



We deliver. Emergency collaboration.

CARBYNE at a Glance

# Global Coverage

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+130

Employees

4

Offices

+130

Governments Served

400M

Population coverage

1.3M

Min. Video to 911

200M

Location updates per year



The world has  
changed, Fast.

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CARBYNE at a Glance

# What is Missing ?

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## Real-time data. For All.

- Dynamic location
- Multimedia (Video, Pictures, Chat)
- Social networks information, Citizens insights

## Simplicity & Collaboration.

- Agency to Agency
- Agencies to states

## Real cloud services

- Redundancy, Flexibility & Security
- Simplicity of upgrades and updates
- Work remote

## Current platforms can't support today's demand

- There is a strong need driven by governments to move from legacy systems to NG 9-1-1 Solutions.



CARBYNE at a Glance

# Georgia DOT The Journey

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## The Need

- Reduce the time to dispatch
- Confirmation of Location
- Eliminating Risk

## The Process

- On-site Training and Procedure Setting
- Installation & Deployment
- Familiarization within the 5-1-1 environment

## The Pilot

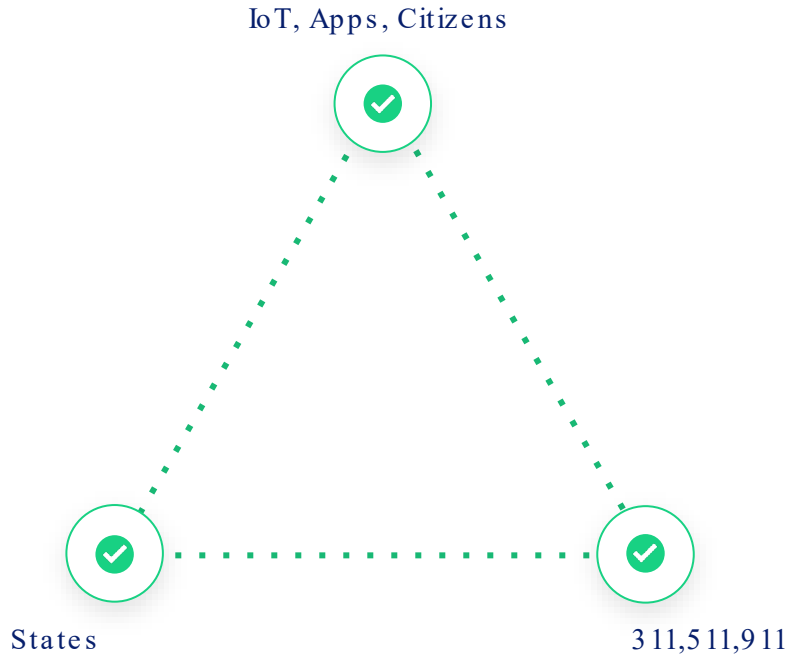
1. Process Calls according to normal processing
2. Process Calls as normal and if location cannot be confirmed use Carbyne Universe to obtain location
3. Only use Carbyne Universe to obtain location and then dispatch.

## The Results

1. When location was determined the dispatch time was at 23 min.
2. When processed normal then using Universe when location unknown.
3. Dispatch once location was obtained using Carbyne Universe.

# Emergency Collaboration Platform

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**What do we all have in  
common ?**

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**We're here to save lives.**

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**So... Status quo isn't  
an option.**



We Listen.

