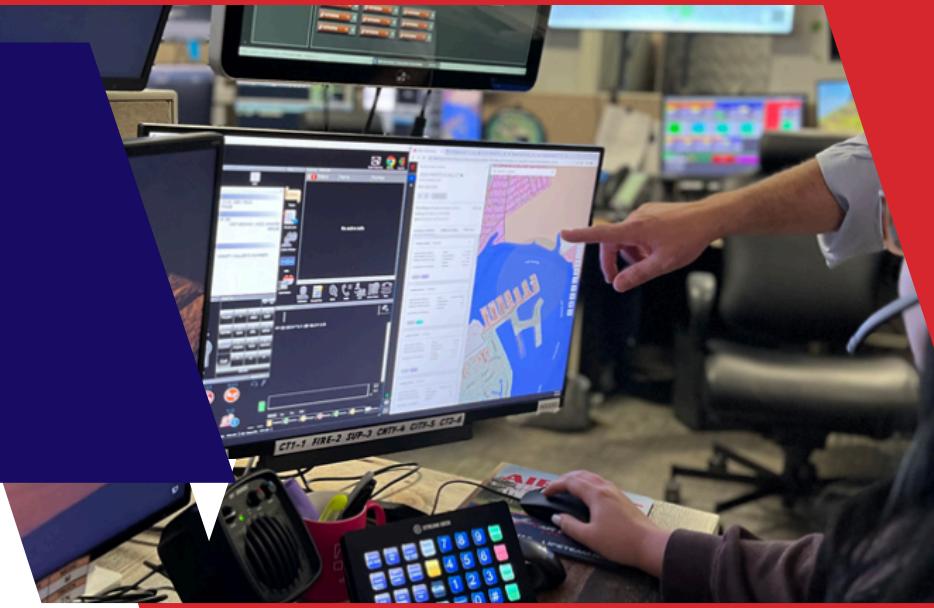


## ECLIPSE ANALYTICS

Training Now Available

### WEBINAR



Accurate, trusted 9-1-1 call data for your entire PSAP, accessible anytime through a browser-based analytics platform.



**REGISTER NOW**

**January 27** 10:00 am - 11:15 am

**January 28** 2:00 pm - 3:15 pm

For the best experience, please complete the on-demand online training at a time convenient for you before the webinar to get familiar with the program.

<https://academy.rapiddeploy.com/learn>

# Eclipse Analytics

Actionable intelligence for emergency response

## Insight Matters

Eclipse Analytics is a single source of 911 truth, offering a holistic view of accurate and trusted call data across ECCs and PSAPs—all within an easy to use, browser-based platform.

From analyzing call volume and patterns, to understanding performance trends and staffing resources, every decision becomes informed, actionable, and efficient with insights available in minutes, not weeks.

A Single Source Of Truth for 911 Data

Effective emergency response isn't just about handling the immediate crisis; It's about analyzing, learning, and optimizing 911 operations.



Make smart, data-backed decisions



Effectively plan and forecast



Improve agency performance

## Turn Data into Actionable Intelligence



- **Unlock Visibility:** post-call reporting, call volume trends, staffing metrics, mis-routed call patterns, transfer summaries and record details
- **Identify Trends:** insight into staffing patterns, service levels, resource allocation, metrics to justify funding decisions, and real-time data for operational optimizations
- **Save Time:** automated insights, machine learning, easy-to-use custom reporting, tailored dashboards, and consistent and aggregated data across multiple jurisdictions
- **Proven Insight:** hundreds of 911 agencies leverage real-time insights from Eclipse for resource planning to inform budgets & funding, and to measure & manage ECC/PSAP performance

# Key Analytics Features



**Standard reporting library**  
for frequently accessed information and report scheduling



**Natural language queries**  
for real-time intelligence and faster decision making



**Authorized access**  
with permission management across users, PSAPs, jurisdictions & states



**Granular insights**  
with filters by day, shift, hour, staff, location, PSAP, etc.



**Consistent data**  
with a single view across multiple ECCs/PSAPs



**On-demand insights**  
accessible anywhere, anytime, on any device



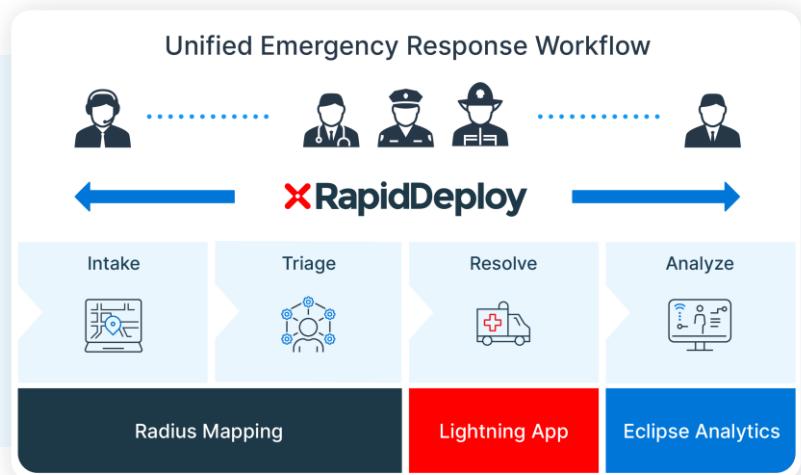
**Performance management**  
inclusive of a staffing module for resource planning



**Real-time reporting**  
with customized and tailored dashboards and full data export capabilities

## A Single Operating System for Emergency Response

Our unique product suite of NG911 solutions supports multiple stages of the unified emergency response journey, from call taking and equipping field responders with critical information to providing post call analysis that improves 911 operations.



## Eclipse Analytics provides consistent data and on-demand intelligence for local, regional and statewide agencies

### Local and State Adoption

Proven deployment and trusted across the community  
— 1500+ ECCs and PSAPs across 20+ states

### Proprietary EDG Device

Technology integrated with call information and network data from CPE within Eclipse Analytics

### Established Training Academy

On-demand access to our Learning Management System (LMS), featuring 'how-to' learning modules, in-app feature tutorials, and instructor-led training sessions

### Data-Driven Governance

Consistent 911 data collected, processed and aggregated at scale to enable leaders to make astute policy, funding, and resource decisions with foresight and precision