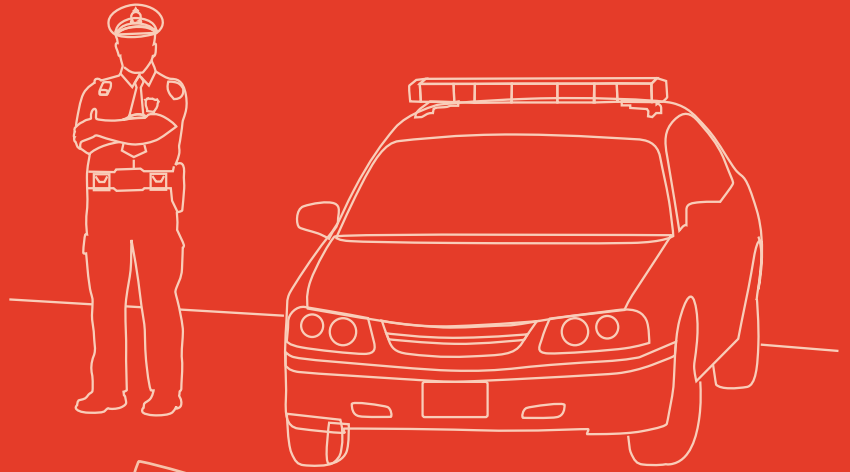
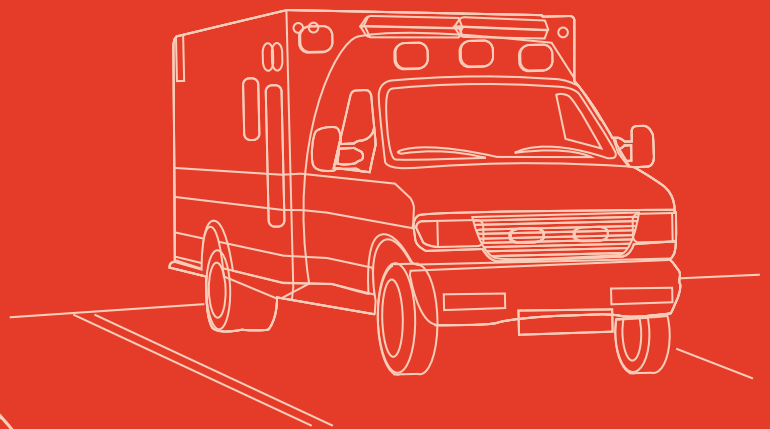




HigherGround®  
Technologies, Pty Ltd



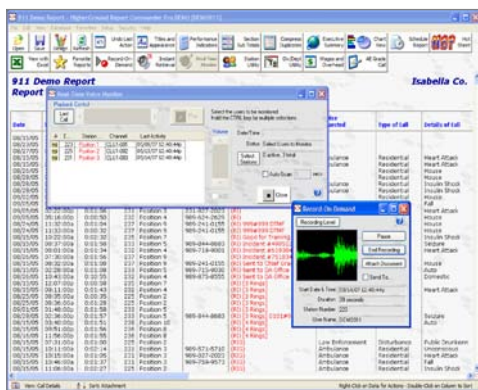
because every call **matters.**



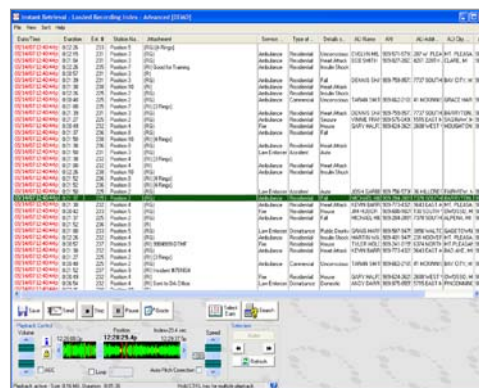
# Digital Voice Recording, Quality designed specifically for public

**capture000™**  
Digital Recording

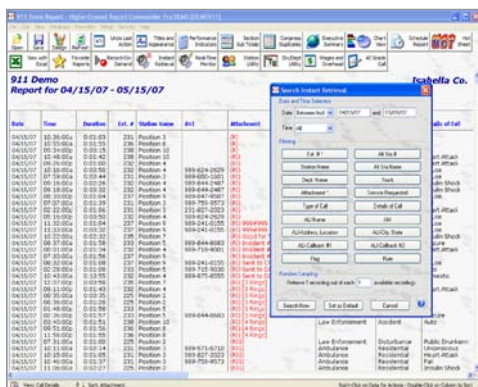
Capture000™ systems record analogue, digital, and VoIP phones, as well as analogue and digital (T-1) trunks, analogue radios, and consoles. The system provides access to recordings and real-time monitoring from any PC. It offers redundant power supplies, mirrored hard drives, and unlimited storage. Capture000™ has more than a dozen customisable search options including ANI/ALI information. Additional features include flagging, tagging, and multiple integrations.