**“Our vision is...”**

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# APEX

The **ONLY** cloud native (I3) NG911 Call Management



Ticket ID #1363054 911

03:12

Jason Daniels



(208) 555-0112



Open TTY



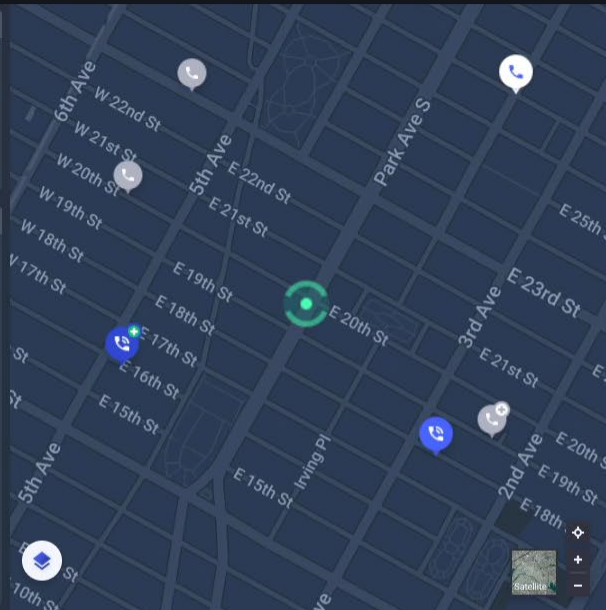
Device Location

260 Park Ave S  
New York, NY 10010  
Accuracy: 4m,  
Altitude: 10.5m  
Speed: 0.2KMH

LAT: 40.738813 ; LON: -73.987509

Net Location - ANI/ALI

(770) 211-2326 10:20 12/12  
248 PARK AVE S  
NEW YORK NY 158  
T-MOBILE USA  
SECTOR NE  
PHONE# 211-2326  
ALT# 678-643-4035  
WIRELESS CALL  
-084.376999 +33.461159



Speed Dial (16)    Contacts (160)    Groups (24)    Dial Pad

PSAP External	Missing dogs department south	Fire deptment
Fire deptment	Fire department	Fire deptment
JV PSAP Direct	Tow west hills	K9 Unite south
West mills Police	East mills Police department	Support deptment
Richmond jail HQ	Ambulance services West Hills	Animal Control West
Richmond Hills PSAP Director		

Abandoned calls

Type	Time of call	Number	Name	Location	Waiting time
<span style="color: red;">911</span>	05:25:07	(208) 555-0112	Jason Daniels	2972 Westheimer Rd. Santa Ana, Illinois 85486	00:00:22
<span style="color: red;">911</span>	02:45:01	(406) 555-0120	Wade Warren	1901 Thornridge Cir. Shiloh, Hawaii 81063	00:00:10
<span style="color: blue;">Admin</span>	01:14:03	(480) 555-0103	Esther Howard	4140 Parker Rd. Allentown, New Mexico 31134	00:00:01
<span style="color: red;">911</span>	04:23:15	(316) 555-0116	Cameron Williamson	2972 Westheimer Rd. Santa Ana, Illinois 85486	00:00:03
<span style="color: blue;">Admin</span>	01:00:23	(603) 555-0123	Jane Cooper	1901 Thornridge Cir. Shiloh, Hawaii 81063	00:00:03
<span style="color: blue;">Admin</span>	04:17:03	(704) 555-0127	Wade Warren	2118 Thornridge Cir. Syracuse, Connecticut 35624	00:00:05
<span style="color: red;">911</span>	05:12:02	(239) 555-0108	Esther Howard	3517 W. Grav St. Utica, Pennsylvania 57867	00:00:04

