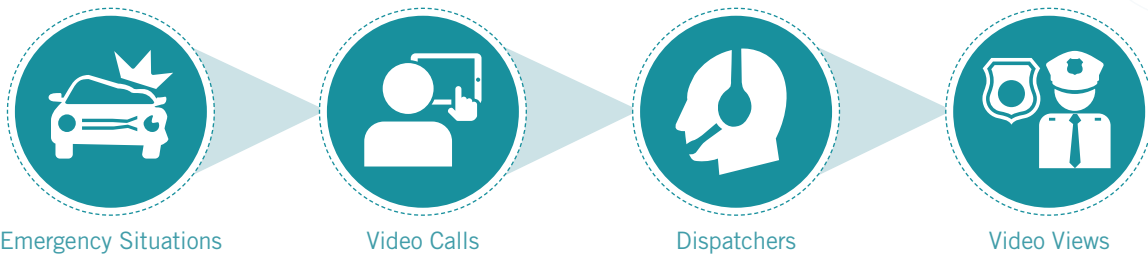


Tyler Technologies and Carbyne: Enhancing Call Taking With Live Video

Tyler Technologies has partnered with Carbyne, a leading provider of public safety communications, to enhance emergency responses.

With this partnership, Carbyne's Emergency Communication as a Service (ECaaS) technology integrates into Tyler's Enterprise CAD solution, **standardizing video calls** and **providing dispatchers with live, actionable data** leading to **more efficient and transparent operations**.

Tyler clients also benefit from Carbyne's Responder Connect functionality, which allows **first responders to receive a direct video view** of the incident via a mobile device.



How It Works

With the **integration** of Carbyne's ECaaS technology into Enterprise CAD, callers receive a link from telecommunicators, allowing the caller to send the incoming video message to dispatch.

Receiving video enables telecommunicators to **view the emergency situation**, resulting in a more **appropriate response**. While telecommunicators can opt not to view the video, the **message is still recorded**.

For instance, in the event of a fire emergency, a panicked caller could state that a structure is engulfed in flames, when in reality the situation is less severe (or more severe), and a video could help the telecommunicator **send a more prepared and informed response**.

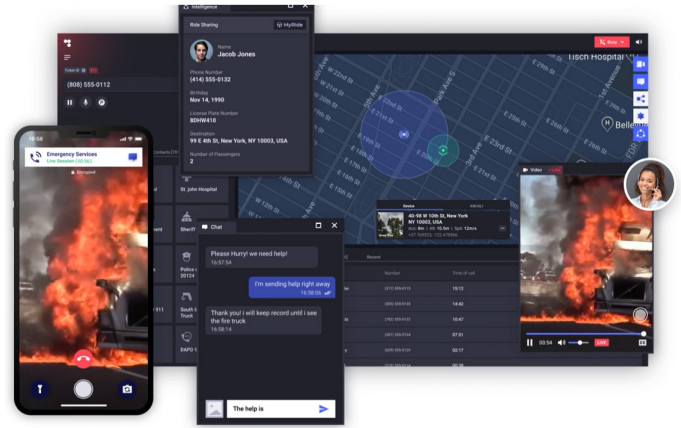
The **integrated ECaaS technology** is licensed by seat, allowing for one workstation in a dispatch center to receive video calls, which gates access to the technology by a supervisor, and keeps this option **controlled by call type and need**.

Adding video to calls for service can help 911 centers **ensure rescue responses are what's needed most** for the emergency at hand.

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Showing Videos to First Responders

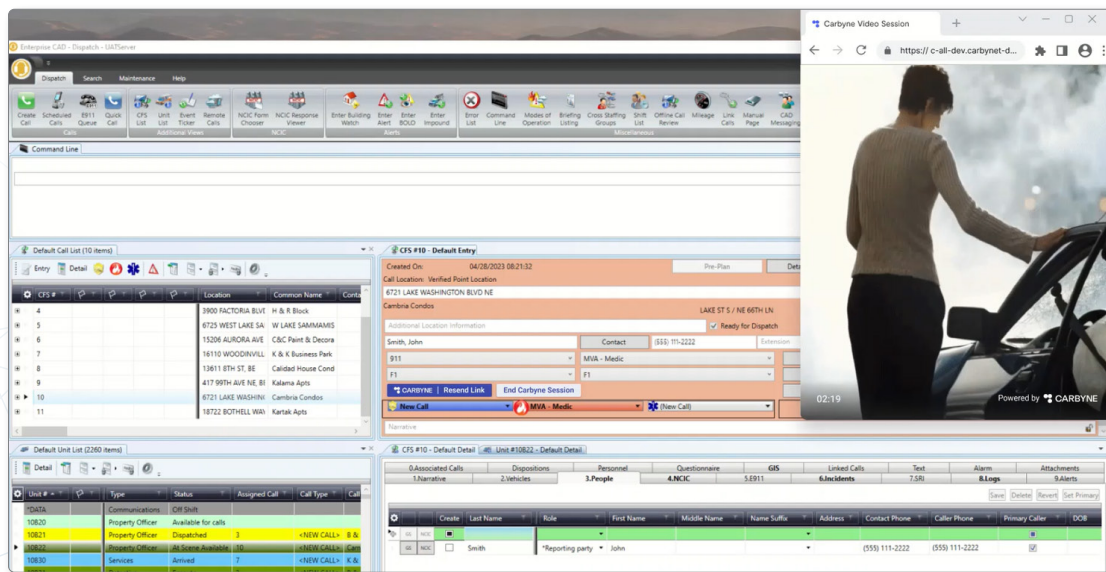
With **Carbyne's Responder Connect functionality**, first responders can receive video views of the situation at hand. The **sharing and distribution capabilities** enable all responders across jurisdictions and departments to view live caller video and/or pinpoint caller location (including speed, floor, altitude accuracy, and more). Collaboration and communication are improved, resulting in **more lives saved and better safety for all** involved in an emergency response.



What Telecommunicators and First Responders Can Expect From This Integrated Technology

Access to live video feeds provides dispatchers and first responders with:

- **Real-time information** to improve the accuracy of emergency responses, manage incidents, and enhance outcomes
- **Live video, voice, messaging, and real-time location** from callers
- **Video views** in transit for first responders — **without an app**
- Improved resource allocation and situational awareness
- Optimal response strategies



Want to take advantage of this integration and bring video messaging to your 911 center?
Visit tylertech.com/publicsafety, call **248-269-1000**, or email PublicSafetyInfo@tylertech.com.

Empowering people who serve the public

