Leadership
- The Kansas Hosted Next Generation Call Handling Solution is the first critical step to move to a unified statewide NG911 program.
  o Provides the various agencies interoperability by standardizing on a single platform.
- Puts Kansas in the forefront as a leader in the Next Generation 911 space utilizing tested and proven technologies.
- A statewide NG911 solution allows the individual PSAPs to focus on their core business – "enhancing public safety" and not being burdened by managing the complexities inherent in a NG911 system.

Reliability
- Geo-diverse Hosts located in Carrier grade data centers to provide for maximum resiliency and reliability.
  o Hosts will be co-located with existing 911 trunk origination points (911 tandem offices)
  o Hosts will be installed and maintained in restricted access areas within Telco facilities deemed as Federally Critical Infrastructure space.
- The hosted NG911 solution has been designed with multiple levels of redundancy in servers, hardware components, power, and network.
- Mission Critical Support provided 24x7x365 through dedicated, U.S. based Public Safety support personnel.
  o Single number provided for all trouble reporting related to the NG911 system.
- Inherent cyber security protection and monitoring designed in the solution.
- The hosted NG911 solution is backed by stringent Service Level Agreements.
- Largest network of local support technicians trained in 911 service delivery.

Investment Protection & Financial Stability
- Locked in pricing and service for 4 years that provides a stable monthly cost allowing public agencies ability to stabilize budgets.
- Alleviates the need for infrastructure capital (CAPEX) that may require bonds, financing or other means.
- No additional requirements for CAPEX funding to support technology refreshes during the term of the agreement.
- Maintenance services are included in the monthly fee structure for the term of the agreement.
- Provides a NG911 platform designed to support growth and new features as they become available.
- AT&T, the Solution Partner selected, has been a long term provider of 911 services to the PSAP community and is a financially stable company with local presence.
- The Kansas hosted NG911 model will allow the PSAPs to move to Next Generation capabilities such as the State's plan to implement Geo-spatial routing.

Architecture Designed to Support Current and Future Enhanced Technologies
- The Kansas Hosting architecture has been selected and designed with forward looking NG911 capabilities.
- Includes PSAP friendly ECaTS MIS solution allowing local, regional and statewide MIS reporting.
  - This can reduce the burden of individual PSAP reporting to the State for annual audits. Run and view the reports important to your PSAP.
- Next Generation 911 systems are more software centric and require updates more often than legacy systems.
  - Upgrades are included in the hosted service offering which provides PSAPs access to the current software versions, features and enhancements.
- System enhancements can be tested and implemented quicker and more efficiently in this hosted solution model than premise based solutions.
- Allows Kansas PSAPs to keep pace with changing technologies thru this Hosted system offering.
- The Hosted solution helps alleviate the burden of individual PSAPs staying abreast of new and emerging technologies.

Uniformity, Continuity of Operations & Disaster Recovery
- A standardized Statewide NG911 solution provides uniformity by:
  - Allowing for knowledge sharing between PSAPs thus enhancing cohesiveness between agencies.
  - Standardizing configurations between PSAPs and optimizing Call Taker training.
  - Enhanced training capabilities for Call Takers and Administrators on common system architecture.
- Simplified implementation for the PSAPs by following established MOPs.
- Statewide goal to have support technicians trained in this specific solution to be able to assist every PSAP with on-site service issues.
- Uniformity on a statewide hosted NG911 system provides the benefit of interoperability between agencies.
- Continuity of Operations and Disaster Recovery are enhanced by allowing call takers to log in at remote PSAPs to receive calls as if they were at their own facility.
  - Example may be in the event of disaster and a PSAP is unavailable due to storm damage, the call takers can move operations to an adjacent PSAP to continue receiving calls.