



SAIF® Managed Services The SAIF® Solution for 911 Dispatch Center Operations

For over 20 years, IXP has been making cities safer by providing industry standard 911 dispatch operations as a privately managed service.

SAIF® MANAGED SERVICES:

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

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

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

Our solutions are designed, developed, and delivered using our proprietary **SAIF® Methodology**. This ensures that our customers receive the highest quality, performance, and value.

IXP dispatch 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.**