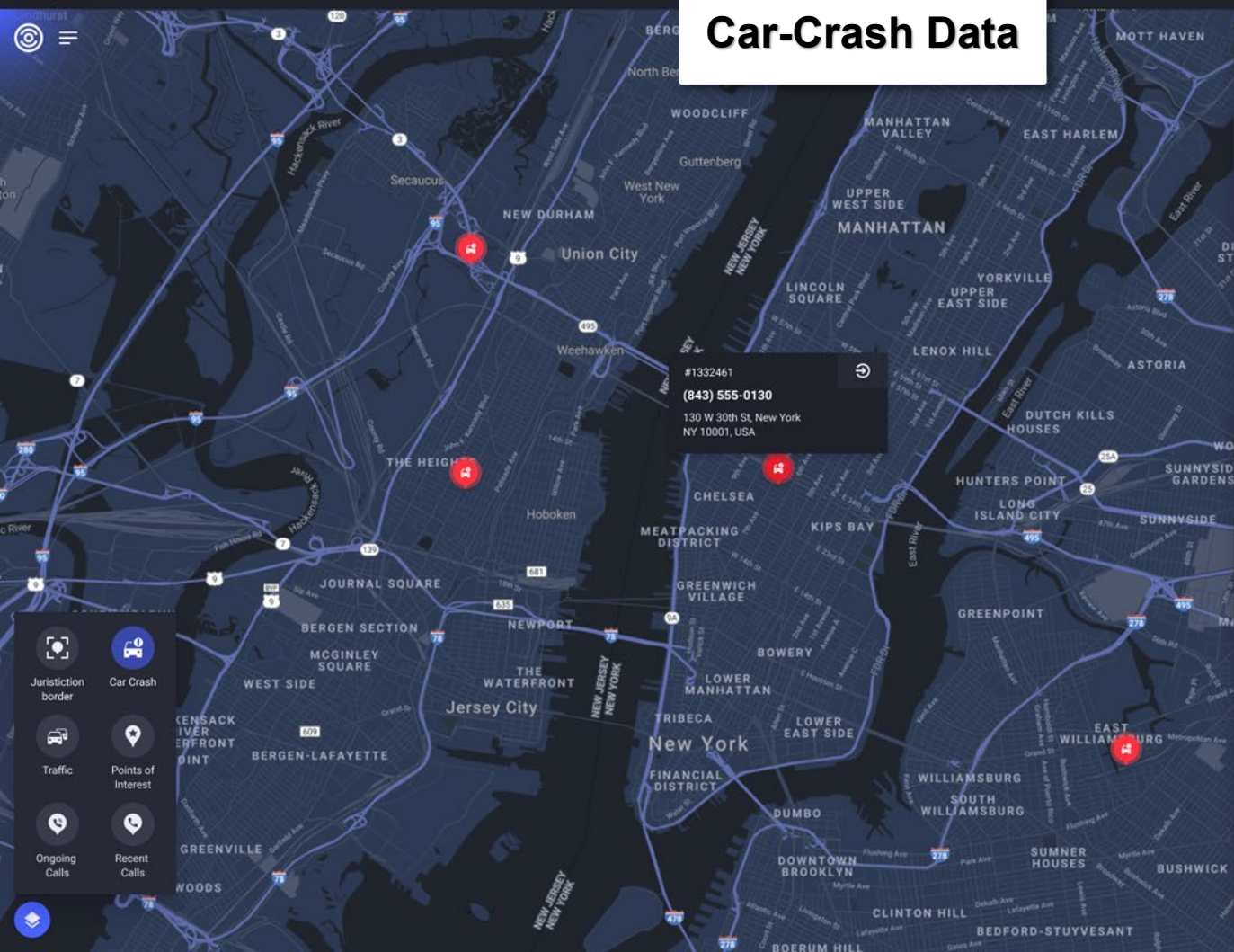
# Multi-Layer mapping system



7-1 43 A St  
Al Mankhool, Dubai, United Arab Emirates  
Acc: 13m, Alt: 10.5m, Spd: 45m/s, Fr: 100, Alt...  
+37.769523,-122.478566



# Car-Crash Data



**Intelligence**

**Car Telemetry**

**Chance of serious injury** High →

**Car Owner**  
**Jacob Jones**

Phone Number (480) 555-0103      Medical Alert Diabetic

Next of Kin Jane Jones | (212) 555-1212      Age 38

**Fire Risk** High →

**Fuel Leak Risk** Low ↘

Incident Time Aug 12, 2021, 11:30AM      Number of seat belts used Front - 1 | Back - 0

Car Model Chevrolet Malibu 2019 - Metallic White      VIN number AZ12Z126BNCARBYNE

License Plate Number 8DHW410      Speed before collision 54 mph

- Jurisdiction border
- Car Crash
- Traffic
- Points of Interest
- Ongoing Calls
- Recent Calls

# Drones

BUSY

Ticket ID #1363054 911

03:12

Jason Daniels

(208) 555-0112



Speed Dial (16) CONTACTS [160] GROUPS [24] DIAL PAD

 Police deptment 20124	 Fire deptment	 Missing dogs deptment south
 North beach Police deptment	 Police deptment 20124	 South beach Police deptment
 Fire deptment 7646	 Police deptment 20124	 Police deptment 20124
 Police deptment 9744	 Fire deptment	 South beach Police deptment
 Police deptment 89	 North beach Police deptment	 Fire deptment 3
 Police deptment Services	 Fire deptment	