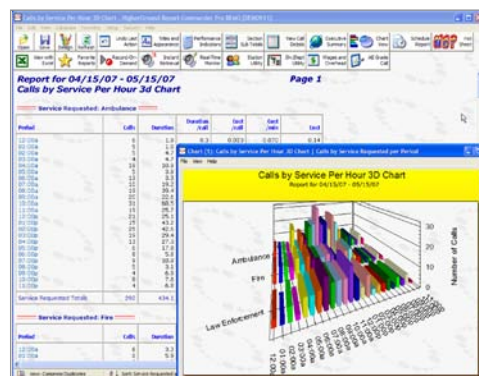
- ▶ **Record**  
Capture every phone and radio interaction within your communications centre.



- ▶ **Retrieve**  
Use over a dozen search options for easy retrieval of archived recordings.



- ▶ **Replay**  
Listen to recordings from any desktop.  
No license required.

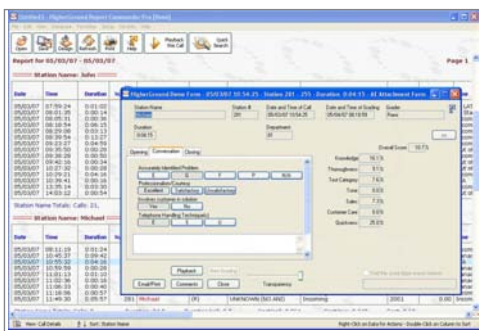


- ▶ **Report**  
Integrate voice interactions, screen recordings, and call data.

# Assurance, and Reporting Tools safety communication centres

## quality000™ Dispatcher Evaluation

Quality000™ is a quality assurance tool that enables you to evaluate and score calls to identify employee training and coaching needs. Grade voice and screen performance in real time or play back at your convenience. This solution can be used in conjunction with Capture000™ or as a stand-alone option with any other call recording application.



### ► Evaluate

Score for compliance criteria and identify training needs. Use templates developed by public safety professionals or customise your own. Record dispatcher screen actions and replay in sync with voice recordings.

## The HigherGround Difference

HigherGround distinguishes itself from competing systems in the market by providing the following critical requirements within a single, customisable solution:

### I'm Alive™

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

### Service Reliability

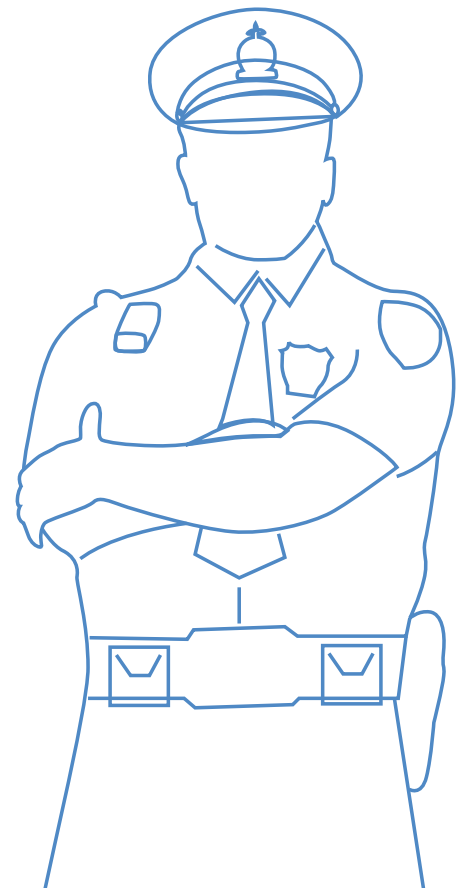
HigherGround public safety solutions monitor over 350 alarms and critical applications. In most cases our certified technicians fix any problems before you know they have occurred.

### Automatic Updates

Receive free software upgrades that are installed and configured remotely by our technical support team throughout the duration of your maintenance contract.

### Powerful Reporting

Users can search and find recordings and related data based on ANI, ALI, dispatch location, or any field selected. Integrated reports can be compiled instantaneously.



