



## The Solution For 911 Dispatch Center Operations

IXP is changing the traditional paradigm by providing industry standard 911 dispatch operations as a privately managed service.

For over 20 years, IXP has been changing the traditional paradigm by providing **industry standard 911 dispatch operations** as a privately managed service in numerous emergency communications centers.

IXP's 911 Managed Services offers a complete solution that includes 24x7x365 staffing that are consistent with workload demands, training, certifications, management of technology, general support services, and guaranteed service level metrics.

Our unique suite of services are bundled into a **single Managed Services contract** which provides an overall dependable, long-term value that you can trust.

Our centers meet and exceed national accreditation standards, as well as local policy and public expectations. We have achieved accreditation in both **Emergency Medical Dispatch and Emergency Fire Dispatch** with the International Academies of Emergency Dispatch (**IAED**). In addition, IXP maintains communication center accreditation with the Commission on Accreditation for Law Enforcement Agencies (**CALEA**).

By partnering with IXP for Managed Services, you gain a long-standing partner and more budget dollars for law enforcement, fire and EMS resources all under **one company, one cost and one exceptional solution.**



### TECHNICAL & OPERATIONAL MANAGED SERVICES DELIVERS :

- 24x7x365 Staffing
- Recruitment/Hiring/Training
- Management of Operations
- System Administration Support
- 311 Operating
- Service Level Metrics
- Technology Support
- Front Window Staffing

