

911 Data Transformed into Actionable Insights

Reporting & Analytics Tools for Public Safety

PSAPs collect vast amounts of data – ECaTS helps you make sense of it.

When you partner with Intrado, you get more than a set of static, out-of-the-box reports. With ECaTS, you get access to a comprehensive suite of customizable tools and reports. With ECaTS, you're equipped to make faster, smarter decisions with accurate data and best-in-class analytics tailored just for you.

ECaTS doesn't stop here. We help you maximize your investment with ongoing, industry-leading service and support. Our customer service teams make sure you're getting the most out of your tools while ensuring you can retrieve the insights your agency requires.

What We Do

ECaTS is a secure cloud-based and enterprise-grade application, delivering end-to-end reporting including both NGCS and CPE analytics. The ECaTS portfolio was created through continuous feedback from PSAPs over the course of 20+ years.

Reporting and Analytics tools for:

- MIS for near-real time PSAP monitoring and analytics. Includes staffing forecast and ad-hoc reporting for additional flexibility
- Dashboards providing situational awareness
- Real-time i3 PSAP Monitoring
- Wireless Routing Analysis Phase I and II
- Text-to-911 reporting for service and trend analysis
- NG911 /i3 call delivery reporting and analysis

ECaTS, Intrado's Emergency Call Tracking System, provides deep insight into emergency call data, enabling better, more data driven decisions, more accurate planning, forecasting and enhanced PSAP staffing as well as operations.

40+ States

ECaTS is deployed in 47 states, with 15 statewide deployments.

2900+ PSAPs

Use ECaTS every day.

100M+ Calls

Analyzed by ECaTS every year.

Transformational Tools by ECaTS

ECaTS solutions are compatible with most leading CPE platforms. Better yet, the ECaTS tool suite can capture data for a single PSAP, to countywide to statewide deployments and aggregate and consolidate the information for streamlined reporting and analysis.

Why it matters:

- Make smarter decisions with real insights
- Plan better budgets using the right data
- Justify funding with facts and statistics
- Identify and respond to incidents faster
- Staff your PSAP using trusted models
- Improve PSAP operations and performance
- Spot trends and solve problems faster
- Fast roll out

Why ECaTS?

- Flexible 911 reporting and analytics tool
- Intuitive and customizable
- Relentless customer service and support
- Extremely secure and highly-available web interface
- Trusted by more than 2900 agencies
- Seamless integration with leading providers
- Fully Integrated with most major CPEs
- SOC2 certified

About Intrado

Intrado is the essential partner for those committed to saving lives and protecting communities anywhere in the world. As a leading global provider of trusted emergency response solutions, Intrado improves public safety outcomes by connecting help to those in need. The company blends legacy intelligence, modern technology, and passionately dedicated people to create end-to-end solutions that are innovative, resilient, intuitive, and insightful.

For more information, visit www.intrado.com/ecats.