### DEVICE LOCATION

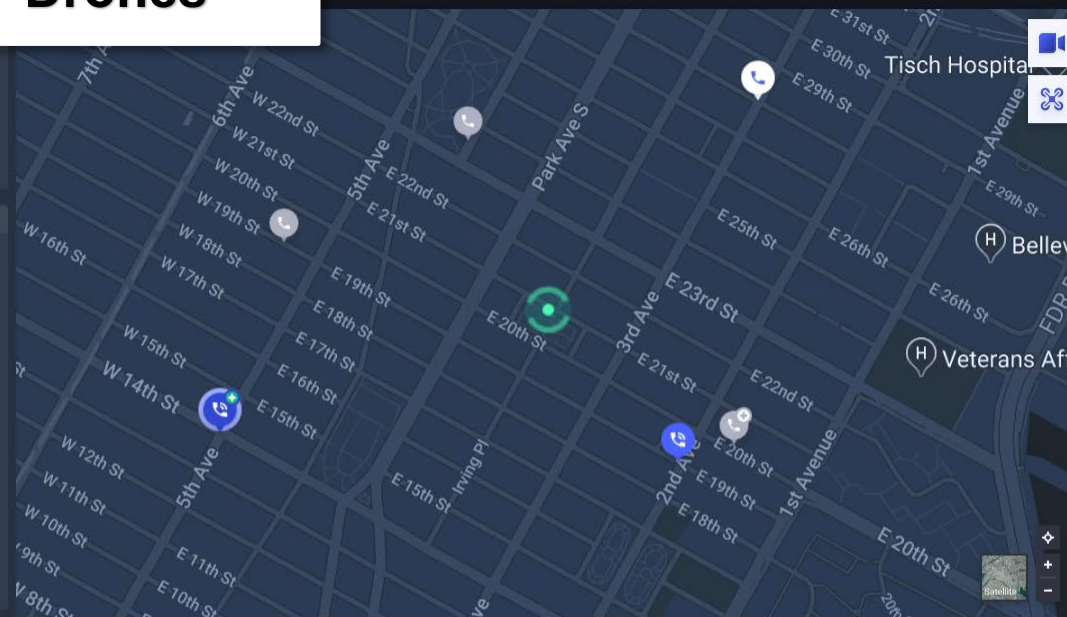
32.0666323, 34.7795922,  
2635 Wiegand Lakes,  
New York

Acc: 12m | Alt: 10.5 | Alt Acc: 5m  
Spd: 1.2m/s | Flr: 3

### NETWORK LOCATION

(770) 211-2326 10:20 12/12  
516 MCDONOUGH RD  
FAYETTEVILLE GA 158  
T-MOBILE USA  
SECTOR NE  
PHONE# 211-2326  
ALT# 678-643-4035  
WIRELESS CALL  
-084.376999 +33.461159

Acc: 65m | Alt: 10.5 | Alt Acc: 5m



### ABANDONED CALLS

Type	Time of call	Number	Name	Location	Time Waited
<span style="color: red;">911</span>	05:25:07	(208) 555-0112	Jason Daniels	2972 Westheimer Rd. Santa Ana, Illinois 85486	00:00:22
<span style="color: red;">911</span>	02:45:01	(406) 555-0120	Wade Warren	1901 Thornridge Cir. Shiloh, Hawaii 81063	00:00:10
<span style="background-color: #4a7ebb; color: white;">Admin</span>	01:14:03	(480) 555-0103	Esther Howard	4140 Parker Rd. Allentown, New Mexico 31134	00:00:01
<span style="color: red;">911</span>	04:23:15	(316) 555-0116	Cameron Williamson	2972 Westheimer Rd. Santa Ana, Illinois 85486	00:00:03
<span style="background-color: #4a7ebb; color: white;">Admin</span>	01:00:23	(603) 555-0123	Jane Cooper	1901 Thornridge Cir. Shiloh, Hawaii 81063	00:00:03
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# Security Camera

Event 1363054 | Camera 2 | Burglary Detection

00:12

 Jason Daniels  
(208) 555-0112



## Customer Profile

ring

First Name: Jason  
Last Name: Daniels  
Gender: Male  
Age: 36

Disabilities: None

Protect Plan

Plus | Activate video recording for all devices and professional monitoring.

