

Multi-channel interaction recording, call logging, incident playback and quality assessment

Bringing peace of mind with reliable and innovative NextGen recording solutions designed specifically for public safety communications centers.



NG911, consoles, radios,
P25, phones



Rapid retrieval for incident
playback



Customized report and
data retention



Dispatcher quality assessment



Secure data encryption



Regulatory compliance

HigherGround develops solution-based software and reliable applications for mission-critical public safety communications. Our Capture911 multi-channel recording and QA solution transform data into actionable intelligence to optimize operations, enhance performance, and reduce costs. New Live911 software is the industry's first technology that allows officers in the field to hear 911 emergency calls from their vehicles in real-time and immediately identify precise caller location.



Capture911 recording and incident reconstruction solution has been deployed in thousands of public safety organizations

HigherGround provides the following critical requirements within a single, customizable 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.

Are You Next Generation 9-1-1 (NG9-1-1) Ready?

Public safety operations are taking on enhanced interoperability expectations and expanded protocols. Citizens are using a wider range of communication devices and emergency responders are being required to manage agency communications, share data, and report results based on open standards.

Emergency dispatch facilities, 9-1-1 mobile command centers, and PSAP organizations using HigherGround's Capture911 solution can be assured they will be ready for tomorrow's requirements today with free software updates and the ability to upgrade basic systems throughout the duration of their maintenance contracts.

