

# Public Safety Answering Points in the Digital Age

A Flood of Data: Challenge or Opportunity?



## VERINT.

Ready or not, the world is going digital. Modern organizations are benefiting from a dramatic increase in intelligence from users, and mission-critical operations should be no exception.

### Going Mobile

Is your command center prepared to meet the expectations of the digital citizen and leverage the expanding scope of the data it provides?

**265 million+**

Number of smartphone users in the US (200 million more than in 2010) <sup>1</sup>



**>285 million**

Expected number of US smartphone users in 2023 <sup>2</sup>

**Only 2 in 5**

Only about 2 in 5 US households currently have a landline <sup>3</sup>

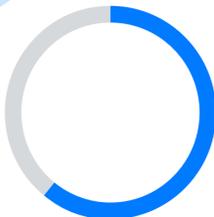


**80%**

In many areas of the US, 80% or more of the calls made to 911 are coming from wireless devices <sup>4</sup>

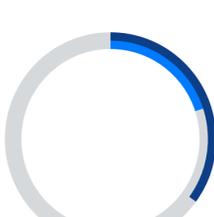
### Harnessing the Expansion of Data

With the help of emerging technologies, you can enhance emergency preparedness, improve efficiency and reduce response times. Modern emergency response centers can realize the opportunities offered by this data.



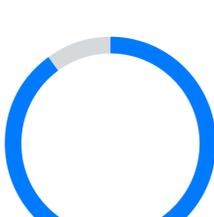
**>60%**

61% of agencies - that are aware of advanced analytics and predictive modeling - are either piloting or implementing this technology. <sup>5</sup>



**20-35%**

Projected decrease in emergency response times achieved by optimizing dispatch and synchronizing traffic lights. <sup>6</sup>



**90%**

Of those piloting or implementing emerging technology projects expect to achieve or have achieved reduced costs through smarter ways of working. <sup>7</sup>

### The Solution Is at Hand

Modern technology advances can help enhance mission-critical operations and increase efficiency.  
Verint can help you:

#### Simplify

- Capture multi-channel interactions and replay the recordings from each channel simultaneously, on a single screen.
- Group all recordings tied to a specific incident and simplify incident reconstruction.

#### Modernize

- Use the latest analytics tools to help you share mission-critical information between PSAPs, identify process gaps and reveal the successful behaviors of top performers.
- Take advantage of flexible, on-premises or in-the-cloud deployment options.

#### Automate

- Automate your key quality management processes, such as autoscore your recorded interactions.
- Use the benefits of automation to create schedules and provide your employees with easy access to their work rosters and shift requests.

[Learn more at verint.com/public-safety](https://www.verint.com/public-safety)

<sup>1</sup> <https://www.statista.com/statistics/201182/forecast-of-smartphone-users-in-the-us/>

<sup>2</sup> <https://www.statista.com/statistics/201182/forecast-of-smartphone-users-in-the-us/>

<sup>3</sup> <https://www.statista.com/chart/2072/landline-phones-in-the-united-states/>

<sup>4</sup> <https://www.nena.org/page/911Statistics>

<sup>5</sup> Welcome to Disruption: Why Public Safety Agencies Must Fast-Track Innovation, 2016 Accenture

<sup>6</sup> Excerpted from "Smart cities: Digital solutions for a more livable future", June 2018, McKinsey Global Institute, [www.mckinsey.com](http://www.mckinsey.com). Copyright (c) 2019 McKinsey & Company. All rights reserved. Reprinted by permission.

<sup>7</sup> "Welcome to Disruption: Why Public Safety Agencies Must Fast-Track Innovation", 2016 Accenture



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