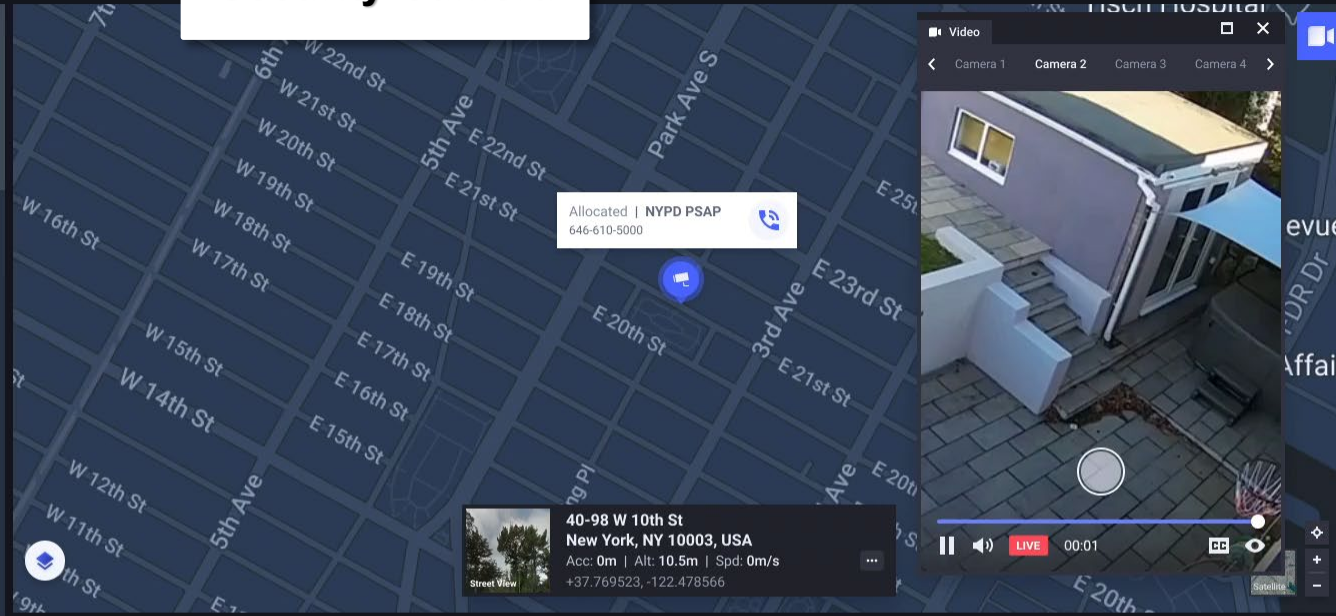
### Camera 2


Camera Position  
Northwest corner. Above the parking lot.

PSAP Attribution  
NYPD PSAP | 646-610-5000

Date of Installation  
01/07/2020

- Events Record
- 04/02/2021 Camera 4 Detection
  - 08/10/2021 Camera 2 Detection



 **40-98 W 10th St**  
New York, NY 10003, USA  
Acc: 0m | Alt: 10.5m | Spd: 0m/s  
+37.769523, -122.478566

Video

Camera 1 Camera 2 Camera 3 Camera 4



🔊 LIVE 00:01  

### MY RECENT CALLS

Type	Name	Phone Number	Time of Call	Interaction
911	Courtney Henry	(404) 555-0186	10:00:23	
Admin	Annette Black	(480) 132-8893	09:56:40	Monitor
911	Jason Daniels	(404) 789-2345	09:33:00	
911	Cameron Williamson	(404) 111-2344	08:50:11	
911	Ronald Richards	(404) 443-2290	08:40:20	
911	Robert Fox	(404) 900-2134	08:00:11	Pulled parked
911	Floyd Miles	(404) 555-0186	07:55:23	

