

# SOUND BYTES

Summer 2014  
Partner of the Year from Verint



Sound Communications is pleased to announce that it has won the 2014 Verint Partner of the Year for Mid-Market Enterprise Intelligence. This marks our fourth win in a row and our 11th win in the past 12 years. The annual award honors the top Verint-certified partner for delivering exemplary customer solutions during the past year. The award finalist and ultimate winner is chosen from worldwide nominations.

Founded in 1983, the company delivers innovative voice and data recording solutions, and combines these platforms with enhancements such as quality monitoring, speech analytics and workforce management. It also provides security solutions to a wide range of customers. Sound Communications has demonstrated innovative marketing of Verint's software and dedication toward its customers and community.

**To learn more about us,  
visit our website at  
[www.soundcommunications.com](http://www.soundcommunications.com)**

"The Verint portfolio is an important component of our business as it empowers our customers to benefit from Sound Communications' vast network of services and solutions," adds Darin Cooper, Chief Technical Officer at Sound Communications. "This award emphasizes our true collaboration with Verint, which enables us to build our company's path to success."



Sound Communications has been and continues to be one of the largest Work Force Optimization resellers in the country, having won Verint's Partner of the Year again for 2014. While we are very proud of our accomplishments in the WFO market Sound Communications has also been in the CCTV, Access Control, Systems Integrations, and Court recording markets for over a decade. While we have had success with this division, we feel as though the name Sound Communications doesn't reflect this other division as well as it could. As a result we have decided to rebrand this part of the company to **SCI-Integrated**. Customers both future and present will still enjoy the full resources of Sound Communications and there will be no difference in the excellent customer service for which we are known. Moving forward we at Sound Communications decided that this division simply needed a name that better identified it within the CCTV, Access Control, Court Recording, and System Integrations markets. We have made significant changes to the division and expect that with the change of branding it will help us reach the goals that we have put in place.



In honor of our new division, **SCI-Integrated will be holding an Open House on Thursday, August 7th from 3-7pm** at our Sound Communications headquarters - 3474 Park Street, Grove City, Ohio. Please join us to mingle with our expert team and enjoy complimentary appetizers, cocktails and door prizes! Mark your calendar and plan to join us!!

For more information on SCI-Integrated, please contact Travis Bell at 800.556.8556 or visit [www.sci-integrated.com](http://www.sci-integrated.com).

## Opportunity

Located in the heart of the Mid-Atlantic states, this large county is home to two cities and a population of slightly more than 200,000 people. Its centralized 9-1-1 operation, part of the county's department of public safety, dispatches 53 fire departments, 12 emergency medical services, 44 police departments, and various other agencies.

The county's 9-1-1 communications center receives an average of 1,000 phone calls and dispatches personnel for roughly 400 emergencies every day, making operational efficiency and effectiveness critical to the safety of the citizens it serves. Focal to its operational aims is the deployment of technology to help optimize and ensure adherence to policies and procedures, enhance call-taker and dispatcher performance, reconstruct incident scenarios for improved investigation and response, and accurately and efficiently document and report outcomes and results.

The county had made significant operational improvements over the years within its 9-1-1 center, particularly after investing in Audiolog™, a powerful call recording, retrieval and playback solution from Verint® Systems. However, the advent of Next-Generation Mid-Atlantic based county in the 9-1-1 (NG9-1-1) and its goal of improving the responsiveness of emergency services through the use of advanced communications and location tracking technologies, presented a whole new set of operational challenges and opportunities.

"In preparation for NG9-1-1, we undertook a rigorous evaluation of our existing technologies supporting our 9-1-1 center operations," says the systems quality improvement manager at the county's department of public safety. "It was in our and the public's best interest to be ahead of the curve and ensure that we could transparently adapt our operations to address the evolving public safety standard without serious cost and operational implications."

In parallel, the county saw the advent of NG9-1-1 as an opportunity to further heighten performance and public safety by expanding the use of technology to better take advantage of the vast amount of call content in its 9-1-1 center. This included fully implementing a quality program for call-takers and dispatchers, as well as deploying tools to improve the operational analysis of citizen interactions.

