routes by location against authoritative GIS to find the right ECC for every call.

LVF
Location Validation Function

Validates civic location from originating providers against GIS before a call is placed.

Logging
i3 Logging Service

Conformant logging of every call event for after-action review and compliance.

Text API
Text Control / Text-to-911

SMS routes to the same ECCs through the same logic as voice, fully interconnected.

BUILT AND OWNED, END TO END

INDIGITAL builds and operates every functional element of its NGCS. Owning the stack yields enhanced innovation and a single point of accountability for the whole network.

- Every element logs to a unified audit trail
- Every element is monitored from the INDIGITAL NOC
- Every element is covered by the same service-level agreement

SECURE BY STANDARD

- End-to-end encryption across the ESInet, with TLS and SRTP for SIP signaling and media.
- BCF threat protection against TDoS, malformed-INVITE floods, and other SIP-borne attacks.
- Engineered to NG-SEC and recognized public-safety cybersecurity frameworks, with continuous monitoring.

NO SINGLE POINT OF FAILURE

- Geographically redundant, active-active core sites
- Carrier-neutral facilities and multiple transport providers
- Self-healing network paths

CONTINUITY ON THE FLY

- Transport diversity across fiber, LTE, and Starlink
- MEVO and MEVO Anywhere for failover and site loss
- Service continuity tested, not assumed

USE CASE: DEFINING THE DESTINATION

INDIGITAL helped shape statewide ESInet design while NENA was still defining i3, and now brings that discipline to the end state: open, standards-based NG911 that advances toward full i3 functional realization with every deployment. Further, INDIGITAL + T-Mobile demonstrated the industry's first three-way, end-to-end native video 911 call, concrete evidence of native multimedia at the end state. Today that means production NGCS across 25 states … county, regional, and statewide, including the nation's first statewide ESInet.

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