Capture911 incident re-creation
HigherGround's NextGen Capture911™ solution integrates data from multiple sources into a single synchronized event. Media sources can include voice interactions, screen captures, ANI/ALI data, GIS data, text messages, video, and more.

One Recorder for ALL Audio
NextGen Capture911 records analog, digital, and VoIP phones, as well as analog and digital (T-1) trunks, analog radios, and consoles into a single recorder chassis. Access data from any position on your network (LAN/WAN/VPN) with unlimited instant playback licensing.

Report on ANY Collected Data
Select any data you choose with the click of a button for instant reports – NO programming knowledge required. Record, Retrieve, Replay, Report….It's that simple.

Customizable Search Data
Use over a dozen search options for instant retrieval of archived data and media recordings including customized annotations, flagging, and time indexed tagging information

I'm Alive
Ensure your system is up and running 24/7. HigherGround's exclusive "I'm Alive"™ is a pro-active notification service that calls our server each day. If feedback is not received, our technicians receive an alert and take immediate actions to guarantee uptime.

Service Reliability
NextGen Capture911 monitors over 350 alarms and critical applications. In most cases our certified technicians notify you of any potential problems before they have occurred.

Encryption
NextGen Capture911 utilizes multi-layer encryption algorithms on all network communication between the client and the server.

Digital Signature
Allows you to verify authenticity and ensure recordings have not been tampered with or altered.

"Stand-Alone CD"
Enables you to burn recorded incidents and playback software onto a portable CD. This securely locks the recordings on the CD with pass code permissions, flags, tags, digital signature, and data associated with the original recording. The CD will play back from any PC with the same functionality that you would have on your NextGen Capture911 system.

Replication Software
Automated online storage for instant access to redundant data locations for disaster recovery.

True Open Architecture
HigherGround's hardware platform is developed with non-proprietary, standard PC components providing PSAPs with flexibility and significant cost-savings.

HigherGround's Instant Retrieval software
"IRR" has been a proven industry standard for call recording in the public safety market for over a decade. It is used by both Motorola and Plant/CML in their 9-1-1 dispatch consoles.