

# The Smart Solution for Public Safety

Voice and data recording for the emergency services  
and other safety-minded organizations



**RED BOX**  
RECORDERS



# Introducing mission-critical recording from Red Box

For public safety organizations, the recording of voice and data communications is key to providing a fast, efficient and well organized emergency response.

Red Box's Quantify Recording Suite is designed to capture communications across control rooms and from public safety workers in the field. It's a reliable and highly secure software solution that allows important details to be verified, incidents reconstructed for evidence gathering, and improvements made to quality and training procedures.

## Trusted by the best

Law enforcement agencies, fire and coastguard services, as well as leading transportation and construction companies, count on Red Box's technology to capture vital communications.

# Why your public safety organization needs to record

Recording emergency calls and communications between public safety workers enables:

- ✓ Quick fact verification
- ✓ Incidents to be reconstructed for evidence gathering
- ✓ Employee coaching needs to be addressed
- ✓ Improvement of call handling speed and accuracy
- ✓ Enhanced operational efficiency and identification of risk
- ✓ Employee liability protection to be provided

# For all your recording needs

Quantify Recording Suite, Red Box's comprehensive voice and data recording solution is designed for the public safety market. It offers the functionality your organization needs to:



## Verify information

The ability to recall and check even the tiniest details can be crucial to any emergency response. With Quantify Recording Suite, multiple people can listen to communications in real-time and retrieve and replay recorded calls in moments.

With Quantify Search and Replay it's easy to perform custom audio searches based on data fields such as date, caller name and number. And when you've identified a recording that you want to replay, listen to it using Quantify's built-in Media Player.

For extended search functionality, Quantify AudioSearch allows the content of recordings to be mined for use of specified words or phrases. Plus integration with Command and Control and Computer Aided Dispatch (CAD) systems offers the ability to retrieve calls based on ISSI information and incident number.



## Reconstruct incidents

Responding to emergency situations can involve multiple individuals communicating across fixed-line, mobile and radio networks.

Quantify Event Reconstruct makes it easy to simultaneously replay recordings captured over multiple channels, allowing you to piece together incidents to create a visual timeline of events as they took place. It's particularly helpful for investigation teams that need to provide evidence for disclosure.

When important communications need to be retained, Quantify CallSafe enables recordings to be placed into secure storage where they are exempt from a standard retention cycle and held indefinitely.



## Store data securely

Data security is vital for public safety organizations that need to provide evidence for legal proceedings.

Quantify authenticates recordings with MD5# fingerprinting, which proves that recordings haven't been compromised. Plus for additional protection, unique frame-based technology stores recordings in a proprietary format so they are inaccessible to unauthorized third parties.



## Improve operation

In emergency situations calls need to be handled swiftly yet effectively. The performance of incident room call handlers is key to a well organized response and can be enhanced by the provision of appropriate training.

Red Box's solution for Workforce Optimization (WFO) includes Quantify QM, AudioSearch, Live Acquire and Screen Data Capture to offer a complete monitoring and training package that allows public safety organizations to improve call handling speed and accuracy, reduce errors, and successfully achieve service levels. WFO helps to improve employee retention and moral, and can help organizations comply with call handling standards.

# Introducing Quantify

Quantify Recording Suite is designed to capture, store, replay and analyze voice and data across your emergency control center. This comprehensive solution is:



Highly connective  
Quantify can record mixed communication types such as TDM, IP, VoIP, RoIP, SIP, H323 and analog channels, and is compatible with trunked radio networks from leading vendors like Motorola®, Harris® and Cassidian®.

Secure and resilient  
Unique frame-based technology ensures highly efficient and secure preservation of data, which is authenticated and admissible as evidence in a court of law. Built-in monitoring and alerting plus optional implementation of Secondary recorders for automated failover supports the highest levels of resilience in the event of hardware failure.

Feature rich  
Individually licensable applications extend Quantify's core search and replay functionality to allow you to listen to communications as they happen, reconstruct incidents and perform workforce quality monitoring and assessment.

Flexible  
For flexibility, Quantify supports on-premise and virtual deployment models. It is designed to grow with your operation so is easily scalable and responsive to technology changes.

Easy to use  
Quantify's browser-based interface is secure, easy to use and requires minimal operator training.

## Key Features at a Glance

- Turnkey, software only, virtual deployment options
- Wide connectivity with telephony and radio systems
- Compatible with CAD systems
- Works with trunked radio solutions from Motorola, Harris and Cassidian
- Integration with Motorola AIS to allow recording of talk groups and ISSIs
- Supports up to 1000 concurrent channels of mixed telephony per server deployment
- Compatible with cloud-based inception services for cell phone recording
- Unique frame-based recording technology for efficient and secure storage of data
- Optional deployment of Secondary recorders for resilience
- SAN/NAS archiving option
- Easy-to-use browser-based interface for secure access to recordings
- Sold and supported by Red Box and over 300 partners worldwide

## Flexible Deployment Options

Quantify supports a variety of installation options. Choose the most appropriate for your organization.

