



# How C1 Public Safety Solutions Help Transform 911 Operations

## 7 Real World Scenarios



### 1 Next Generation 911 (NG911) Implementation: Preparing 911 for the Future

#### The Challenge:

A county 911 center needs to upgrade legacy, voice-only systems to handle text, video, and images.

#### How C1 Helps:

- Deploys an IP-based emergency network
- Enables multimedia integration (text-to-911, video calls)
- Provides a secure, cloud-ready, scalable architecture

#### Impact



Customer reported 25% faster call processing



Improved response times and situational awareness with real-time multimedia data sharing

### 2 Cybersecurity: Strengthening Defenses

#### The Challenge:

A state PSAP is facing increased cyber threats and has identified vulnerabilities to critical systems that need immediate remediation.

#### How C1 Helps:

- Provides 24/7 Managed Detection and Response
- Implements endpoint protection and network segmentation
- Ensures compliance with CJIS security standards

#### Impact



99.99% system uptime



Greater community confidence in public safety system resilience

### 3 Resilience: Keeping 911 Running During Disasters

#### The Challenge:

A regional PSAP needs to maintain operations during power outages caused by hurricanes and other natural disasters.

#### How C1 Helps:

- Redundant, geographically dispersed data centers
- Delivers cloud-based disaster recovery (DRaaS)
- Equips mobile command centers with backup communications

#### Impact



Restored full operational capacity within minutes of disruption



Maintained 911 service availability during disasters

### 4 Enhanced Call Routing & Geo-Location

#### The Challenge:

A metropolitan PSAP struggles with high call volumes and inaccurate caller locations.

#### How C1 Helps:

- Deploys advanced E911 routing with real-time geo-location
- Implements AI-powered call triage
- Integrates GIS for precise dispatch

#### Impact



30% faster response times



Accurate caller location, improving outcomes in critical situations

### 5 Unified Communications: Boosting Dispatcher Efficiency

#### The Challenge:

A multi-jurisdictional PSAP needs to improve communication and coordination

#### How C1 Helps:

- Implements a centralized voice, text, and video system
- Provides collaboration tools like instant messaging and video conferencing
- Integrates with CAD systems for real-time information access

#### Impact



20% increase in dispatcher efficiency



Faster, more coordinated emergency responses

### 6 AI Analytics: Driving Smarter Emergency Management

#### The Challenge:

A state 911 agency wants to use data to improve operations and predict demand.

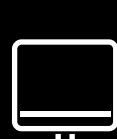
#### How C1 Helps:

- Analyzes historical call data with AI tools
- Provides predictive maintenance for critical systems
- Delivers real-time dashboards for operational insights

#### Impact



Optimized staffing and resource planning



Improved system reliability and performance

### 7 Interoperability: Enabling Seamless Multi-Agency Coordination

#### The Challenge:

A PSAP needs to coordinate effectively with multiple agencies during major events.

#### How C1 Helps:

- Implements an interoperability gateway
- Enables secure real-time data sharing (video, GIS)
- Offers cross-agency training and simulation programs

#### Impact



Stronger coordination during large-scale emergencies



Enhanced trust and collaboration across agencies

Learn how C1 can help modernize your public safety operations.

CONTACT US

C1 is committed to empowering public safety professionals with unparalleled expertise and managed services. Backed by a dedicated team boasting over 145 years of combined experience, we help drive operational excellence where it matters most.

Visit [onec1.com](https://onec1.com) or give us a call to speak with an expert.



AI-powered Communications,  
Infrastructure and Security

[onec1.com](https://onec1.com)

© Copyright 2025. Private and confidential.