

VESTA NXT

Cloud or on-premises
emergency call handling software

Different by design

Are you overwhelmed with staffing shortages, burnout, and endlessly training new employees in a high stress, multi-tasking environment? Transform your 9-1-1 center with a revolutionary user experience, decisions assisted by AI, additional context from your community, and data securely, automatically shared with those who need it. Experience it all with the device, location and delivery option that fits your agency today, and adjusts to your needs tomorrow.

VESTA — the system you know and trust, transformed.

The user interface reimagined from the ground up

We started with a blank computer screen and two years of side-by-side research with telecommunicators taking 9-1-1 calls. We had to use eye-tracking software because telecommunicators move so fast, even they couldn't explain what they had done in post-call interviews.

We embedded the telecommunicator in our research throughout the process. And with them, we challenged the deeply held preconceived notions and institutional knowledge about what a user interface for a 9-1-1 telecommunicator needed to be.

The result is a user interface built from the ground up for the telecommunicator's actual workflow needs so they experience less stress, faster response and lower burnout.



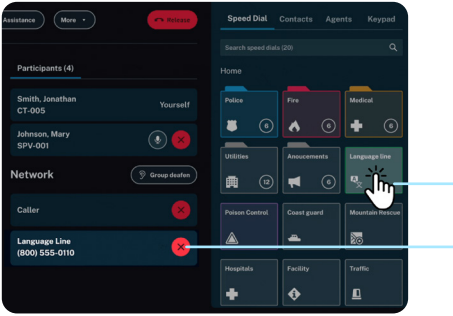
Easy to use

First-time users asked to assess system usability with a standardized test gave it an "A" rating.



Intuitive

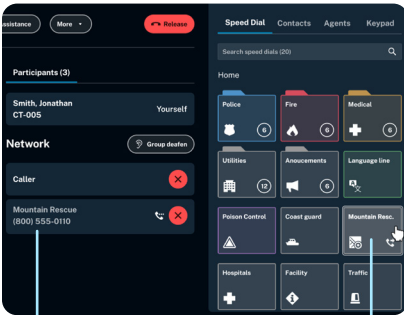
Experienced PSAP users accomplish common tasks in VESTA NXT with no training at all. Training time optimizes use instead of teaching system fundamentals.



Quickly remove or add a participant

Streamlined

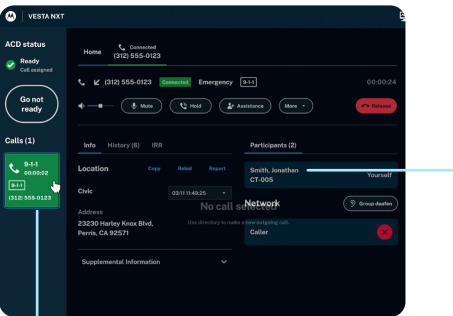
Complete common tasks with a single click.



One click call transfer
Fewer clicks - faster response

Responsive

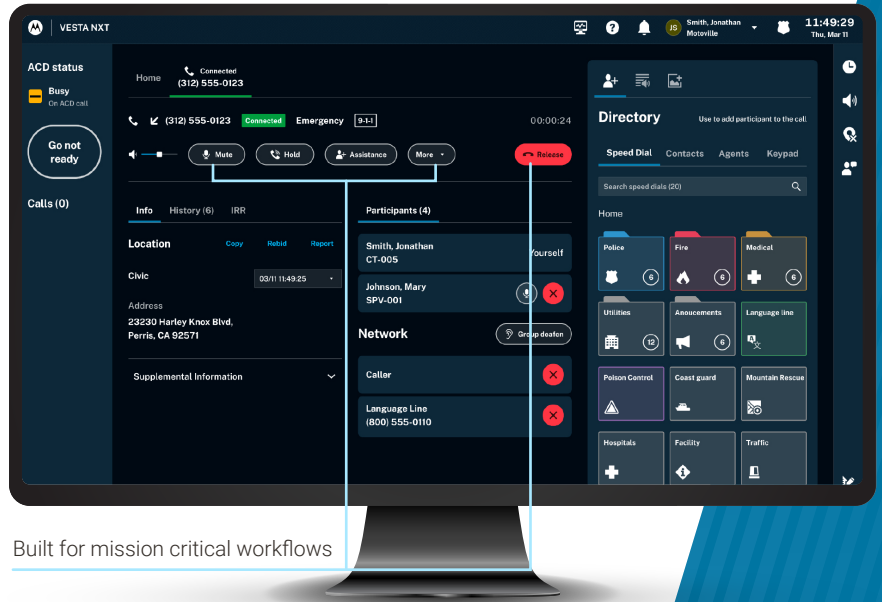
No crowded call handling screens - calls travel left to right showing only what is necessary.