Option	Pre-built Red Box Recorder	Existing customer server	Virtual
Offered	✓	✓	✓
Information	A range of options is available, from servers suitable for SMEs to enterprise-scale environments	Works with a range of servers subject to meeting Red Box's minimum system specification	Supports VMware®, and Hyper-V™

# Integrated Applications

By choosing Quantify Recording Suite, rest assured that you're purchasing a highly secure solution for recording and replaying mission-critical communications. But we haven't stopped there, developing a range of additional feature-rich applications to further enhance the value of voice and data recording.

Extend the core search and replay functionality of your recording system and speed up the time it takes to compile evidence for disclosure with the following Quantify applications:



## Quantify Live Acquire

Listen to communications as they happen for analysis and to enable managers and supervisors to provide call handlers with 'real-time' coaching and assistance.



## Quantify AudioSearch

Quickly and accurately search large volumes of spoken audio content for investigation, dispute resolution, call & transaction validation, and compliance checking.



## Quantify Event Reconstruct

Quickly reconstruct events from multiple sources to compile evidence for disclosure and compliance. Build a visual timeline of events and replay recordings concurrently.



## Quantify CallSafe

Lock down important calls to exceed the requirements of a standard retention policy by placing them into network storage, where they are held indefinitely.



## Quantify QM™

Monitor calls to identify trends and the training needs of call handlers. Plus automatically sample calls for assessment and create custom scoring forms based on set evaluation criteria.



## Quantify Screen Data Capture

Capture the activity of computer screens across your command and control center for quality monitoring, call handler performance evaluation and assessment of training needs.



## Quantify IQ

Choose from a range of customizable widgets to view a snapshot of local and remote recorder activity, allowing you to monitor performance and pre-empt potential system problems.



## Quantify Call Management

Intelligently track telephony channels to reduce operational costs, improve employee productivity, monitor network activity, report usage trends and statistics, and optimize network resources.

Identify the training needs of call handlers and monitor the performance of your complete recording system with:

You protect the public.  
Trust us to protect  
your communications.

# We're in great company

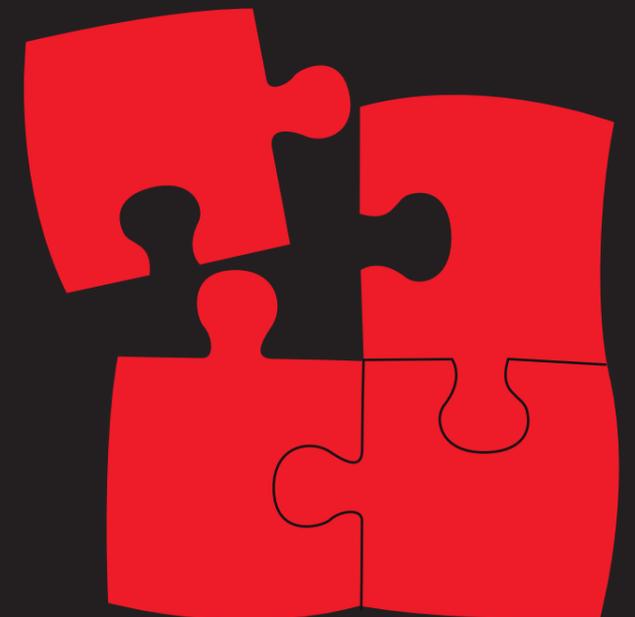
We believe in an open approach to shaping new thinking and solutions. So credit where it's due – to the world's leading IT, telephony and radio vendors. We have been working alongside them to integrate our software with their solutions. For you, that means it's now even easier to choose with confidence a complete technology solution from your chosen provider complete with Red Box recording software.



# Start a smart partnership

For 20 years we've been helping businesses and organizations all over the world discover a better approach to voice and data recording.

- + In the last five years our business has grown globally by more than 20% annually
- + We're committed to R&D that delivers the most advanced yet user-friendly solutions
- + We have over 300 reseller partners delivering excellent local sales and support



## Let's talk

Discover the smart difference

Call us on: +1 (212) 209 1020  
Email [info@redboxrecorders.com](mailto:info@redboxrecorders.com)  
Or visit us at [redboxrecorders.com](http://redboxrecorders.com)

# Discover the Smart Recording Choice

To find out more about how Red Box Recorders' leading technology  
can benefit your public safety organization, visit our website

[redboxrecorders.com](http://redboxrecorders.com)

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