**XXX Introduces Next Gen 911 Analytics to**

**Improve Public Safety Operations and Emergency Response Decisions**

**CITY, State (Month Day, Year)** FOR IMMEDIATE RELEASE – XXX has announced advancements in its public safety operations with the adoption of cloud-native 911 call analytics to drive data-driven emergency response decisions. The new Next Gen 911 (NG911) analytics will be used to measure performance and create actionable intelligence from consistent 911 data collected to improve processes and standards.

As of (Month Year), over XX PSAPs will leverage RapidDeploy’s Eclipse Analytics platform to aggregate data across 911 centers throughout the state. Accurate, reliable, and consistent data will help public safety teams leverage real-time insights to enhance agency performance, improve processes and inform strategic planning related to staffing and resources, budget, and funding.

According to FIRSTNAME LASTNAME, TITLE at XXX, “Eclipse Analytics reduces manual effort and accelerates time to insights, providing a clear view into critical trends from 911 data collected across the state. We can now draw a straight line between the data we are collecting and the decisions we need to make to improve public safety operations.”

Eclipse Analytics analyzes 911 data and provides valuable insight into call volumes (by hour, shift, day, PSAP), answering times, staffing performance and transcripts. XXX will leverage reporting and ongoing analysis to measure agency performance.

"Eclipse Analytics solves challenges for emergency response agencies by providing a comprehensive solution to unlock valuable insights from their 911 data,” said Steve Racher, CEO and co-founder at RapidDeploy. “RapidDeploy is thrilled to support XXX in empowering their teams with innovative tools to save lives and improve operational efficiency."

For more information, visit XX.

About XXX  
Customer to add boilerplate language here

About RapidDeploy

Founded in 2016, and based in Austin, TX, RapidDeploy is the leading cloud-native platform for public safety. We provide Next Generation 911 solutions that deliver intelligent information throughout the emergency response journey, empowering agencies and first responders to drive better outcomes in mission critical situations.

With a curated partner network, our platform combines mobile signals, critical datasets, and call information into a single operating system, improving emergency response with location accuracy, situational awareness, modern communications, and actionable insights. Our products improve outcomes and ultimately save lives. In 2024, RapidDeploy earned recognition for the 7th year in a row as a prominent company to watch on the GovTech 100 list, and as a winner on Fast Company’s 2024 Most Innovative Company list. Learn more at [www.rapiddeploy.com](http://www.rapiddeploy.com/).