Necessary information presented on answered call

Purpose-built

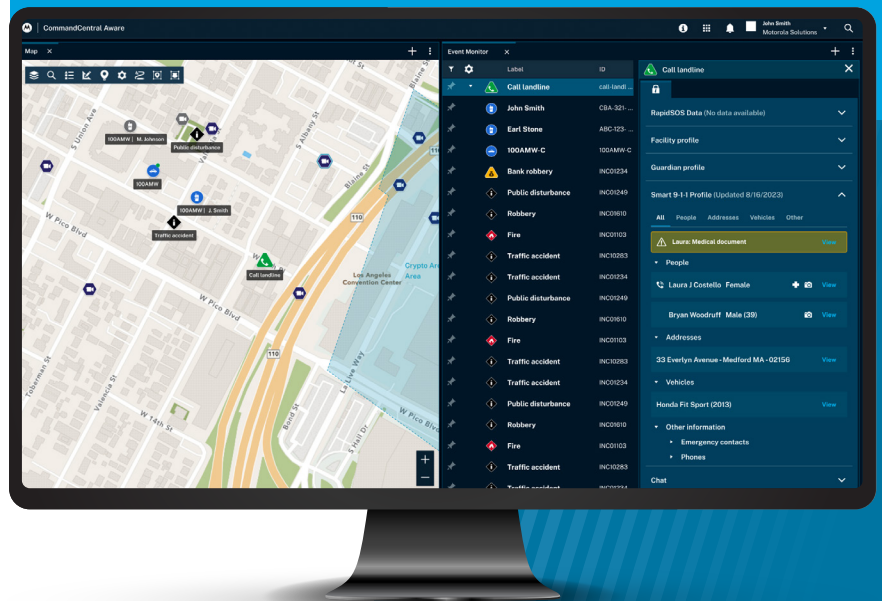
Clear labels and icons, intentional use of color and larger click targets help telecommunicators in stressful or high cognitive load situations.



Built for mission critical workflows

Integrated mapping

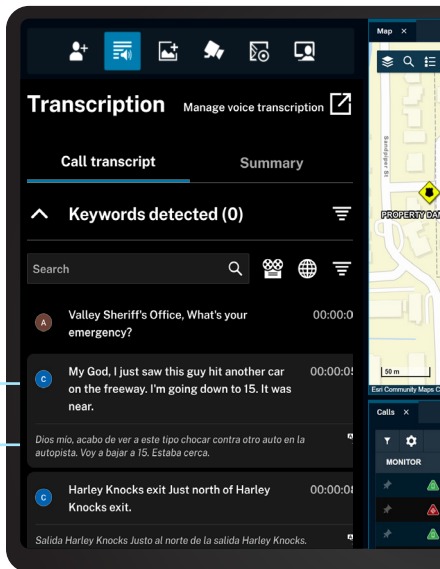
The VESTA NXT map enhances the telecommunicator's ability to quickly and accurately assess the incident. The power to see not only the caller's location, but real-time traffic feeds, weather, the CAD event and units nearby - all from one map - offers greater situational intelligence and collaboration to better support the caller and first responders.



