

NG9-1-1 Management Solutions



The Challenge Presented to Public Safety Agencies by NG9-1-1

As the 9-1-1 industry works to operationalize Next Generation 9-1-1 (NG9-1-1), the past decade has seen a broad spectrum of both success and failure in system rollouts. 9-1-1 authorities face many challenges as they navigate the myriad of industry standards, platform provider approach interpretations, historical provider relationship loyalties, regulatory constraints, wholesale technology changes, and requirements to interconnect with legacy systems. Coupled with these considerations is a multitude of new 9-1-1 business models.

Capgemini Helps 9-1-1 Organizations Predictably Transition to NG9-1-1

Capgemini provides independent NG9-1-1 perspectives to 9-1-1 authorities, platform resellers, and platform providers through a broad portfolio of public safety focused technical and managed service programs. Our independence affords us an objective approach to providing 9-1-1 authorities the validation and guidance they need, while enabling discrete handling of system reseller and platform provider performance and competitive information.

NG9-1-1 Solutions Overview

System Design NG9-1-1 solutions are comprised of new technology and can be accomplished by integrating multiple interconnected platform providers. Capgemini applies an established industrialized planning and design process to identify key client objectives, and models a plan that can realize those objectives in a measurable fashion. Our design approach produces a set of comprehensive artifacts that detail the complete system, from components to integrations to demarcation points, which are used to guide the build-out and testing processes.

Independent Verification & Validation (IV&V) Testing Capgemini maintains a standards-based, independent NG9-1-1 functional element (FE) test lab, as well as a production level multi-vendor lab environment. We apply our established, industrialized test planning, design, and execution processes to support 9-1-1 organizations in selecting and maintaining NG9-1-1 solution platforms that deliver predictable compliance, functions, stability, and interoperability in accordance with the unique requirements and objectives of individual organizations.

Vendor Selection – By building and maintaining independent lab functional elements according to relevant standards, Capgemini can provide realistic testing regardless of the client's current environment and without dependencies on proprietary vendor platforms or relying on platform provider self-policing. This approach is designed to allow 9-1-1 agencies to be confident in their decisions regarding the products and services they place into production NG9-1-1 service, as well as a method of tracking any platform provider roadmap deliveries.



Why Capgemini?

With over 190,000 employees in over 40 countries, Capgemini is one of the foremost providers of consulting, technology and outsourcing services in the world. Founded in 1967, we are global innovators with local specialists who support transformational leadership, agile government, and disruptive technology. We utilize our global consulting experience to provide 9-1-1 stakeholders with a full range of advisory, implementation, and management services, focused on driving innovative approaches to streamline organizations, reduce costs, and fulfill mission goals and objectives. Our Public Safety and Emergency Communications Practice has been delivering dedicated, innovative services to clients worldwide for the past 15 years. Capgemini has assembled an industry leading team of NG9-1-1 industry and technical and operational subject matter specialists.

The NG9-1-1 solutions in the current marketplace range from retrofitted legacy platforms to recently developed software stacks promoted by new market entrants. Though rich in promised features and efficiencies, NG9-1-1 migrations pose both technical and operational risks to 9-1-1 authorities working to make the digital transition. In the absence of comprehensive NG9-1-1 standards, established best practices, or national benchmarks, 9-1-1 authorities see an increasing need for objective and measurable solution testing and validation as well as general technical guidance and advice as they navigate their unique path to NG9-1-1 transition success.

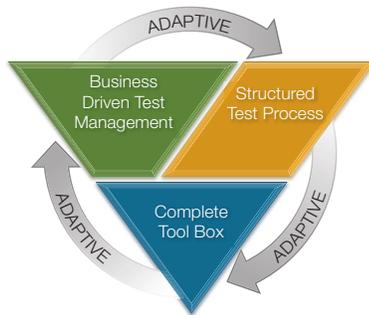


System Integration (SI) and Project/Program Management Whether your organization chooses a single-source platform provider or multi-vendor best-in-class approach, there are multiple points of interoperability required for NG9-1-1 networks that will demand experienced and objective leadership, management, and the application of leading practices. Capgemini has developed an established formula based on decades of successful implementations around the globe, which can be applied to NG9-1-1 deployments to enable all stakeholder groups to be kept informed, coordinated, and held accountable for delivery scope.

Security Services and Security Operations Center (SOC) Capgemini is a global leader in Cybersecurity consulting and managed services that have been provided across critical infrastructure industries around the world. NG9-1-1 networks require compliance with NG-SEC, CJIS Security Standards, and other relevant state and local standards and requirements. Capgemini brings enterprise security experience and industrialized processes to NG9-1-1 programs with the goal of keeping the network secure, while maintaining alignment with overall program governance objectives.

Operational Life Cycle Managed Services and Multi-Source Service Integration (MSI) With the added flexibility of modular multi-vendor NG9-1-1 systems, comes additional responsibilities for the 9-1-1 Authority. Capgemini has decades of successful global Operational Life Cycle and MSI managed service experience. Building upon this experience, we have tailored programs to help 9-1-1 organizations maintain a stable and predictable performance experience across the NG9-1-1 platform lifecycle and platform provider replacements.

Best Practice Approach Capgemini has helped many organizations around the globe and across multiple industries achieve successful digital transformations. We bring to the NG9-1-1 industry needed industrialized, repeatable processes, management capabilities, and mature testing toolsets to support predictable NG9-1-1 digital transformations for your organization.



Capgemini's TMap NEXT® Testing Methodology builds efficiency into the testing process and integrity into the solution.

Modular Business Models Our 9-1-1 public safety clients include government 9-1-1 authorities, state governments, local governments, platform providers, platform resellers, and consulting firms. We are sensitive to the competitive nature of the 9-1-1 technology space and take great care to maintain client confidentiality and discretion, allowing competitive entities to conduct cross-platform testing, while protecting proprietary information. Capgemini recognizes that each 9-1-1 authority and business entity has unique objectives, budgets, geographical and technical constraints, and organizational perspectives. To address these varying needs, Capgemini offers services from discrete testing and advisory services, to comprehensive multi-year managed services. You decide the combination of Capgemini services that will meet your organization's needs.

Capgemini Advantages

- ✓ End-to-end managed services
- ✓ Discrete 9-1-1 Consulting and Services Modules
- ✓ Services for government 9-1-1 authorities
- ✓ Services for 9-1-1 platform providers
- ✓ Services for 9-1-1 platform resellers
- ✓ Services for Industry Standards and Governance Authorities



For more information

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About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion (about \$13.8 billion USD at 2016 average rate).

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

www.capgemini.com