



An Integrated, Flexible, Turnkey Emergency Call Management Platform

Allerium Emergency Call Management

Allerium's Emergency Call Management platform streamlines call handling with core capabilities and optional modules for processing voice, text, data, and video. It delivers real-time situational awareness to first responders—whether your PSAP is a small two-position center or a complex multi-position operation. Our advanced call control technology and intuitive desktop interface empower telecommunicators to quickly gather and relay critical information, regardless of format or device.

Complete, Customizable Call Handling

Get Complete, Customizable Call Management A modular screen layout adapts to each telecommunicator's workflow. Tailor your interface with:

- » Personalized icons and buttons
- » Touch-screen-optimized controls
- » Mute, privacy, and hold functions
- » Intelligent transfer options based on call type
- » Accessible button sizes for visual disabilities
- » Multimedia interfaces for text, instant messaging, and TDD/TTY

User-specific configurations let any telecommunicator log into any workstation with their settings—or use a standard setup if preferred.

Enable Comprehensive Call Management with Full Control

At every workstation, Allerium's customizable call control system merges voice and data into a seamless workflow. Supporting current and emerging standards, it offers an evolutionary path to next-generation emergency call management—without disruptive upgrades. We work with you to tailor your system so it perfectly meets your operational needs.

Purpose-Built Call Handling

Allerium's Emergency Call Management platform is purpose-built for PSAPs, scaling from single-site operations to geo-diverse, hosted solutions. Our team tailors and rigorously tests every system to ensure a seamless upgrade that enhances call management without disrupting workflows.

Manage Any Call, All Media

Our user-centric platform empowers telecommunicators to respond effectively to both emergency and administrative calls while seamlessly transferring sessions and setting up unlimited conferencing. It offers complete control over every leg of an active call, ensuring that communications remain precise, efficient, and dependable.

With core capabilities and optional modules, Allerium equips your team to manage any 9-1-1 call while gathering rich situational data from diverse channels. Enhance your emergency communications using next-generation voice processing, comprehensive text-to-911 and text-from-911 services, real-time texting, immersive 3D location mapping, and messaging enriched with images and video—all designed to deliver critical information swiftly and precisely.

Support Legacy & IP Systems

Allerium supports both legacy and IP-based systems to ensure a smooth deployment. Our platform accepts traditional inbound and outbound communications while integrating effortlessly with your existing technology—including computer-aided dispatch (CAD) systems, mapping solutions, voice and video recording setups, SMS, MMS, and instant messaging platforms, as well as other vital data sources. This seamless integration ensures your PSAP remains connected, no matter which technology is in use.

Allerium is a trusted leader in mission-critical connections.

For over 40 years, we've delivered reliable, life-saving solutions that empower public safety professionals and essential service providers to act with confidence – when every connection counts.

Guided by integrity, innovation, and deep expertise, our configurable technologies help build safer, more connected, and more resilient communities.

Learn more at allerium.com