

NEXT GENERATION 9-1-1 SYSTEMS CONSULTING



Technological advances within the past decade make it possible for traditionally separate voice, data and video systems to share resources and interact with one another in new ways creating a more efficient delivery of information to public safety possible. The American public's insatiable appetite for technology is growing rapidly, in large part because of the phenomenal popularity of these converging technologies. The efficiencies that result from these converged technologies can dramatically improve the emergency response event. Unfortunately, today's Enhanced 9-1-1 systems operate on old technologies that are not capable of taking full advantage of newly converged information systems.

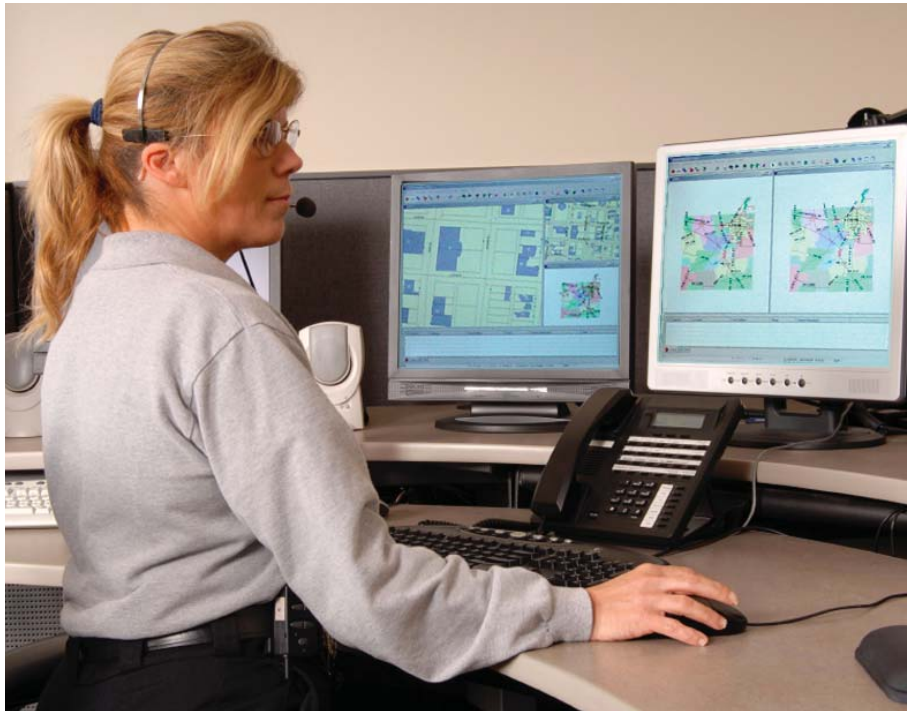
America's PSAPs are now feeling the pressure to accommodate these new ways of receiving 9-1-1 calls from a technology savvy public on legacy 9-1-1 systems that were not designed for these new technologies. The 9-1-1 community now faces the difficult task of undertaking a complete system overhaul that will result in a more robust and capable 9-1-1 system.

RCC Consultants fully appreciates the complexity of undertaking a completely new system design in the face of rapidly changing technologies and standards. RCC helps its clients meet the challenges of new communications and information system technologies. For more than two decades, RCC has been providing services that help PSAP managers work smarter, faster, and more responsively.

Focused Client Centered Solutions from the Industry's Most Respected Team

Multidisciplinary consulting and engineering teams collaborate with our clients to address technological challenges facing public safety. Professionals experienced in public safety communications policy, strategic and operations planning, management, organizational development, labor relations, staffing analyses, information systems, communications systems, financial and economic analyses, and productivity improvement programs work with clients to implement solutions that achieve the specific goals of each client.

RCC is committed to a client centered team focus in our consulting and engineering work, providing maximum benefit to our clients through the multidisciplinary expertise and diverse backgrounds of our staff. Our team features seasoned public safety consultants with directly relevant backgrounds and experienced engineers each bringing an average of nearly 20-years experience in their fields. We combine consultants who have a strong background in senior management of public safety agencies with the most talented engineers to deliver proven solutions to complex problems with a high degree of client satisfaction while simultaneously maintaining high standards in our services.



RCC Consultants Inc.

100 Woodbridge Center Drive, Woodbridge, New Jersey 07095

toll-free 800.247.4796 tel +1.732.404.2400 fax +1.732.404.2556

www.rcc.com info@rcc.com

Helping PSAPs Face the Challenges of Next Generation 9-1-1

Our Next Generation 9-1-1 strategic, business, and action planning spans a range of services to include the following:

PLANNING

- Needs Analysis and Requirements Planning
- Regional Convergence/Systems Planning
- Statewide Convergence/Systems Planning
- Alternatives Analysis
- Call Traffic/Revenue Forecasting
- Migration Strategies
- Policy Development
- Regulatory Impact Analysis
- Regulatory Development
- Continuity of Operations Planning

MANAGEMENT CONSULTING

- Outsourcing Strategies
- Management and Operations Reviews
- Call Process Reengineering/Improvements
- Procurement Best Practices
- Operational Best Practices
- Strategic and Business Planning
- Staffing/Workload Analysis
- Institutional and Organizational Optimization
- Governance Planning

FINANCE AND PROCUREMENT

- Strategic Financial Planning
- Funding and Finance Solutions
- Cost Projections and Allocations
- Specifications Development
- Vendor Proposal Review and Analysis
- Vendor Negotiation Support
- Technical Support during Solicitation Process

INFRASTRUCTURE IMPLEMENTATION

- Implementation Planning and Scheduling
- Standards Development
- Implementation/Program Management
- Quality Assurance
- Acceptance Testing, Planning and Verification
- Financial Management
- Construction Supervision
- Change Management/Control
- Warranty Management
- System Optimization
- Project Close-Out Support

Next Generation diagram is NENA's program vision for an NG 9-1-1 system that is accessible anytime, anywhere and from any device.