



## VIPER as a Service

Hosted Hybrid Cloud  
NG 9-1-1 Call Handling



For years, Intrado's VIPER CPE has been the standard for PSAP call handling. Call takers have been using VIPER to effectively and rapidly respond to each and every caller, as well as provide essential situational and location information to first responders.

Now, Intrado's flagship call handling solution, VIPER, is available as a hybrid cloud offering, VIPER as a Service. The same rich feature set and the same time proven performance are now available with lower maintenance, faster deployment and convenient OpEx pricing.

PSAPs are under pressure to make every dollar and every person count. In this context, it makes sense than to explore proven solutions delivered in new, cost-effective ways. VIPER as a Service allows quick deployments, minimizing time to value. Updates, operating system and security patches are all handled for you, behind the scenes, allowing you to focus on handling calls and supporting your telecommunicators.

VIPER as a Service provides the foundation for i3 compliant, NG 9-1-1 applications, while fully supporting legacy network and operational environments. Viper as a Service allows PSAPs of any size to easily transition to a networked model that integrates data, voice and future traffic.

### Progressive, New Features Further Empower Agents

- New browser-based, easy to use UI
- Fast to deploy – with cloud hosted scalability
- Fully NG 9-1-1 compliant, full ESInet and NENA i3 support
- Geo redundant with Local Survivability
- Multimedia, Text2911 and PSAP Initiated Text
- Advanced AI Extensions, such as Voice to Text Transcription and Translation
- Robust integration with industry leading ECATS analytics
- Flexible CAD and PBX integration options

The industry's leading 9-1-1 call handling solution, VIPER, is now available as a hybrid cloud hosted service.

All the power and features of the well-known Intrado VIPER CHE with all the benefits of a cloud system including fast, easy rollout, no ongoing maintenance and no on premises gear or equipment to worry about.

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**45+**  
Years of 911 innovation  
and expertise.

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**2300+**  
PSAPs have deployed  
VIPER

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**14000+**  
Call handling positions  
are powered by VIPER

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## 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 to 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.

## Powerful AI Extensions Empower your PSAP

With ongoing challenges around staffing including hiring, retention, training and QA, you need to do whatever you can to empower the people you have on staff and set them up for success. The latest advanced features facilitate that success,

- **Progressive, AI Powered Voice-to-Text and Voice-to-Text Translation**

At the PSAP, every second counts. With Intrado Voice-to-Text and Voice-to-Text Translation you give your telecommunicators the best tools to rapidly connect people to the help they need. Remove ambiguity and add clarity with transcription. Additionally, with over 20% of the US speaking some language other than English at home, Voice-to-Text Translation can shave precious seconds off many of the most pressing calls you get day in and day out.

- **PSAP Initiated Multi-Media**

Thanks to Power 911 PSAP Initiated Multimedia, PSAPs/ECCs can now do exactly that: Intrado’s newest solution gives call handlers the ability to receive, share and store video, data and text files and content without ever leaving the call-taking interface they know so well.

- **Text-2-911 Translation**

Text-2-911 is a small but growing element of incoming PSAP traffic. There are situational (hearing/speech impairment, tactical needs for silence) and sociological (Gen Z anxiety related to phone calls and strong preference for Text) driving this evolution. Future-proof your PSAP with the ability to handle real-time language detection and translation for Text-2-911 communications.

## 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](https://intrado.com).