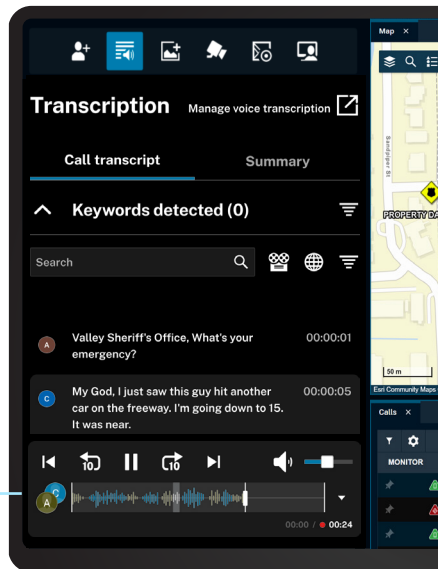
Make 9-1-1 easier with conversational intelligence

With no extra work or distractions for the telecommunicator, AI transcribes and translates the 9-1-1 audio in real time - highlighting valuable insights, uncovering critical information as well as providing a summary to help supervisors and first responders quickly understand the dynamics of the call. All of this happens automatically, reducing the cognitive load for the telecommunicator and giving the supervisor the ability to monitor calls anytime, anywhere.

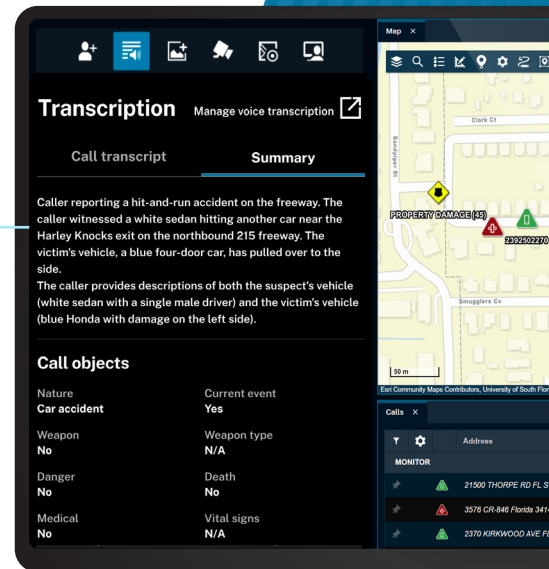
Simultaneous transcription and translation



Integrated audio playback



Call summary



Transcription and translation

The 9-1-1 call is transcribed and translated in real time reducing the telecommunicator's cognitive load and offering a faster response to the caller.

Review

Through the transcription, users gain immediate full text search capability. Integrated audio playback — in real-time or post-call — helps PSAP personnel revisit critical details.

Summarize

A summary of each call is automatically generated, helping supervisors and first responders quickly understand the dynamics of the call.

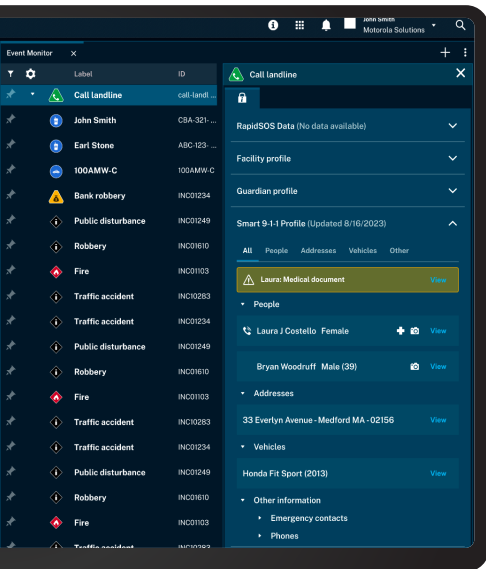


Make 9-1-1 easier with community data on demand

Community cooperation drives public safety. Your businesses, organizations and residents can share data with your PSAP, providing the telecommunicator with additional context that improves and accelerates the emergency response workflow.

