The Equature® Performance Suite is an integrated platform designed specifically for the first responder market and uses a service-oriented architecture (SOA) where services are provided through a communication protocol over a network where all architecture is independent of products, technologies and vendors.

Our platform is based on Microsoft Technologies’ comprehensive suite of services and uses MS-SQL for the database engine, IIS for the unlimited browser based UI, and Microsoft .NET programming language for agile development.

Listed below is a summary of our platform’s technical capabilities and architecture by module.

**Equature Server**

- **Voice Capture**: Equature supports Analog, Digital, T1/PRI capture for traditional recording requirements. Most digital phone systems are supported including Avaya, Nortel, Siemens, Mitel, Alcatel and many more.

- **Voice Over IP Capture**: Equature supports active and passive capture for most major voice over IP phone systems including Cisco, Avaya, Mitel, Alcatel as well as all major 911 CPE vendors.

- **Video Capture**: Equature supports video capture from premise-based cameras. We support AXIS IP cameras directly as well as analog cameras through an AXIS Gateway. Equature records and archives video recording like all other media types.

- **Text Messaging Capture**: Equature supports text capture for Next Generation 9-1-1. These protocols include MSRP and RTT (Real Time Text).

- **Cluster Capture Server**: Equature supports large and multi-site implementations with this module. Clients want to centralize access and data from multiple sites to one central location then this module is used. We create EQ Cluster Nodes that communicate with EQ Cluster Server. This provides real-time redundancy.

- **Speech Analytics**: Equature provides a phonetic speech analytics engine. This module provides word and phrase search along with a rules builder for script adherence. The EQ database provides 100% content search and this module allows you to search for words and phrases from within the audio and video recordings.

- **Data Feed Module**: The EQ data feed allows Equature to parse data from third-party systems. This module is very powerful and allows us to tag recordings with customer data from CRM, ERP, CAD and other systems. This simplifies searching for end users. Since most organizations run off of main systems, this module allows for simple interfacing to maximize the customer user experience.

- **Screen Capture Module**: The EQ screen capture allows us to record the Agent / Dispatcher computer screens. This provides a video file that is synchronized with the audio recording. The file plays back like a movie which allows management to train staff efficiently. This module supports multiple monitors.
• **Quality Assessment Module:** The EQ Q/A module allows you to create unlimited forms for quality scoring of recorded content. This performance tool is very flexible and easy to use. The setup requires no programming and most major question formats are supported. This allows us to tailor any Q/A environment for our clients.

• **Free Seating Module:** This module allows us to track the agent / dispatcher regardless of where they sit within the contact center. This is very flexible and provides additional information for Quality Assessment. Equature supports LDAP / Active Directory as well.

• **Motorola Radio over IP (RoIP) Capture:** EQ supports recording the Astro P25 Motorola radio network from 7.09 to 7.1x. Both encrypted and unencrypted talk groups are supported. Equature also supports Motorola AIS sharing among agencies. This saves our clients substantial investment dollars.

• **ISSI / CSSI RoIP Capture:** Equature supports recording open radio systems with this module including Airbus and Harris.

• **Harris VIDA Core RoIP Capture:** Equature supports recording Harris P25 radio through the VNIC implementation.

• **Bosch / Telex RoIP Capture:** Equature supports recording Bosch / Telex radio over IP recording.

• **EJ Johnson RoIP Capture:** Equature supports recording the EF Johnson radio via the IP protocol.

• **Avtec RoIP Capture:** Equature supports recording the Avtec radio via the IP protocol.

• **Zetron MaxD RoIP Capture:** Equature supports the Zetron MaxD radio via the IP protocol.

• **Zetron Max CT Capture:** Equature supports the Zetron call handling system recording via the IP protocol.

• **NG9-1-1 SIPRec Capture:** Equature fully supports Next Generation 9-1-1 capture functionality via SIPRec. All media recording is delivered via the SIPRec protocol including Voice, Video, Text, Telematics and alarm data.

• **Logging Service:** Equature fully supports Next Generation 9-1-1 logging service including a LogEvent Replicator. This module is required to be compliant with the i3 NENA standards for NG9-1-1.

• **CTI Integration:** Equature will support Computer Telephony integration with most major PBX phone systems. This allows for greater call detail, agent status indications and streamlined recording options for our clients.

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At Equature, we provide interactive real-time response technologies designed to improve early responder and public safety.

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**Equature Mobile**

• **EQ Mobile Android App:** Equature supports text message capture, call recording (some models) and upload capability. Live monitoring of the microphone and camera are supported as well. This module is very flexible and used as mobile evidence capture for law enforcement and security. This module fully integrates with Equature Server so files are stored and secured.

• **EQ Mobile iOS App:** This is planned for our development roadmap. Apple does not allow mobile call recording but all other functions will be fully supported.
Equature Viewpoint

EQ Viewpoint is our browser-based user interface. Viewpoint has unlimited user access. We believe the data is yours so we do not limit your ability to search, share, analyze and report with outdated client licensing. The system is cross-browser and cross-platform supported.

- **Search:** EQ Viewpoint supports 100% content search as well as all other search functionality including time data, device, user, groups, media type (voice, video, text, etc). The system also supports unlimited custom fields for search from third-party systems and other relevant client data.

- **Live Recall:** This module allows you listen to calls and video in real time from any device. Once the recording is complete, it is available for playback.

- **Live Monitor:** This allows you to monitor calls and videos while they are happening.

- **Quality Assessment:** This allows you to do quality score for any recorded interaction for any user in the system.

- **Statistics / Reporting:** This module allows you to report and analyze information in the system for any search criteria. This module has unlimited users with no licensing required.

- **Inline editing:** This allows you to tag in real time any interaction that may be of interest. The tags are saved in the database and instantly searchable.

- **Redaction Tools:** You can crop, redact or flag individual sections of calls for playback and saving options. This is a great tool for training and data sharing.

- **Unlimited Filtering:** EQ supports unlimited filtering on search results allowing for greater flexibility especially when dealing with large data sets.

- **Sequential Playback:** This allows you to select a group of recordings and play them back in order.

- **Scenario Reconstruction:** This allows you to playback a group of recordings as they happened in real time. This is very powerful and ties together incidents as they happen.

- **Mapping:** Mapping and geolocation is standard in Equature. You can map calls and locations instantly. This provides context to show where the calls (other media) came from.

- **Sharing:** EQ Viewpoint allows you very flexible saving options for users within the system as well as users who do not have access. We are non-proprietary so sharing data is secure and painless.

- **Bookmark(s):** A simple right click on data allows you to bookmark an individual record or an event to your personal bookmarks or a shared section. This tool is great for sharing information, organizing data and filtering back to an archived event.

- **Audit Trail:** EQ Viewpoint keeps track of all user interactions in the system. You can see who did what and when. You can also click the link and see the recording that was accessed and play it back instantly.

- **Data Retention:** Equature supports flexible retention policies for your recordings. You can set them in days and by media type (Voice, Video, Screens, Text). You can also lock retentions for litigation hold situations.

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**In a World Where Seconds Save Lives®
Equature Helps You In Real Time**