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SYNERGEM EMERGENCY SERVICES

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LOCAL COMPANY AWARDED \$2.4 MILLION GOVERNMENT CONTRACT Synergem to Deploy NC's first Next Generation 9-1-1 Network

Using a \$2.4 million grant from the NC State 911 Board, the North Central NC Regional Compact, a consortium of North Carolina 9-1-1 jurisdictions, has contracted with SYNERGEM EMERGENCY SERVICES to design, develop and operate NC's first Next Generation 9-1-1 Emergency Services IP Network (ESInet). Several additional jurisdictions have signed agreements that will enable them to join in this landmark project. Initial compact members include Surry County and the cities of Winston-Salem and Eden police departments.

Compact members will connect to Synergem's Intelligent Next Generation 9-1-1 network (ING9-1-1™) ESInet, one of the first such networks in the Nation that complies with the National Emergency Number Association's (NENA) i3 specifications. Synergem's solution will more accurately locate a 9-1-1 caller and improve response times by applying system logic to route those calls to the correct Public Safety Answering Point (PSAP). This ESInet will give emergency service agencies unprecedented ad hoc contingency planning and 9-1-1 call-routing capabilities that will be invaluable during natural or man-made disasters. The solution is highly mobile, easily expandable, and can be adapted to an almost unlimited array of contingent situations.

"Hard as it is to imagine given all the new communication devices available, most 9-1-1 centers still cannot receive a simple text message," said Myron Herron, Synergem's President and COO. "In 20 years, there has been little change in the way 9-1-1 calls are delivered. Synergem's Next Generation 9-1-1 solution will change all that. It will enable the public to use a wide array of communications devices to reach emergency responders and will provide those responders with geographically relevant information," he added.

SYNERGEM EMERGENCY SERVICES, L.L.C., based in Greensboro, NC, supplies benchmark Next Generation 9-1-1 network technology to 9-1-1 agencies throughout the US. Synergem's ING9-1-1™ ESInet provides unmatched functional and operational capabilities. Designed consistent with National Emergency Number Association (NENA) specifications, this system ensures participating jurisdictions are able to enjoy a smooth and cost effective transition to a world dominated by emerging communications devices. The solution's core is centered on GeoComm's Emergency Call Routing Function (ECRF) tightly integrated to Avaya's Emergency Services Routing Proxy (ESRP). ING9-1-1™ is built on an open platform that will welcome best-of-breed mission critical 9-1-1 applications such as emergency call-taking, regional tactical mapping, media recording, and advanced community notification. The Synergem solution is supported by a Network Operations Center (NOC) in Winston-Salem, NC that is staffed around the clock to provide end-to-end network monitoring, management, and help desk services.

If you would like more information, please call Sheryl Dunford toll free at 866.859.0911 or email Synergem@synergemtech.com