



NEXT-GENERATION 9-1-1
CALL MANAGEMENT

**Turn every 9-1-1 call into
an informed response—
with every step documented.**



POWERED BY



RAPIDSOS INTEGRATED · GUIDED SOP WORKFLOWS · MODULAR & BILINGUAL



The call should move forward—not between disconnected tools.

A 9-1-1 telecommunicator should not have to assemble an incident by moving among separate location viewers, static procedure documents, call notes, maps, and agency lists. Each handoff adds delay, repetition, and another chance for information to become incomplete.

Sky911 keeps the call, the location, the procedure, the documentation, the recommended agencies, related-call alerts, comments, and status connected to the same evolving case, from initial contact through completion and supervisory closure.

One incoming call. One evolving incident record. One clearer path from caller information to coordinated action.

THE 9-1-1 CALL LIFECYCLE



RapidSOS & ALI location

Caller location inside the incident - with its uncertainty area, to validate or reposition before the case is routed.



SOP-guided documentation

Configurable questionnaires that recommend response agencies in real time as the operator documents the call.



Related-call intelligence

Time & Space, Same-Number, and Historical alerts surface related calls to link—so one event isn't several disconnected cases.



Real-time incident control

A live status board with color-coded timers shows what's active, what's aging, and what needs attention across the floor.



A complete case record

One time-stamped record with SOP answers, agencies, comments, linked calls, plus an incident-summary PDF with a response timeline.



Modular by design

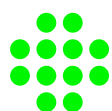
Begin with 9-1-1 call management; connect CAD, AVL, radio-console, and administration as your operation grows.

Developed in a demanding public-safety environment. Built to adapt.

Sky911 has been shaped by emergency communications operations in a multi-jurisdiction setting—multiple public and private response organizations, bilingual communities, state-wide coordination, and severe-weather exposure.

Those conditions aren't unique. Cities, counties, regional PSAPs, statewide organizations, and other emergency communications centers face their own version of the same challenge: turning incomplete incoming information into a coordinated, traceable response without adding more disconnected systems.

Embedded RapidSOS Data-Layer

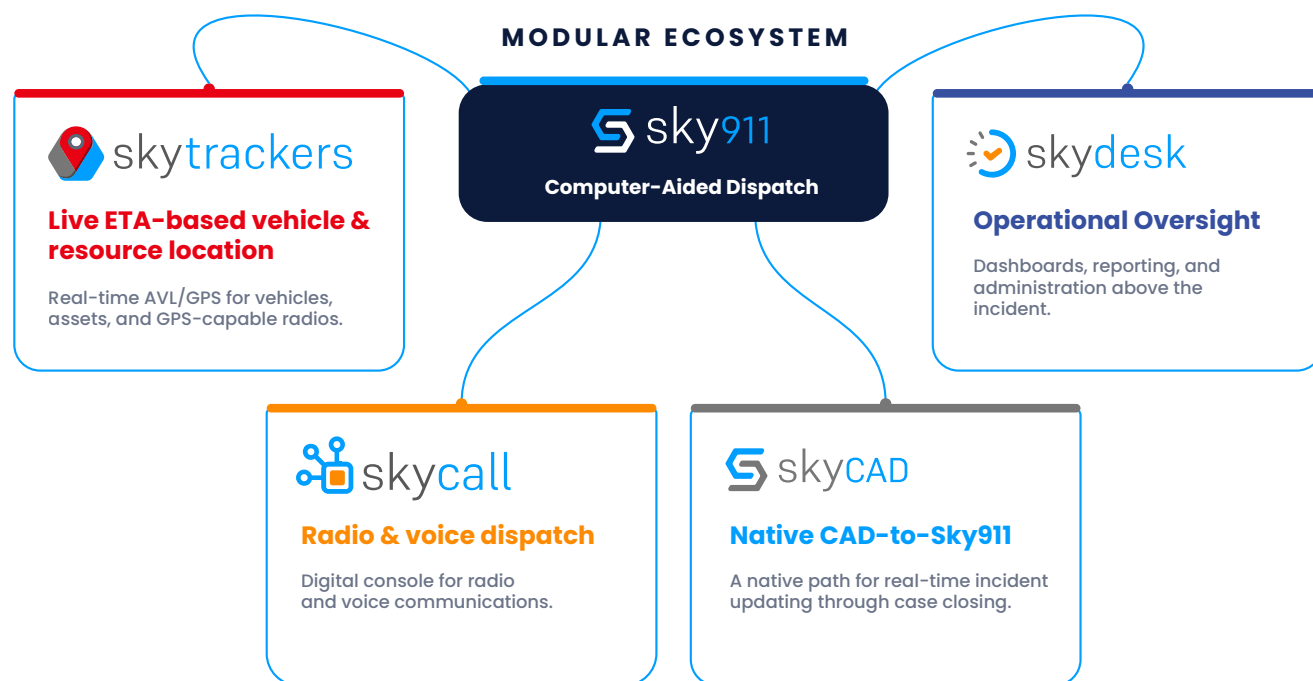


RapidSOS

Caller location belongs inside the incident screen – not in a separate window.

Sky911 presents an embedded RapidSOS data layer and available ALL information within the active call-management environment. Operators can review location data and its uncertainty area, validate or reposition the incident location and perform an additional RapidSOS query when the situation requires it—all while remaining inside the same case workflow. This matters because

location intelligence is most valuable when it arrives early enough to influence the decision. Sky911 makes it part of the incident being managed rather than a separate lookup that must later be copied, reinterpreted or manually re-entered.



All modules powered by Skytec — add what your operation needs, when it needs it.

Implement the capabilities your operation needs now.
Add modules as priorities, funding, and technology requirements evolve.



A more attainable path to next-generation 9-1-1.

Advanced public-safety technology should not be limited to agencies that can absorb the licensing costs and complexity of the largest legacy platforms.

Sky911 pairs sophisticated call-management capabilities with a practical, modular path, so agencies begin with the core capabilities they need and expand over time, instead of funding an all-or-nothing ecosystem on day one.

WHY AGENCIES CHOOSE SKY911

- ✓ **Location intelligence in the workflow**
RapidSOS and ALI location inside the case, with its uncertainty area validated before routing.
- ✓ **Related-call intelligence**
Time & Space, Same-Number, and Historical alerts link calls so one event isn't several cases.
- ✓ **Native, modular connectivity**
Interface with SkyCAD dispatch and add SkyTrackers AVL, SkyCall radio (FirstNet Certified), and SkyDesk.
- ✓ **SOP-guided call management**
Configurable questionnaires recommend response agencies in real time as the call is documented.
- ✓ **A complete, time-stamped record**
Every decision stays with the incident, plus an incident summary in PDF format with a 9-1-1 response timeline.
- ✓ **Bilingual, and attainable**
English and Spanish operation for US and Latin American agencies, on a practical licensing path.

See Sky911 in action.

Bring us one of your real call workflows.

We'll show your team how Sky911 receives or creates the incident, presents precise RapidSOS location, guides documentation through the SOP, recommends and routes agencies, surfaces related calls, and generates the final incident summary.

Demonstrations available in English and Spanish, for organizations throughout the US and Latin America.

Schedule a Sky911 demonstration

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Sky911. From caller intelligence to accountable response.