## Solution

Following a thorough evaluation, the county determined that its best course of action was to stick with the tried and true. By migrating to the latest version of Verint Audiolog — an advanced, digital multimedia recording, retrieval, and quality assurance solution — the county was not only helping address the NG9-1-1 readiness of its 9-1-1 communications center, but also its overarching goal of further optimizing its processes, procedures and performance.

"We had used Audiolog for quite some time, so familiarity with the product and its proven reliability certainly weighed heavily into our decision," notes the systems quality improvement manager. "At the same time, we had an excellent service history with Sound Communications, who installed and maintained the solution, and we were excited about the additional features and functionality we were gaining by reinvesting."

In addition to Audiolog's flexible, reliable multimedia call and screen recording, the county's 9-1-1 center now benefits from Audiolog Insight Center, a robust, browser-based set of tools for incident management that enables users to search for and play recordings directly from the desktop. The 9-1-1 center also added Audiolog Interaction Quality, a quality assurance solution for creating evaluation forms and scoring and analyzing call-taker and dispatcher performance.

To expedite analysis of call content from recorded interactions, the county implemented Impact 360 Speech Analytics Essentials for Audiolog. With this solution, the county can process calls to its 9-1-1 center and transcribe audio into data that can be mined to help distill valuable insights related to investigations or process improvement initiatives.

## RESULTS

The county partnered with Sound Communications on the installation of the Audiolog solutions and with Verint on system setup, training, and use of speech analytics. With the solutions deployed, it has experienced numerous improvements across its 9-1-1 center operations.

"The most noticeable result, but transparent to the public, is our NG9-1-1 readiness, adds the systems quality improvement manager. "With the latest version of Audiolog, we not only can capture audio from phone interactions and radio systems, but our dispatch stations can also capture non-audio inputs such as text, video, photos, telematics, and screen data from a variety of sources."

From a performance perspective, Audiolog has enabled the county to more effectively reconstruct incidents and scenarios. With the ability to play back multiple interactions, simultaneously from a single workstation through Insight Center, the county has improved its investigations and enhanced processes and procedures for quick, more effective future emergency response.

Through Audiolog Interaction Quality, the county can more effectively measure and improve the performance of its 9-1-1 call-takers and dispatchers. With the solution at the heart of its newly launched quality program, interactions can be monitored live to help ensure adherence to policies and procedures, while recorded interactions can be used to further evaluate call-taker and dispatcher performance. From the resulting reporting and analysis, specific training can be developed and assigned to address areas of opportunity or impart best practices.

Finally, with the addition of speech analytics, the county has improved its operational analysis of call content, including recordings from its 9-1-1 lines and –through the integration of Audiolog with its call control platform—recordings from non 9-1-1 lines. This can benefit the 9-1-1 communications center in a variety of ways.

"With Verint's Audiolog and Impact 360 Speech Analytics Essentials for Audiolog solutions, we are more than ready for NG9-1-1 and can elevate the level of service we deliver to the citizens of the county," the manager concludes.



## Are you still running Windows XP?

While Windows XP has been a reliable resource for over a decade, every good thing must come to an end. Microsoft, as of April 8<sup>th</sup>, 2014 has stopped supporting the XP platform. What does this mean for the average end user? With Microsoft no longer writing patches and security updates, hackers have begun to exploit the vulnerabilities in both the XP infrastructure as well as Internet Explorer 8 and prior browsers. This has also led to an increasing trend of

manufacturers that are also ending support for drivers and patches.

There are, however, ways to overcome this obstacle. From a desktop perspective Microsoft has an almost seamless upgrade to Windows 7, and from a server perspective Server 2003 runs a similar architecture. There are also many ways for data migration amongst all Windows Operating Systems. This includes, but not limited to upgrades to migrations to Windows Server 2008 and 2012.

If you would like to know how end-of-support for Windows XP affects your Sound Communications products, please contact us at 800-556-8556.