



FOR IMMEDIATE RELEASE

## Jasper County Streamlines and Saves with microDATA's Next Gen 9-1-1 Call Handling Solution

**December 16, 2009, St Johnsbury, VT** – The Jasper County, Missouri PSAP (Public Safety Answering Point) replaced their enhanced 9-1-1 call handling system with microDATA's IP-based 9-1-1 Call Handling solution, delivering a robust and state of the art NG9-1-1 system at a price that made the system replacement easy. With the new system installed and running since February of 2009, Jasper County Emergency Services has efficiently handled over 122,944 calls from a growing community of over 112,000 residents with greater speed and confidence. This fully integrated map-centric™ solution provides for intuitive use of the applications and significantly improved information sharing between call taker, dispatcher and responder.

By choosing a Next Generation, NENA i3 standards aligned call handling solution, Jasper County is now processing landline, wireless and VoIP emergency calls. This state of the art selection also provides Jasper County with a system that is ready for the future when text and multimedia calls are delivered to the PSAP. This will be done without any system replacement. The fully redundant and geographically diverse system features two ECDCs (Emergency Calling Data Centers), load balanced call handling soft-switches (xSwitch) provide unparalleled system resiliency in the event of a power failure or natural disaster.

"microDATA made it very attractive for us to upgrade our technology, and we are quite pleased with the results. We were not only looking for a simple replacement for our old system, but also for a system that used common off the shelf hardware, a non-proprietary database, had to be Next-Gen capable, and integrate our administrative lines with our 9-1-1 suite. What we found with microDATA was a complete system replacement that included all this and was also very easy to use," claimed Rich Nordell, Executive Director of Jasper County Emergency Service Board.

The Jasper PSAP agency replaced a hardware-based, analog legacy systems with microDATA's Next Gen 9-1-1 engineered solution. The microDATA software installed includes xT911™ with xSwitch™ - for call handling, and xTrakker™ - a dynamic map that shows the location of the 9-1-1 call. xPBX™ is a robust IP-based replacement of the limited function PBX hardware that was in place. A strobe and an intercom were customized into the xPBX system, and fax lines were integrated through gateways to the call center. xTPhone™ Session Internet Protocol (SIP) phones are utilized as call taker station backup or as stand-alone call taker positions, as desired by the PSAP. xTPhone features include full ANI/ALI display, selective transfer, contact lookup to name a few. In addition, the centralized IP solution created streamlined workstations, minimizing clutter and reducing the hardware footprint at the nine call taker positions.

"We are happy to help Jasper implement a cost effective NG9-1-1 standards-based IP system that addresses their current needs, as well as provides the mechanisms to handle the increased data and information sharing requirements of the future," said Christine Heinrich, VP Business Development Group at microDATA.

### About microDATA

Since 1983, microDATA has become a leading provider of innovative Next Generation 9-1-1 software solutions. Built with GIS and IP at the core, microDATA offers a seamless suite of map-centric™, i3 aligned public safety solutions. This consists of IP-based call handling, ESInet solutions (including LoST Server, Selective Router, etc.), an ALI database management system, a GIS database management system and a dynamic mapped-ALI display. All solutions are integrated, enabling the fluid distribution of 9-1-1 data to the call takers. microDATA strives to empower our customers to save lives, reduce response times and lower public safety infrastructure costs by using microDATA's powerful Next Generation 9-1-1 X-Solution™. We Know NG9-1-1.

Please contact microDATA for more information on available public safety solutions and services at [sales@md-911.com](mailto:sales@md-911.com) or call 800.722.6663 x890. To learn more about microDATA's solutions please visit [www.md-911.com](http://www.md-911.com).