



PRESS RELEASE

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## **Emergency CallWorx® Selected by East Texas Council of Governments Next Generation E9-1-1 Call Taking Solution Will Serve Ten Counties**

**Corpus Christi, TX, August 23, 2011** – Hitech Systems, Inc., an end-to-end public safety solutions provider and reseller of Emergency CallWorx, Inc., a leading provider of NG9-1-1 and incident management software for the public safety industry, announced today that it has been selected to supply its Next Generation E9-1-1 Call Taking and Mapping solution to the East Texas Council of Governments (ETCOG). The integrated, multi-agency solution will be locally hosted with regional deployments serving ten counties, including eighteen Public Safety Answering Points (PSAP's) and administration.

The new Emergency CallWorx (ECX) Voice over Internet Protocol (VoIP) CallStation system will be locally hosted at Network Communications, located in Longview, with a geo-diverse secondary host at Anderson County Sheriff's office in Palestine, Texas, preparing ETCOG for Next Generation 9-1-1 and its involvement in a future statewide voice system.

"I am very excited at the efficiencies, expansion of services, and the position it places ETCOG in as a provider of the regional EsiNet (Emergency Services Internet) and Hosted solutions for 9-1-1 call delivery," says 9-1-1 Emergency Services Director of ETCOG, Carolyn Flores. "The redundancy and ease of expansion is the best I have seen to date for this type of configuration."

The ECX solution was developed from the ground up to take advantage of the proposed Next Generation 9-1-1 infrastructure. ECX designed its solution on Voice Over Internet Protocol (VoIP) switch technology

and then added Mapping and the ability to interface to legacy telephony 9-1-1 delivery as opposed to adding digital technology on top of legacy systems. "Our ability to comply with i3 is inherent in our system design," said Craig Dollar, president of ECX.

Jaime Lim, Vice President of Business Development, Hitech Systems, said "We are extremely proud and excited for this opportunity to bring Next Gen 9-1-1 call-taking to Texas through our partnership and alliance with ECX."

The East Texas Council of Governments (ETCOG) is a regional voluntary association of counties, cities, and other agencies across fourteen counties. The region covers an area of 10,000 square miles and the population as of January 2009 was estimated at 809,000.

#### **About Emergency CallWorx**

Emergency CallWorx, Inc. provides the PSAP and Dispatch community with the industry's first vertically and horizontally integrated solution for the receipt of Next Generation 911 calls, dispatching of resources, and transmission of critical information to the mobile workforce while providing a vast array of benefits from VoIP technology. Emergency CallWorx products improve control and administration of the E-911, Emergency Management and Dispatch workflow process while enhancing the speed and accuracy of emergency response. For more information, visit [www.emergencycallworx.com](http://www.emergencycallworx.com).

#### **About Hitech Systems**

Since 1986, Hitech Systems Inc. has established itself as a leader in the Public Safety Software industry. Hitech Systems Inc. is based in Los Angeles, Calif., and has been creating best-of-breed solutions for computerized emergency dispatch and communications systems since 1986. Hundreds of law enforcement, fire, and EMS agencies across the United States and throughout Mexico rely on Hitech Systems software to power their emergency dispatch needs. Specialties include systems for Next Gen 911, law enforcement and fire records management, jail management, and mobile computing needs. For more information about Hitech products and services, contact them at +1 (310) 282 9919 or [www.hitech.com](http://www.hitech.com).

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