Clinton Township Fire Department Ascension Parish Fire Protection District 1 Texas Poison Control Dyess Air Force Base Goodhue County Sheriff Andrews County Sheriff City of Pecos Police Department City of Ventura Police & Fire City of Crane Police Department City of Kermit Police Rusk County Sheriff Gregg Sheriff Office Tyler Department of Public Safety Van Zandt County Sheriff Texas A&M Int'l Laredo Police Department Harper Woods Police Department Beaumont Department of Public Safety Childress Department of Public Safety Chippewa Tribal Police Department Anderson County Sheriff Young County Sheriff Patterson Police Department Isabella County Central Dispatch Waco Department of Public Safety Victoria Department of Public Safety Amarillo Department of Public Safety Beauregard Parish Communications Genesee County Sheriff City of Fredericksburg Police Department Garland Department of Public Safety College Station Police Department City of Hamtramck Wincrest Police Department Lake Charles Police Department Hope Police Department Hamtramck Fire Department E. Baton Rouge 911 Conroe Department of Public Safety Schertz Police Department Harlingen Department of Public Safety Austin Congress Department of Public Safety City of St. Clair Shores Centerline Department of Public Safety San Jacinto Sheriff Gladwater Police Department Lufkin Department of Public Safety Kerrville Department of Public Safety Mc Allen Department of Public Safety Lubbock Department of Public Safety Lampesas Department of Public Safety City of Sterling Heights Baker Police Department Alamo Heights Police Department Iberville Parish Office Hillsdale Central Dispatch San Antonio Department of Public Safety Pecos Department of Public Safety Boerne Police Department Bay County Central Dispatch Weatherford Police Department W. Baton Rouge Parish New Philadelphia Police Department Lorain Fire Department Livonia Police Department Ozona Department of Public Safety Minneapolis Sheriff Bell County Farmington Hills Police Department Laredo Department of Public Safety Texas City Department of Public Safety Battle Creek Federal Center Uj  
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 Austin Department of Put  
 Central Emergency Servi  
 Parish Sheriff Livingston  
 Ambulance / Pomona C  
 partment Houston Metr  
 St. Cloud Fire Departmen  
 burn Co. Police Departme  
 #3 Pinehurst Police Depo  
 Police Department Golie  
 A&M College Station Polic  
 ment Sawyer County Sf  
 Coffey County Sheriff W  
 E911 Iberia Parish 911 St  
 Department Pope Cour  
 Shamrock Police Departr  
 department Arkansas State Police Crimes Against Children Troy Police Department LSU Police Department Yoakum Police Department Elgin Police Department Midlothian Police Department Luling Police Department Decatur Police Department University of Texas Police Department Aberedene Police Department St. Martinville Police Department Marble Falls Police Department Terrell Police Department Texas State University Police Department Borger Police Department Cleburne Police Department Lee County Safety Office Leander Police Department Smithville Police Department Martin County Safety Office Rockwall County Safety Office Cedar Park Police Department Llano County Safety Office Lamesa Police Department Frisco Police Department Hammond Police Department Montague County Safety Office Bowie Police Department Paducah Police Department Hardeman County Safety Office Williamson County Safety Office Georgetown Police Department Cleveland Emergency Medical Services Pflugerville Police Department Fort Bend County Safety Office Lockhart Police Department Ohena Police Department Care 1st Caldwell County Safety Office Lakeway Police Department Ft. Polk Fire & Emergency Services Round Rock Police Department St. Tammany Fire Department Covington Fire Department University of Cincinnati Public Safety West Feliciana Parish 911 Communication District Kent County Sheriff Hammond Fire Department White Water Police Department Calcasieu Parish Dist. 911 Lincoln County Safey Office Longview Public Safety Tarrant County Safety Office Deer Park Police Department Rosenberg Police Department Giddings Police Department Higginsville Police Department Universal City Police Department Stephenville Police Department McKinney Police Department Martin County Safety Office Dublin Police Department Taylor Police Department Keene Police Department Saginaw Police Department Kanabec County Sheriff Police Department Frisco Police Department Hammond  
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 e Ochiltree Safety Office  
 Yuma Mobile Police De-

HigherGround, Inc. develops digital voice recording, quality assurance, and reporting tools designed specifically for public safety communication centres. Our proven solutions assist in providing risk management, compliance with industry regulations, and improved dispatch performance.

Founded in 1973, HigherGround has been a stable and reliable resource in the public safety market. The Capture000™ software suite is cost effective, easy to use, and designed to continuously record all telephone calls and radio transmissions. The Quality000™ application allows recorded transactions to be evaluated and scored. All HigherGround systems come with maintenance and extended warranty options.



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 Technologies, Pty Ltd

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 p: +61(0)410612111 • f: +61(2)94754059 • highergroundtech.com.au