



LiquidVoice
Smart business analytics

BEST PRACTICE GUIDE:
EMPOWERING PUBLIC SAFETY
TEAMS TO BE MORE EFFECTIVE AT
RESPONDING TO INCIDENTS

The Public Safety Challenge

An effective response to a public safety incident is dependent on being able to quickly ascertain the full picture and being able to push critical information to those who need it to coordinate and manage a response.

There are many sources of information: calls from the public, radio interactions, feeds from video, whether that be CCTV or body cameras, GEO-location data, and the information captured in your command and control systems. How do you ensure that all of these feeds are captured, chronologically linked together and can be instantly replayed as a holistic reconstruction?

How do you ensure that your systems are resilient and that every perspective is captured, secured and retained in order to provide admissible evidence, and how do you leverage this wealth of information to learn lessons, refine procedures and support ongoing training?

It is these challenges and many more that we look to address in this best practice guide.





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Step One - Consolidating & Managing Historic Recordings

The nature of public safety means that the recordings associated with any incident are required to be retained for many years. These recordings span many systems and many formats including voice, video, radio, GEO location feeds and information captured in command and control systems.

It is highly likely that these recordings reside in many different systems, recording solutions for different channels and legacy

platforms that you no longer operationally use, but need to maintain in order to retain historic recordings.

With many public safety organisations merging operations or utilising shared services, the historic recording challenge is compounded. Unnecessary costs are being incurred in maintaining legacy platforms and a serious risk of recordings being lost or no longer accessible.

OUR APPROACH

Consolidate & Index

We are uniquely able to consolidate recordings across multiple platforms and multiple media types. We use our tools & process automation to extract your legacy recordings and consolidate these into a single repository. In doing this, we enrich tagging to link every element associated with an incident and sequence these in chronological order.

Analyse & Secure

We are able to inspect each recording in order to apply your retention policies, archiving recordings no longer needed and securing data required to be retained. Where sensitive data is being held, we are able to redact this if required or use encryption to secure this.

Access & Share

We provide a single pane of glass that enables you to quickly search for past incidents or related events and to smartly replay these as a full incident reconstruction. We are able to transcribe voice and video recordings to create structured data that can be analysed.

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Step Two - Empowering Highly Effective Incident Response

When an incident happens, your team needs to trust the tools they are using and be empowered with the information and visibility they need to deliver a highly effective response.

They need to see the complete picture; that means being able to capture every source of information possible. This includes telephone calls, radio interactions, CCTV, vehicle and body cameras, GEO location feeds and the information being captured in your command and control system.

You need to be able to quickly link all of the component parts, being able to reconstruct events and replay these to those in your command centre and to those in the field.

To achieve this, you not only need a recording solution that is capable of capturing interactions across every channel, but also able to instantly analyse these and trigger alerts, actions and workflow.

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OUR APPROACH

Capture & Transcribe

We enable you to capture every element of every incident including calls, radio, GEO-location, video feeds and command & control data. We immediately analyse interactions, transcribing voice and video to text, appending core meta-data and linking the component parts in chronological order.

Analyse & Inform

We provide your team with real-time visibility of all events and incidents across your control centre. We analyse every element and are able to utilise key phrase spotting and proximity to trigger alerts and align workflow to your procedures.

Share & Action

By simultaneously capturing all of the feeds and linking these together, we can immediately provide incident reconstruction and playback both in your control centre and to the field. Where events require specific action, our workflow enables you to automate triggers and escalations.



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Step Three - Creating Insights Through Analytics

The fact that you need to record every interaction across your operation provides you with a great opportunity to use this to learn valuable lessons, continually refine and improve procedures and to train your people.

You need to be able to go back to incidents and be able to fully reconstruct these from start to finish, not only in a way to provide admissible evidence where required, but to analyse how the incident was dealt with and what could have been done differently.

There is also great value to be gained from being able to analyse all events over time and spot trends in the type of incidents you are dealing with and use this to take preventative action where possible, adjust practices and provide necessary training.

Our analytics-rich solution enables you to gain far more from recording interactions, providing you with the ability to analyse, spot trends and leverage incident reconstruction for review, evidence and training.

OUR APPROACH

Incident Reconstruction

We uniquely unify all data sources into a single pane of glass and sequence these in chronological order. This enables each event and incident to be reconstructed and replayed providing the complete picture and every element of detail.