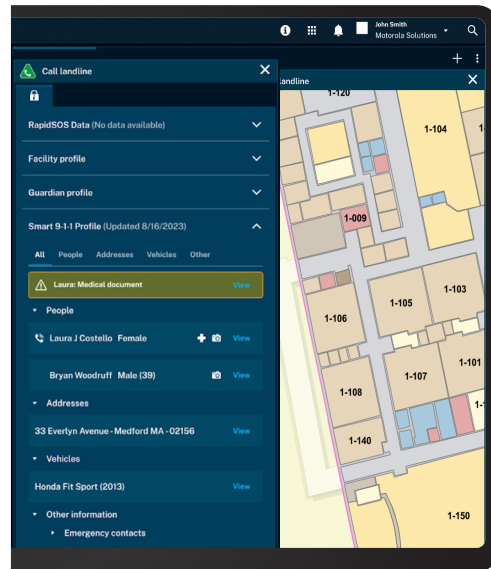
The supplemental data, displayed on the VESTA NXT map, makes it easy to manage multiple data points from one platform.

- Caller profile, including allergies, medications, emergency contact information and more, increasing the safety of the caller and first responders
- Based on the caller location, preloaded layouts for commercial buildings appear on the map, minimizing delays for first responders when they arrive on scene
- 9-1-1 callers, at the telecommunicator's request, easily provide images or video via a text link



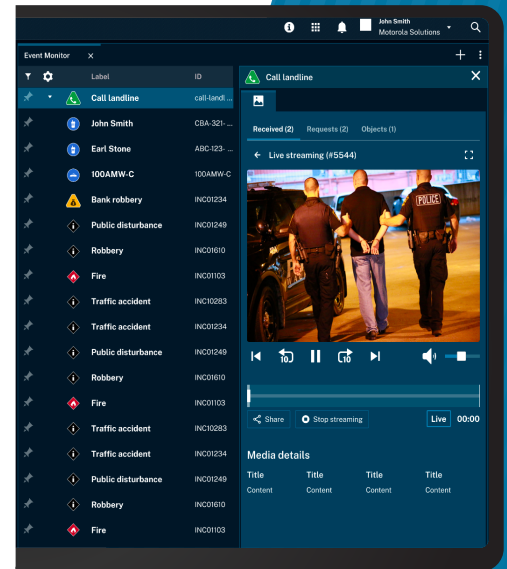
Smart911 profile

Displays along with location information.



Floor plans

Provides a higher degree of site situational awareness.



Eyes on scene

Streaming video from the 9-1-1 caller displays along with location information.



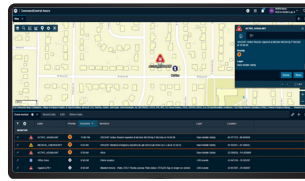
Make 9-1-1 easier with a true safety and security ecosystem

The 9-1-1 call is just the start of the best public safety response. Motorola Solutions is the one partner to build a comprehensive safety and security ecosystem capable of connecting workflows before, during and after an incident. The data you need, securely shared wherever you need it.



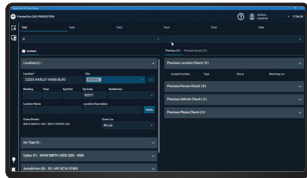
Mapping

VESTA NXT, CAD, RTCC and your responders in the field can all see the information pertinent to them on the same map.



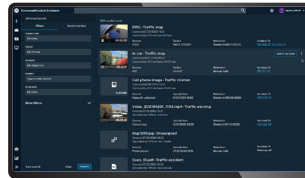
Panic button

A panic button pressed in a school or hospital automatically populates on the map, notifying the agency that help is needed before a 9-1-1 call is even made.



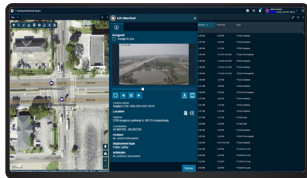
Incidents

The 9-1-1 call with ANI/ALI/RapidSOS location automatically populates in the Motorola Solutions CAD map minimizing effort and rework.



