



VIPER as a Service

Hybrid Cloud NG 9-1-1 Call Handling

For years, Intrado's VIPER CPE was the gold standard for PSAP call handling. Call takers used VIPER to effectively and rapidly respond to each and every caller, as well as provide essential situational and location information to first responders.

Now, Intrado's flagship call handling solution, VIPER, is available as a hybrid cloud offering, VIPER as a Service. The same rich feature set and the same time proven performance are now available with lower maintenance, faster deployment and a convenient OpEx pricing model.

PSAPs are under pressure to make every dollar and every person count. In this context, it makes more sense than ever to explore proven solutions delivered in new, cost effective ways. VIPER as a Service allows PSAPs to quickly deploy the solution, minimizing time to value. With VIPER as a Service all the updates, operating system and security patches are all handled for you, behind the scenes, allowing you to focus on handling calls and supporting your telecommunicators.

VIPER as a Service provides the foundation for i3 compliant, NG 9-1-1 applications, while fully supporting legacy network and operational environments. Viper as a Service allows PSAPs of any size to easily transition to a networked model that integrates data, voice and future traffic.

Progressive, New Features Further Empower Agents

- New browser-based, easy to use UI
- Cloud hosted scalability and performance
- Fast to deploy – minimal up-front cost or expense
- No maintenance, upgrades or security patches to worry about
- Fully NG 9-1-1 compliant, full ESInet and NENA i3 support
- Geo redundant hosting for maximum uptime and reliability
- Advanced AI Extensions
- Robust, industry leading ECaTS analytics
- Flexible CAD and PBX integration options

The industry's leading 9-1-1 call handling solution, VIPER, is now available as a hybrid cloud hosted service.

All the power and features of the well-known Intrado VIPER CHE with all the benefits of a cloud system including fast, easy rollout, no ongoing maintenance and no on premises gear or equipment to worry about.

40+

Years of 911 innovation and expertise.

6000+

Connections to PSAPs across North America

410M+

911 requests/year

Data Driven Decisions - Powered by ECaTS Insights

Get the most out of your PSAP call handling investment by including the industry's leading analytics and insights package, Intrado ECaTS. With ESInet/i3 support, ECaTS enables you do better understand the operational ebb and flow of traffic to your PSAP. Whether you need Staffing Forecasts, 911 data insights, i3 logging, wireless routing analysis or any of a number of other available reports and features, ECaTS has you covered.

Powerful AI Extensions Empower your PSAP

With ongoing challenges around staffing including hiring, retention, training and QA, you need to do whatever you can to empower the people you have on staff and set them up to win. With recent advances in AI, you can.

- **AI Enhanced QA**

What if you had 100% visibility into all your calls? What if you could improve morale, reduce churn, decrease handling times and build better training and coaching programs? What if you could spot trends and burnout before they robbed you of key telecommunicators? With Command Center AI for the PSAP - you can!

- **AI Powered Voice-to-Text**

At the PSAP, every second counts. With Intrado Voice-to-Text with Translate and Language Autodetect you give your telecommunicators the best tools to rapidly connect people to the help they need. With over 20% of the US speaking some language other than English at home, Translate and Language Autodetect can shave precious seconds off many of the most pressing calls you get day in and day out.

- **Text-2-911 Translation**

Text-2-911 is a small but growing element of incoming PSAP traffic. There are situational (hearing/speech impairment, tactical needs for silence) and sociological (Gen Z anxiety related to phone calls and strong preference for Text) driving this evolution. Future-proof your PSAP with the ability to handle realtime language detection and translation for Text-2-911 communications.

Learn More

To learn more about how VIPER as a Service can help you with your PSAP call handling challenges, please visit us on the web at <https://www.intrado.com/psap-solutions/viper-hosted>.

About Intrado

Intrado is the essential partner for those committed to saving lives and protecting communities anywhere in the world. As a leading global provider of trusted emergency response solutions, Intrado improves public safety outcomes by connecting help to those in need. The company blends legacy intelligence, modern technology, and passionately dedicated people to create end-to-end solutions that are innovative, resilient, intuitive, and insightful. For more information, visit www.intrado.com.