Admissible Evidence

By comprehensively capturing every element of an incident and tagging this with the relevant time stamps and where relevant GEO-location data, we are able to create an accurate record of events that provides admissible evidence.

Trend Analysis

We provide you with the potential to analyse the big picture; analysing every event in order to spot trends that would normally be missed. We are able to flag related incidents and provide insights to guide procedural changes or where possible, preventative actions.

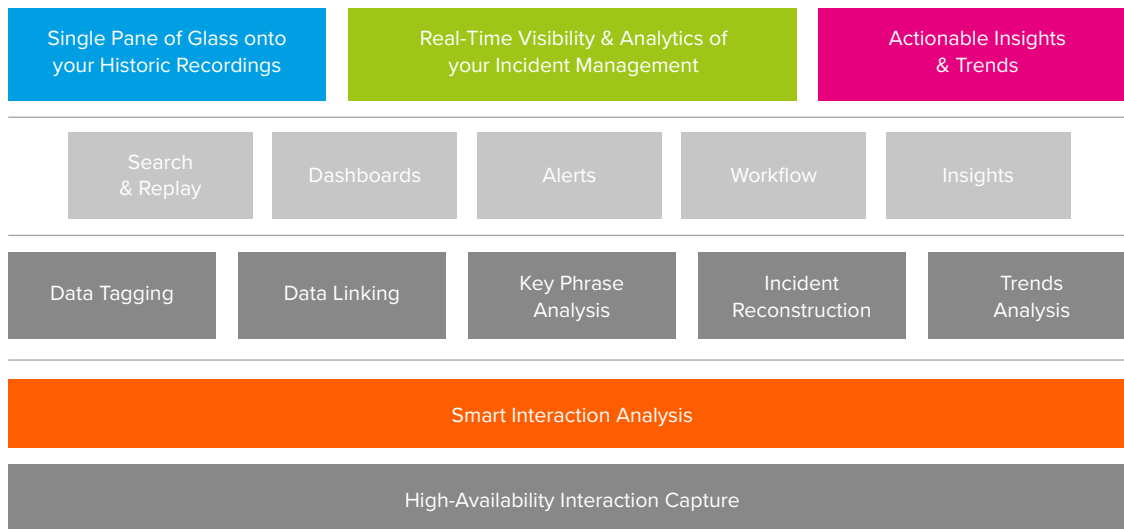


Addressing What's Important

We understand what is important for those working in public safety. Our solutions provide the highest-level of resilience, are capable of integrating to the systems and media platforms that you use and leverages our proven analytics to add value.

Liquid Voice – *SmartEvidence* enables you to consolidate and create a single pane of glass onto your event and incident recording, provides your people with that all important real-time visibility and enables you to gain valuable insights across your entire operation.

Liquid Voice *SmartEvidence*



Reduce Costs

By consolidating multiple channels and legacy platforms into a single solution, reducing both maintenance and storage costs.



Reduce Risk

By providing you with a proven, highly resilient solution that captures every aspect or every incident in a form that delivers admissible evidence.



Operational Value

By providing the real-time insights that your people need and the ability to reconstruct incidents to ensure the best response.



How We Help You

Our experience in public safety spans the emergency services, transport, utilities and hazardous industries. We understand the unique challenges of those operating command and control centres and have proven experience of delivering solutions that are dependable, easy to use and add significant value.

Advise

We apply this experience to quickly understand your specific needs and advise you not only of what is possible but what would deliver the outcomes that you are looking for. We work with your team to analyse the detail, leaving no stone unturned and architect a solution that meets your precise requirements.

Enable

Our technical expertise enables us to quickly provision, configure and customise your solution while minimising operational disruption. And with the ability to deploy either on-premise or in the cloud, we ensure we align with your IT architecture and strategy.

Manage

Versed in supporting mission critical environments, it goes without saying that we deliver exceptional support that's available 24x7. But we take this one step further by offering a comprehensive range of managed services that enables us to reduce the burden on your internal teams and provide cost-effective proactive management of your environment.

About Liquid Voice

Liquid Voice are specialists in interaction capture and analytics with a proven track record within public safety.

We are uniquely able to capture all of the interactions and data points across a broad range of media and systems used within public safety and to analyse and link these to holistically reconstruct every event and incident.

We provide rich analytics capability that adds considerable value for those organisations looking to identify links between incidents, understand trends and drive procedural improvements or preventative actions.

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