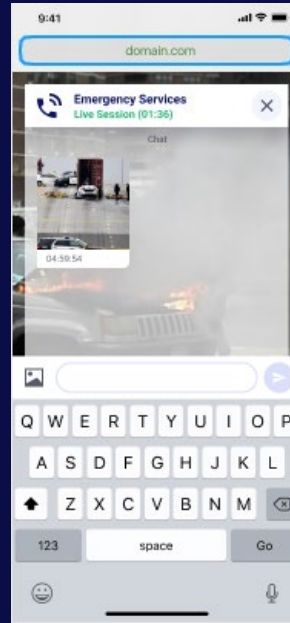
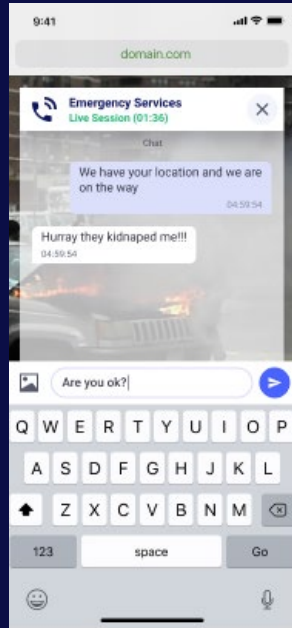


# The Complete Call Management Solution



# c-ALL (Citizens interface)

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No-App

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Full omni-channel suit

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Nothing left on user devices post  
call

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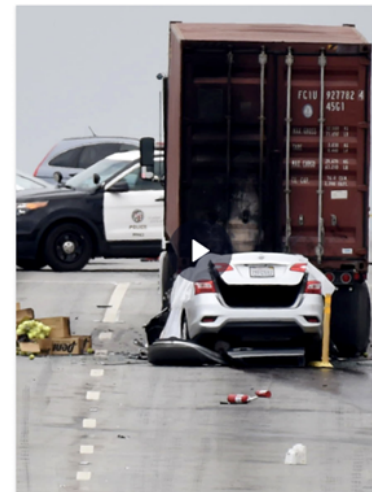


Date	Initiation Type	Duration	Resolution	Phone Number	Caller Name	Estimated Address	Waiting Time	Talk Time	Device Type	Operator Name	Station Name	Classification
Aug-25-2020	Session	34:12	Abandoned	(480) 555-0103	Sofia Powell	2464 Royal Ln. Mesa...	00:07	01:35	Mobile	James Cohen	SB-Lite	Corona

### Location History

[Copy All](#)

- ANI/ALI (WPH2)** Aug-25-2020 16:02  
 2440 Daisy Dr undefined Pembroke Pines, Arizona  
 Accuracy: 12m, Altitude: 10.5  
 +37.769523, -122.478566
- AML** Aug-25-2020 16:02  
 2440 Daisy Dr undefined Pembroke Pines, Arizona  
 Accuracy: 12m, Altitude: 10.5  
 +37.769523, -122.478566
- c-Call** Aug-25-2020 16:02  
 2440 Daisy Dr undefined Pembroke Pines, Arizona  
 Accuracy: 12m, Altitude: 10.5  
 +37.769523, -122.478566
- ANI/ALI (WPH2)** Aug-25-2020 16:02  
 2440 Daisy Dr undefined Pembroke Pines, Arizona  
 Accuracy: 12m, Altitude: 10.5  
 +37.769523, -122.478566
- c-Call** Aug-25-2020 16:02



### Event Timeline

Time	Description	Additional information
09:52:41 24-May-2020	Derek Albagor Answer Call, On Station: 01	
09:48:06	Derek Albagor Park Call	

### Chat

Snapshots (7)

