



C1 for Public Safety

Modernize 911 call handling to save lives faster

C1's AI-powered Public Safety solution, backed by a dedicated team of engineers with a combined 145 years of expertise, is the only fully managed service, that modernizes 911 call handling to keep communities safer and save lives faster.

Key benefits

Modern - Deployment and support of Next Generation 911 (NG911)-compliant systems to enable multimedia communication, including text, video, and images, enhancing situational awareness and decision-making.

Integrated - A unified workflow designed to seamlessly integrate call handling, dispatch, and team collaboration into one cohesive experience. Ensuring smooth interoperability across agencies and jurisdictions.

Data-Driven - Real-time data access from CAD (Computer-Aided Dispatch) and GIS (Geographic Information Systems) integrations enhance situational awareness that improve call processing and accelerate emergency response times.

Compliant - Managed services deliver tailored solutions that align with local and regional requirements, including compliance with NENA (National Emergency Number Association) standards.

Solution Components



Call Handling

- Call-Handling Software: AI-powered NG911 solutions supporting advanced functionalities like multimedia communications (text, video, images) utilizing IP-based technology for enhanced interoperability and faster call-handling.
- GIS Mapping: Enhance situational awareness with real-time location validation, call routing, and advanced analytics.
- Call Recording: Securely capture 911 voice calls and radio traffic to create an invaluable archive for emergency response centers.



Security & Reliability

- Cybersecurity: C1's Managed Detection & Response (MDR) methodology deploys advanced endpoint protection and network segmentation.
- Compliance: Call handling solutions comply with industry standards set forth by organizations like APCO and NENA to protect against evolving cyber threats and regulatory challenges.
- Purpose Built Hardware: Call handling hardware such as phones and headsets, firewalls, routers, and switches designed specifically to support the unique needs of emergency dispatchers and public safety operations.
- WAN & Cloud-Connected Networks: Scalable multi-node network and cloud connectivity solutions, ensuring scalability and resilience.





Advisory & Professional Services

- Advisory Services: Consultation services to develop strategic roadmaps for network security, infrastructure optimization, and industry best practices for future investments.
- Onsite Installation & Testing: Professional services for onsite installation, testing, cutover support, all with dedicated public safety project management to ensure a smooth transition.



24/7/365 911 Managed Services

- 24/7/365 Unlimited Call-In Support: All calls are answered from U.S.-based C1Engineers across multiple time zones to ensure continuous coverage.
- Exclusive 24/7/365 Onsite Support: Dedicated team of engineers with 145 years of public safety expertise, providing exclusive service to 911 call centers.
- System Monitoring & Reporting: Continuous system monitoring with real-time insights via a customized dashboard, monthly reports, and proactive support ticket reviews.

What C1 customers are saying

“They’ve guided us through this transformation every step of the way, proving that they are not just a tech provider, but a trusted ally in emergency management.”

Chuck Trimble

Dispatch Program Manager, Wyoming Highway Patrol

Get started with C1 for Public Safety

Choosing C1 means partnering with the only fully managed, AI-powered Public Safety solution designed to modernize 911 call handling. With 145 years of combined expertise, our approach helps emergency teams accelerate responses, protect communities, and save lives faster.

Check out C1's [Public Safety Solution Overview](#) to learn more about how technology and expertise combined, modernize public safety operations.



C1, the global technology solutions provider, transforms businesses by creating connected experiences that shape the future. With more than 6,000 customers, C1 empowers industries through secure, innovative technologies, collaborating with leading partners to deliver total lifecycle solutions. Learn more at onec1.com.