

**Contracting Information**

- Small, Minority Business Enterprise
- CAGE 08MW5
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**NAICS Codes**

- 541512 • 541511 • 517919
- 519190 • 561422 • 561421
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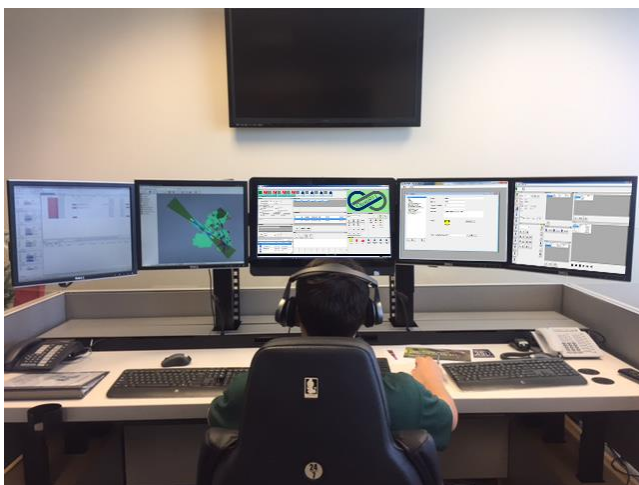
**MicroAutomation Emergency Communication Center Solutions for the US DoD**

**Overview**

**Core Competencies**

- Command and Control
- Next Generation 9-1-1
- Call Center Automation (IVR, CTI, ITR)
- Systems Integration

MicroAutomation is a manufacturer and systems integrator for public safety and call center solutions with 30 years of experience. Our proven flagship Emergency Communications Center (ECC) solution, **Omni911**, is JITC-certified and designed to meet the rigorous demands of the US Department of Defense's (DoD) Emergency Communications, Next Generation 9-1-1 (NG9-1-1), and Command and Control requirements. Omni911 includes an easy-to-use, customizable layout, cloud-ready architecture and NENA i3-standard technology that delivers a robust ECC and Command and Control solution.



**Customers**



**Certifications**



**Benefits**

Omni911 is based on the Next Generation 9-1-1 i3 standards developed by the National Emergency Number Association (NENA). It utilizes the latest IP networking technologies to integrate seamlessly in legacy switching environments or with new VoIP-based communication infrastructures.

The intuitive design of Omni911 allows for ease of expansion, low maintenance costs and extreme flexibility. Now you can quickly and inexpensively adapt to the evolving NG 9-1-1 standards.

By utilizing open standards, Omni911 avoids proprietary hardware and software components, remaining flexible to grow with evolving technology.

## Solution Features

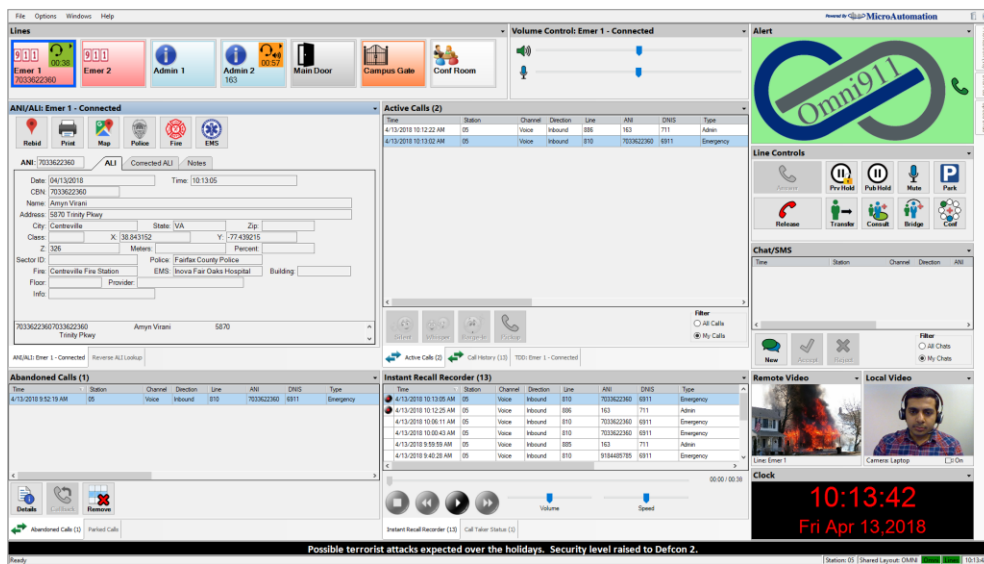
- Omni911 is JITC-certified for Information Assurance (IA), Cybersecurity (CS), and Interoperability (IO)
- The Omni911 system connects to your base switch via standard Primary Rate Interface (PRI) circuits
- Omni911 seamlessly integrates with NENA-compliant CAD and mapping systems eliminating the need for costly custom programming
- An Omni911 solution serves as the foundation of all next generation communications: voice, SMS (text messaging), video, image transmission, telematics, social media, and messaging applications.
- A software-based solution built for deployments within the DOD environment using standard off-the-shelf, PC systems
- Advanced Command and Control features including video communications, large-party conferencing, and remote gate/door/light control.

## Ready for the Future

As the widespread adoption of next generation communication grows, many ECCs require a solution that is capable of handling mainstream multi-media communications. As a result, Next generation communications such as text messaging and video are being integrated as standard by many emergency communications centers.

### A standard Omni911 system includes:

- VoIP telephony integration
- Video, text messaging, and radio integration
- Support for single-button large conferences
- Automatic Location Identification (ALI) Service
- Legacy E9-1-1 Trunk Interfaces (CAMA)
- Standalone, redundant, fault tolerant configurations
- Operation on standard equipment including PC Servers, workstations, laptops, and tablets



To experience Omni911's advanced communication features, contact MicroAutomation for a demo today.



## About MicroAutomation

MicroAutomation's legacy and Next Generation 9-1-1 solutions are proven, powerful and reliable. Developed to be effortless and intuitive when every second counts, MicroAutomation's JITC-certified, emergency response solutions expertly accommodate expanding community needs, changing technologies and evolving 9-1-1 standards. The Omni911 product adapts seamlessly to all Emergency Communication Center requirements and allows custom layouts and functions while adhering to NENA i3 Next Generation 9-1-1 specifications. MicroAutomation and Omni911 support your communication needs for today – and tomorrow.

## Contact Us

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