Evidence

All pertinent incident data — 9-1-1 audio, LMR audio, images, body, in-car and interview room camera video, audio interviews, and more — are securely stored, managed and protected.



Public - private partnerships

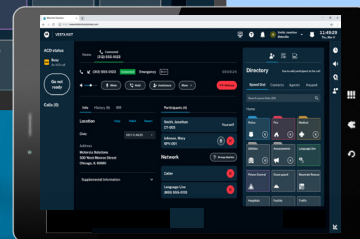
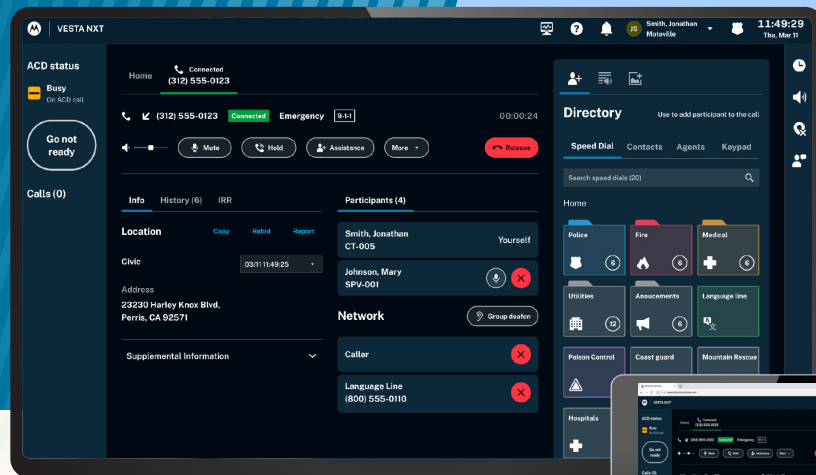
Businesses and organizations can add a plug-and-play appliance to stream their security cameras to the map in your Real Time Crime Center.

Cybersecurity protection

Cyber threats are on the rise, requiring an integrated response. Motorola Solutions' cybersecurity tools are integrated into the ecosystem providing built-in security controls and processes to safeguard PSAP operations. Motorola Solutions adheres to NIST and the National Initiative for Cybersecurity Education Framework (NICE Framework).



Make 9-1-1 easier with the flexibility you need



Desktop, laptop, or tablet?
Same user experience.
Onsite or remote work?
Same user experience.
On-premises or cloud?
Same user experience.
Your personnel can focus on their job, regardless of device, location or deployment, because that's the way it should work.

Flexible

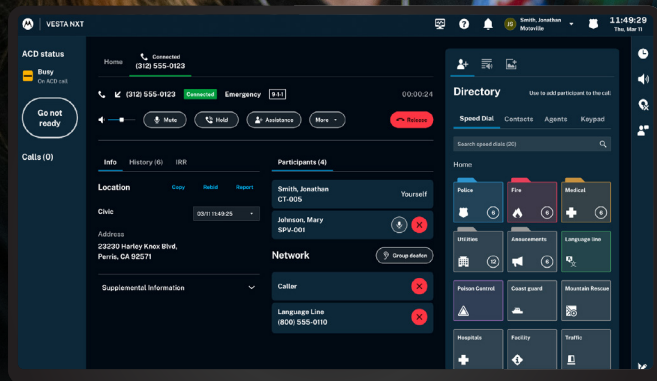
The VESTA NXT user interface adapts to present the experience your personnel expect on the device of their choice — same screen on monitor, laptop and tablet.



Make 9-1-1 easier

The user interface for emergency call handling must excel in an environment of life and death situations where every second counts. VESTA NXT is built for this environment. The design reflects a deep understanding of what is required of telecommunicators at many different points in their workflows.

As a result, focus increases, and the visual noise and cognitive load is reduced. Seamless access to pertinent data increases efficiency. Ultimately, telecommunicator retention, burnout rate and job satisfaction improves.



To learn more, visit: www.motorolasolutions.com



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