The public safety communications environment continues to evolve, and so too does Airbus DS Communications. Because your CRITICAL MATTERS™ to us, we are proud to offer the 9-1-1 solution, the industry’s most trusted solution for Next Generation 9-1-1 (NG9-1-1) call processing.

Combining Session Initiation Protocol (SIP) call handling with advanced Airbus DS Communications call control technologies, the VESTA 9-1-1 solution establishes a new benchmark for NG9-1-1 call processing.

At the heart of the VESTA 9-1-1 solution is a fresh, highly configurable desktop user interface (UI), also a primary building block within Airbus DS Communications’ integrated, geospatial multimedia platform. Engineered to give your 9-1-1 call takers a better, richer and increasingly intuitive user experience, the new UI accommodates multiple layouts and workflows, and includes an advanced dial directory, providing best-in-class contact management and dialing control.

Supporting role assignment and agency selection at login, the VESTA 9-1-1 solution also delivers multi-agency support with individual call distribution. With the ability to configure applications, information and workflows for each user based on their role selected at login, the VESTA 9-1-1 solution allows Public Safety Answering Point (PSAP) supervisors to quickly and efficiently adapt to changing operational requirements.

The VESTA 9-1-1 solution delivers cost-effective scalability, serving customers with up to 250 call takers. Its flexible, open architecture also accommodates single-site deployments, as well as geodiverse, multi-site and multi-agency deployments. The ability to partition resources and users into agencies, along with efficient, centralized configuration and administration, provides 9-1-1 budget owners leverage for investment consolidation.

The VESTA 9-1-1 solution’s purpose-built Internet Protocol (IP) softswitch design delivers uninterrupted, mission-critical SIP telephony. This includes IP voice support on i3 Emergency Services IP networks (ESInets), using Request for Assistance Interface (RFAI) protocol, and advanced telephony functions like Automatic Call Distribution (ACD) and dynamic conferencing.

“The VESTA® 9-1-1 solution enables Public Safety Answering Points to take a crucial ‘first step’ on the path toward integrated, multimedia public safety communications and provides investment protection during this time of rapid technological change.”

- Mike Pavick, Vice President, Sales, Airbus DS Communications
Among the other telephony features of the VESTA® 9-1-1 solution are one-button transfer, extensive queue options and call overflow. The system also provides the option for 9-1-1 call takers to use an enhanced IP phone with an Automatic Line Identification (ALI) information display, the ability to view designated web pages via a console UI browser window, and support for remote call reporting through call information transfer (remote printing capability). Plus, a versatile Activity View application delivers comprehensive call center supervisory monitoring and alerting, as well as agent queue status and threshold-based alerting.

Adoption of the VESTA 9-1-1 solution from Airbus DS Communications enables operations like yours to take a crucial ‘first step’ on the path toward Next Generation 9-1-1 and provides investment protection during this time of rapid technological change.

**YOUR TRUSTED PARTNER**

For over four decades, Airbus DS Communications has designed solutions with an open mind, creating smarter ways to keep all our communities safe. Today, we support more than 60% of all U.S. Public Safety Answering Points, serving over 200 million people, along with hundreds of private sector businesses in 20+ different industries, including transportation, utilities and healthcare, and Federal Civil and DoD operations globally. As the world’s largest and most reliable source for Next Generation 9-1-1, Land Mobile Radio and Emergency Notification, we keep people connected when it matters most.

To learn more about the VESTA 9-1-1 solution, the new benchmark in next generation call processing, call 951.719.2100 or visit us online at www.Airbus-DSComm.com.

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**KEY BENEFITS**

**OPTIMAL USER EXPERIENCE**
- All-new, highly configurable user interface, supporting multiple layouts and workflows
- Advanced, human factors design; exceptional ease of use
- Access to select web pages via console UI browser window

**OPERATIONAL EFFICIENCY**
- Streamlined call-taking processes and expedited response (task performance focus)
- Skills-based ACD/routing; applications, information and workflows configured for each user based on role assigned at login
- Remote call printing capabilities for call information transfer
- Multi-site, multi-agency support, with users and resources assigned to each agency at login

**SCALABILITY & FLEXIBILITY**
- Cost-effective scalability from 2 to 250 call taking positions
- Best-in-class contact management and dialing control (Dial Directory)
- Central configuration of distributed users and resources

**RELIABILITY**
- High availability; no single point of failure
- Optional geo-redundant host deployment
- Redundant connections at remotes, plus support for dual networks at the workstation(s)
- Joint Interoperability Test Command (JITC) certification demonstrates the highest levels of security

**FOUNDATIONAL, LONG-TERM INVESTMENT**
- Open, distributed IP architecture
- Native Emergency Services IP Network (ESInet) connectivity
- Standards compliant (NENA i3)
- Forward migration path to next generation integrated, geospatial multimedia platform