INTRADO

VIPER NextGen
Cloud Native NG 9-1-1 Call Handling

For years, Intrado has been the standard for 9-1-1 solutions. 45+ years of experience with 9-1-1 lay the foundation of VIPER NextGen™, Intrado's cloud native, browser-based call handling solution for public safety answering points (PSAPs) and Emergency Call Centers (ECCs).

For PSAPs and ECCs, VIPER NextGen offers:

- Streamlined user experience, map and activity-centric views

- NG 9-1-1 Support – NENA i3 Compatibility

- ESInet Interoperability and Compatibility

Intrado VIPER NextGen is a modern solution for i3 compliant, NG 9-1-1 applications, allowing PSAPs to easily transition to a flexible, scalable, robust cloud native model.

Progressive, New Features Further Empower Agents

- Cloud native hosted scalability and performance

- Fast to deploy – minimal up-front cost or expense

- Web-based, flexible and intuitive

- Multi-media support

- AI Powered Text Transcription and Text Translation

- Automatic redial of abandoned calls

- Text2911 and PSAP Initiated Text2911

- No maintenance, upgrades or security patches to worry about

- Fully NG 9-1-1 compliant, full ESInet and NENA i3 support

- Active-Active geo redundant hosting for maximum uptime and reliability

- Robust, industry leading ECaTS analytics

- Flexible CAD and PBX integration options

VIPER NextGen, Intrado's latest NG 9-1-1 call handling solution, brings decades of experience with 9-1-1 to a totally new, cloud native platform.

Fast, easy rollout, no ongoing maintenance and no on-premises gear or equipment to worry about. Intuitive, browser-based work flows and a slick UI help make it easy for telecommunicators to ramp up quickly and start using the call handling solution.

45+
Years of 911 innovation and expertise.

6000+
Connections to PSAPs across North America

410M+
911 requests/year

Data Driven Decisions - Powered by ECaTS Insights

Get the most out of your PSAP call handling investment by including the industry's leading analytics and insights package, Intrado ECaTS. With ESInet/i3 support, ECaTS enables you do better understand the operational ebb and flow of traffic to your PSAP. Whether you need Staffing Forecasts, 911 data insights, i3 logging, wireless routing analysis or any of a number of other available reports and features, ECaTS has you covered.
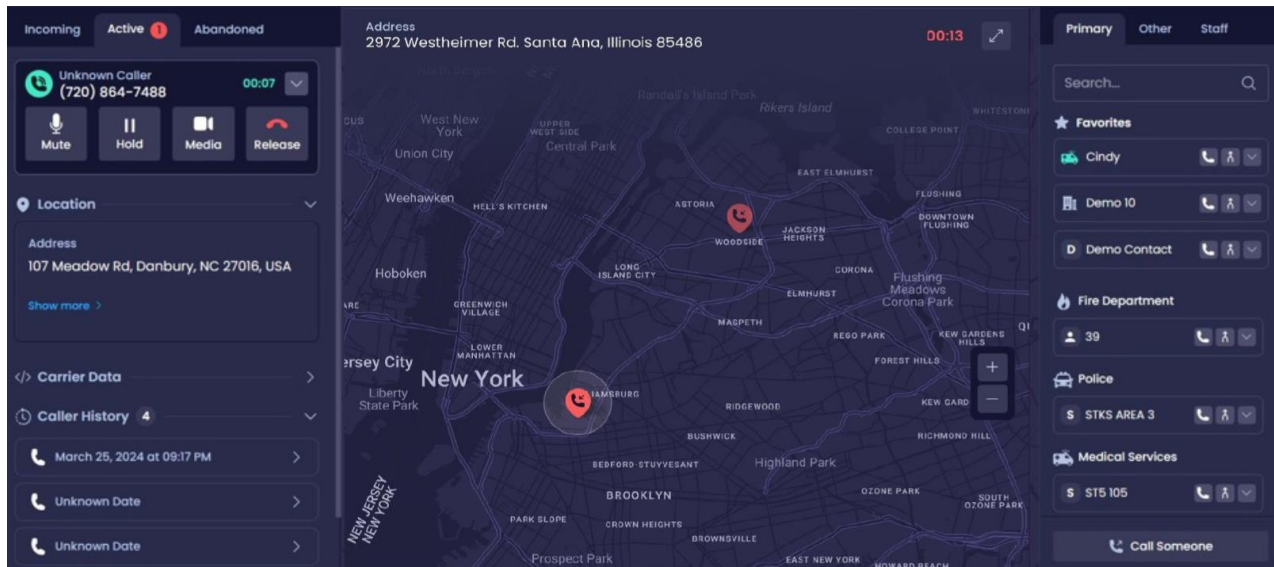
The Cloud Native Future is Here

If you are looking for a call handling solution for your PSAP, you want a solution that can get you going quickly – but one which will also scale easily for the future. VIPER NextGen does both. With its cloud native architecture, VIPER NextGen ensures quick rollout and fast time to value. With a streamlined, web-based UI, users learn quickly. OpEx spending model helps you control costs while cloud hosting provides a smoother upgrade path with none of the ongoing maintenance and patching that on-prem solutions require. Learn more at intrado.com/viper-nextgen.
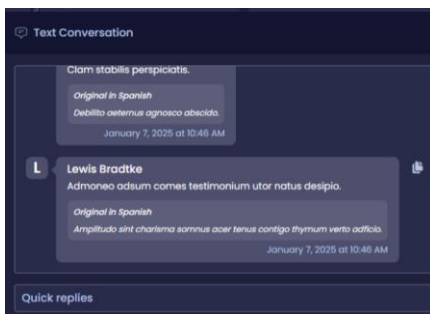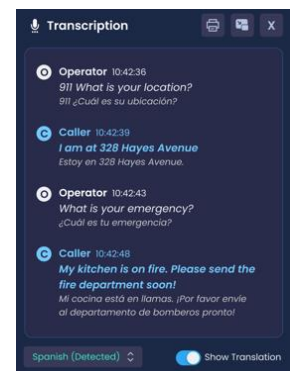
About Intrado

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 intrado.com.

Always there in an emergency