



NETWORK-BASED ANALYTICS.

Get full operational insight without installing a single server. INDIGITAL's cloud-based analytics platform gives ECCs access to real-time dashboards, performance metrics, and advanced visualizations—all through a secure web interface.

SEE WHAT YOUR 911 DATA HAS **BEEN**
MISSING WITH NETWORK-BASED ANALYTICS.

KEY FEATURES

- ✓ **Web-based access.** No hardware. No installs. Just secure, permission-based data access.
- ✓ **See what's happening now.** Real-time stats help you respond faster and smarter.
- ✓ **Track what matters.** Set agency benchmarks and measure against live performance data.

POWERFUL CAPABILITIES

- Fully searchable 911 + Text-to-911 call data
- Call pattern recognition + trend alerts
- Interactive dashboards + graphs
- Performance vs. goals tracking
- Fast search + reporting tools
- Mapping, visual overlays, and mobile alerts

WHY IT MATTERS

Improve staffing and resource allocation while spotting performance gaps **before** they become problems. Back decisions with real-world data and build accountability without adding IT overhead.



SUPPORT INCLUDED

Need help making sense of the data? Our team provides hands-on guidance with custom reports, trend analysis, and insights that lead to real decisions.

Ask us how analytics can elevate your operations.

EVERY CALL LEAVES A RECORD. NOW IT TELLS YOU **WHAT'S NEXT.**

Whether it's when the calls come, where they come from, how long they wait, or how the texts unfold, a 911 center generates a story every shift. Network-Based Analytics covers that story as it happens and turns it into dashboards a director can read at a glance and act on before the next shift begins.

WHAT YOUR DASHBOARD REVEALS

REAL-TIME OPERATIONS

Live dashboards show what is happening right now, so you respond faster and staff smarter.

PERFORMANCE VS GOALS

Set agency benchmarks and measure them against live performance data, shift over shift.

PATTERNS & TREND ALERTS

Call-pattern recognition surfaces trends and flags it before they become problems.

SEARCHABLE RECORDS

Fully searchable 911 and Text-to-911 call data, with fast search and reporting tools.

MAPPING & OVERLAYS

Interactive maps and visual overlays put call volume and incidents in geographic context.

MOBILE ALERTS

Key thresholds and notifications reach leadership no matter where the day takes them.

NOTHING TO INSTALL

Because INDIGITAL operates the network (the nation's first and largest ESInet) your call data is captured at the source and delivered through a secure web interface. There is no appliance to rack, no software to patch, and no server to maintain in the ECC.

- Web-based access from any authorized position or device
- Permission-based views by role and by agency
- Always current: the platform updates itself

CONCIERGE SUPPORT

A partner in the data, not just a login. Making sense of the numbers is part of the service. INDIGITAL's team provides hands-on guidance with custom reports, trend analysis, and data analysis that transforms a dashboard into a decision-making tool.

RUN YOUR CENTER ON **EVIDENCE**

The same record that documents a trend also shapes the next one.

- Improve staffing and resource allocation against real demand
- Spot performance gaps before they become problems
- Back decisions with transparent, real-world data
- Build accountability without adding IT overhead

ONE VIEW ACROSS VOICE AND TEXT

Network-Based Analytics brings 911 voice and Text-to-911 into a single searchable record, so a call and the text that follows it live in the same picture – the reporting layer of the same NGCS platform that carries your traffic.