



HigherGround®



Public Safety
communications centers

Emergency Dispatch and 911 Customers Speak Out

"Prior to our purchase of the HigherGround system, we had a system that was difficult to use—and searching for a call was time consuming. After extensive research we chose HigherGround's recording system. It has surpassed my expectations for fast searching and retrieval capabilities, media archiving, convenience and user friendliness. HigherGround has obtained a high level of excellence in the recording world today."

*Chris Schultz, Director
Isabella County Central Dispatch*

"HigherGround's software makes our work so much easier. It is an extremely valuable tool in our 911 call center and helps us to more quickly and effectively intervene with calls and to maintain a high level of quality control. We have noticed dramatic improvements in the overall handling and response level among our dispatch staff and now cannot imagine how we operated prior to installing the system. It is so simple to use and to train new operators."

*Ralph Ladnier,
East Baton Rouge 911
President of Louisiana National Emergency Numbers Association (NENA)*

"We will be able to greatly extend the life of our digital recording investment with the HigherGround solution since the software is not proprietary to any hardware and the hardware is off-the-shelf. The recorder was extensively evaluated for ease-of-use, speed of retrieval, reliability and synergistic design."

Texas Department of Public Safety

"HigherGround has simplified our operations with a recording system that we can basically leave unattended and know that it is working. Calls that we previously would not replay due to the length of time it took to search can now be retrieved almost instantaneously and saved for future reference. There is a great deal of comfort in knowing that the HigherGround recording system is listening."

*Todd Goodsite, Systems Administrator
North Central Emergency Management*