The Jabber Platform
Unified Communications
Anywhere, Anytime
on Any Device

Benefits to Public Safety

- Speed Communications: Chat instantly with personnel and colleagues inside and outside of your agency anywhere, anytime on any authorized device

- Eliminate Phone Tag: See who is offline, available, away, on a call, etc. and even create customized status readings

- Send Data Quickly: Attach and instantly send a variety of file types directly through a chat window

- Enable Video Calls: Enjoy high fidelity audio and high definition (720p) video on desktop and mobile devices

- Stay Secure: Keep your agency's communications secure wherever personnel are deployed, using industry leading cybersecurity

- Reduce Costs: Eliminate travel, fuel usage, large infrastructure outlays and IT maintenance and support

- Screen Sharing: Reach out to coworkers instantly to view documents, photos and other files via easy to use screen sharing

Industry Leading Unified Communications to Empower Your Agency

At Cisco and our partner CDW-G, we are committed to helping agencies like yours benefit from the latest in digital technologies. Through our industry leading unified communications solution, the Cisco Jabber® Platform, we can help empower your agency with capabilities that:

- Unify communications through a single interface for simple anywhere, anytime access on any authorized device
- Increase productivity and engagement by helping your personnel find the right people at the right time
- Reduce costs while improving return on investment.

What it is

The Cisco Jabber® Platform is a unified communications application that lets personnel in your public safety agency be more productive regardless of where they are, and using a variety of devices (laptop, tablet, smartphone and more). It streamlines communications and enhances efficiencies by unifying presence, instant messaging, video, voice, voice messaging, screen sharing and conferencing capabilities securely into one interface on your device.

Jabber can provide your agency a highly secure, clear and reliable communications platform with flexible deployment models to fit your needs and budget. It is built on open standards and can easily integrate with common desktop applications, including Microsoft Outlook and the industry's premiere video meeting solution, WebEx® Meeting Center. Best of all, since it is software based, your team members can communicate and collaborate effectively from anywhere they have an Internet connection, without the need for expensive infrastructure outlays by your agency.

Uses for Law Enforcement

For law enforcement, Jabber can provide a variety of innovative capabilities to improve outcomes and increase efficiencies. By deploying it on smartphones, tablets, laptops and presence units, Jabber can empower law enforcement on the frontlines and behind the scenes to:

- Increase situational awareness of responders before and during incidents by connecting them to other officers in the field or leaders at headquarters

Features

- Unified Presence Across Platforms: Use a single, intuitive interface for instant messaging, IP telephony, visual voicemail, voice and web conferencing, desktop sharing, chat history and directories

- Room Options: Create personal, group and persistent chat room to quickly invite and connect with multiple parties at one time

- Media Escalation: Move from chat to audio to video to screen share, and even meeting rooms, with a click of a button

- Visual Voice Message Access: View, play back and delete voice messages

- 256 Bit Encryption: Secure instant messaging with Advanced Encryption Standard (AES) and TLS/SSL connections

- Policy Management: Set access to features and capabilities based on individual user needs or security levels

- Flexible Deployment: On-premise, as a hybrid or in the cloud, based on your IT departments needs or capacities

- Control Cameras: Zoom, pan and tilt cameras remotely

- Predictive Search: Offers suggestions based on Jabber or Outlook contact list as you type

- Log Chat Histories: View and store messages and chats for future access

- Collaborate in real-time across departments and agencies to gain insight from other personnel and get direction from senior leaders
- Instantly create private chat rooms to discuss urgent issues and situations or to help maintain silent communications during operations
- Send, share and view files, including investigative or administrative, securely in real-time through chat windows and chat rooms
- Enable officers to control security cameras remotely during incidents or while on patrol
- Initiate roll-call/team meetings without recalling personnel to headquarters
- Record chat history for future administrative or investigative uses
- Reduce delays in communication and minimize interruptions during important events by instantly seeing real-time status of personnel, including capability to create custom status (e.g. engaged with citizen, filing reports, providing testimony at trial, etc.).
- Improve workflow management and administrative efficiencies by enabling field personnel to immediately access back-office staff, and vice-versa.

Uses for Courts

For courts, Jabber can speed the pace of justice by providing real-time collaboration that streamlines proceedings, reduces processing times and improves safety for court workers. Jabber can empower courts on the frontlines and behind the scenes to:

- Enable district attorneys, prosecutors, judges and other staff to chat simultaneously together to answer case questions, clarify issues and schedule meetings, thereby reducing case costs and speeding case resolution
- Send, share and view files privately among case teams in real-time through secure chat windows and chat rooms
- Provide safer processing of defendants using instant and secure file transfer
- Enable personnel to control video cameras remotely throughout facilities and/or holding areas
- Improve workflow management and administrative efficiencies by enabling personnel to immediately access back-office staff, and vice-versa.

By equipping court personnel with Jabber on their mobile devices, they can securely communicate with other staff and share sensitive case information while in transit from offices, to detention areas to court rooms and beyond. Jabber can also help ensure prisoners are treated fairly and more affordably by integrating WebEx to provide video for inmate healthcare, visitations and education through secured devices.

Why Cisco/CDW-G

Cisco and CDW-G offer a variety of solutions and services that can personalize the user experience, streamline processes and enable your personnel to enjoy increased efficiencies and innovation. Only Cisco brings an integrated platform across network, datacenter, cloud, security, collaboration, analytics and IoT for faster digital transformation with reduced risk. By helping public safety agencies personalize citizen experiences, transform processes and empower their personnel, Cisco is changing the way cities live, work, learn and play. To learn more about this opportunity, contact your CDW-G account manager at 1.800.800.4239 or email publicsafety@cdwg.com.