Please Hurry! we need help!  
04:59:54

I'm sending help right away  
04:59:54 ✓

Thank you! i will keep record until i see the fire truck  
04:59:54





Total Inbound 911

23,760

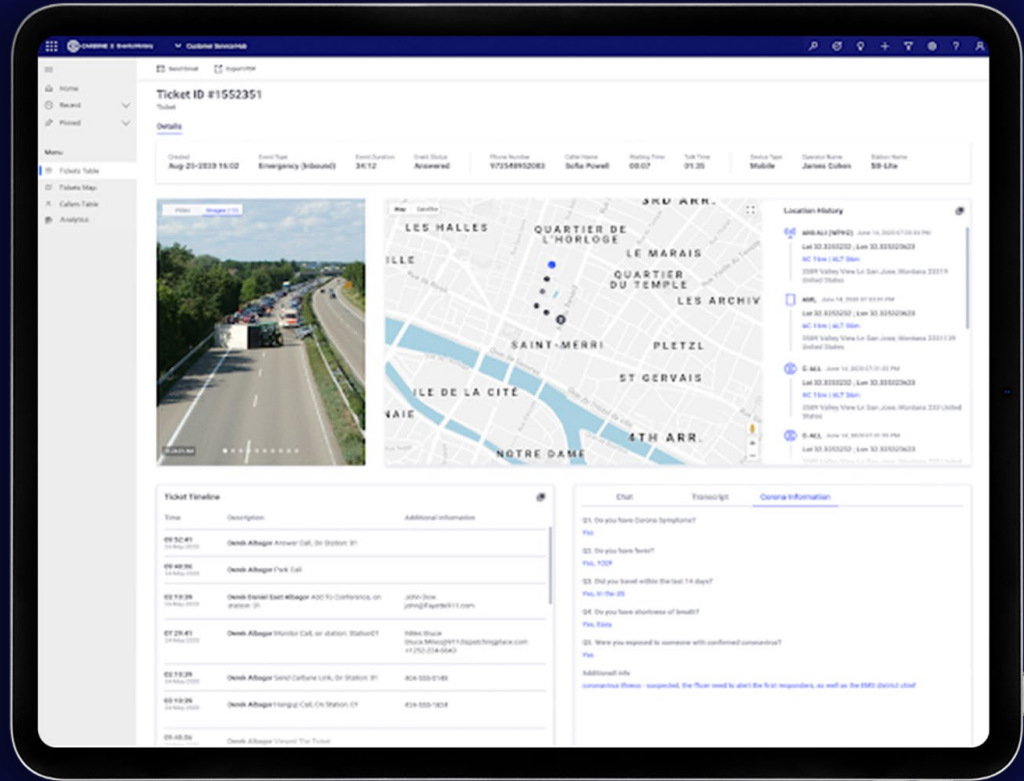
Inbound 911 SLA



Inbound 911 Calls Breakdown

Year	Month	Day	Hour	Abandoned 911	Answered 911	Total
2020	March	Friday, April 04	05:4 PM	0	0	303
		Friday, April 04	05:4 PM	0	0	303
		Friday, April 04	05:4 PM	0	0	303
		Friday, April 04	05:4 PM	0	0	303
		Friday, April 04	05:4 PM	0	0	303
		Friday, April 04	05:4 PM	0	0	303
	February	Friday, April 04	05:4 PM	0	0	303
		Friday, April 04	05:4 PM	0	0	303
		Friday, April 04	05:4 PM	0	0	303
		Friday, April 04	05:4 PM	0	0	303

# Responders Connect



And more

Location Services

Cloud

Fast Deployments

Whisper

And more

TXT to 911

Admin-Lines

Advanced training

Multiple Q's

Multimedia

IRR

Speed-dials

And more

Reporting Systems

Ring-all

Zero-down time

Call's priority

Collaboration

TTY

And more

**ALL IN ONE**

And more

Recording

Conferencing

Parking

And more

Responder Connect

Call-Control

Autonomy

Transcription

ANI-ALI

Light-poles

Barging

Automation

And more

Groups

Data

Agent-board

Remote Capabilities

And more

Mapping

ACD

CAD-Integration API



All in one. No more useless screens.



Work seamlessly with any cloud vendor.





Zero down-time for updates.



Technology that built for scale.



You have the cloud foundation. Now, lets grow together.

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**Thanks you.**

