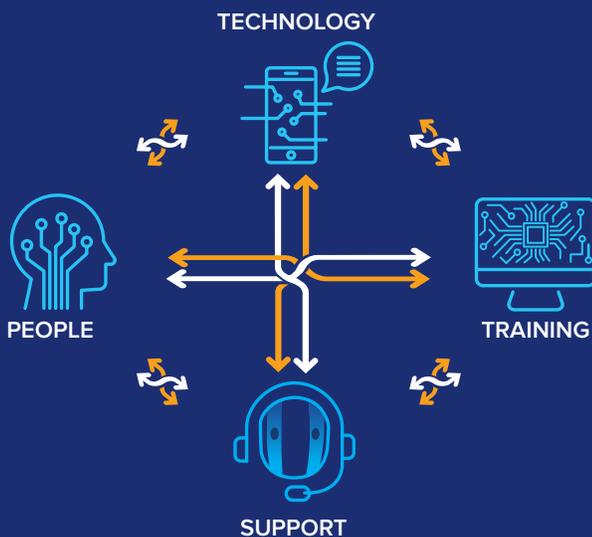


# SEAMLESSLY TRANSITION YOUR EMERGENCY 9-1-1 COMMUNICATIONS CENTER TO THE NEXT LEVEL



**MicroAutomation** partners with your Emergency 9-1-1 Communications team to create seamless, integrated transitions across technology, people, training, and support.



## What You Need

Emergency communications technology has changed, and your team is dedicated to delivering the same critical services. Your PSAP needs to manage your legacy hardware infrastructure and expand to meet current NG9-1-1 demands. You need simple solutions that adjust to your team, minimize risk, and optimize services. We'll partner with you to keep the chaos at bay.

## Why MicroAutomation?



With over 25 years of experience in the industry, we understand the needs of your team – that user experience, software, technology, and people integration go hand-in-hand. We have the expertise to design solutions that address your needs from top to bottom. Whether you choose from our suite of products or we design a unique solution for your PSAP, our software integrates with virtually any third-party system.

**WE BELIEVE IN SEAMLESS TRANSITIONS  
AND EASY-TO-USE APPLICATIONS THAT  
IMPROVE PERFORMANCE.  
WE DELIVER THE RIGHT SOLUTION, THE FIRST TIME.**



[TECHNICAL DETAILS >](#)



## Our Model and Process

At MicroAutomation, we deliver next generation solutions that seamlessly integrate with your current environment. Our vendor-agnostic, NENA standards-based, and nonproprietary technology works with your ecosystem and third-party software to make technical improvements while providing your users a familiar, yet optimized experience.



### Diagnostic Power

Our Enhanced Diagnostics Dashboard monitors your NG9-1-1 solution, reducing failure rate and increasing uptime. Know the details, decrease the risk, give yourself peace of mind.

### Flexible Training Options

Our training program is adjustable to your team's needs. By creating a program that addresses your PSAP's operational environment, we can shorten training time and reduce attrition rate, ensuring that your team can work at full capacity faster.

### Optimized Usability

We know that saving seconds, saves lives. Our PSAP system is designed to be highly configurable with easy-to-remember workflows so that your team can focus on what they do best, delivering critical 9-1-1 services.

### NG9-1-1 Ready

We'll help you keep up with technology advancements in 9-1-1 communication by guiding you through a smooth migration to Next Generation 9-1-1 with Omni911™, an easy-to-use, flexible solution.



### Our Lab

**Our methodology and collaborative workshop ensures peace of mind before you launch your new technology.**



We invite you to visit our lab where you can experience a live demonstration of your technology solution. Before you arrive, we create a test environment modeled on your team's work environment and processes. Bring key team members to test the limits of the system, confirm requirements, and discover the user interface adjustments that will turn your system from good enough to a seamless fit.

### MEET MAVEN (MicroAutomation Value Engineering)

**MAVEN** is our resident expert on emergency communications technology. Whether you need a quick answer or someone to check under the hood of your system and give it a tune up, MAVEN and our experienced team are at your service.



Visit [MicroAutomation.com](http://MicroAutomation.com) or contact us today to learn more and partner with us to seamlessly transition your Emergency 9-1-1 environment.

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