Broward County

INdigital NGCS


INdigital
Broward County
Prepared, Proven, and Ready to Serve
1

Good morning, and thank you for the opportunity to be here today.

On behalf of the entire INdigital team, we appreciate the chance to present our final NGCS solution for Broward County. We come to you prepared, proven, and ready to serve.

Our team has extensive experience delivering reliable, resilient, and fully compliant NGCS and ESiNet services across the country, including some of the most complex and demanding environments. As you'll see throughout this presentation, we don't just understand the technology, we understand the mission, the responsibility, and the expectations placed on the agencies that serve the public every day.

Today, we'll show how our approach, our people, and our track record uniquely position INdigital to support Broward County through a seamless transition and long-term success as your NGCS partner.

INdigital Serves *51 of 67* Counties in Florida

76% of PSAPs use INdigital Technology

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INdigital's NGCS technology currently supports 76% of Florida's PSAPs — 51 of the state's 67 counties — delivering reliable 9-1-1 service to more than 10 million residents, nearly half of Florida's population.

Forty of these counties are served directly by INdigital, with an additional eleven operating through Motorola's VESTA router powered by INdigital NGCS technology. This distinction is important for Broward County. Motorola did not engage INdigital for a quote on this project and is proposing their new CC-Router, which would represent the first and only deployment of that platform in Florida.

Every existing Motorola customer in the state is currently using the proven, fully integrated INdigital NGCS solution, not the CC-Router, reinforcing the stability and maturity of our platform.

Why INdigital?

NGCS Is All We Do

Our entire company is **focused solely on NGCS**; no distractions, no competing priorities. We're powered by people who come from the industry, who anticipate the assignment and execute it with precision.

Steady Through Any Storm

Disasters don't wait, neither do we! INdigital helps you weather any storm, figurative or literal. Our team **ensures your agency stays connected** and receives calls, even in the toughest disasters

Quick with Quality

From **decision to deployment, we move faster than anyone.** Leveraging our extensive ESInet and NGCS experience, we follow best practices and a streamlined approach to ensure every project succeeds quickly and efficiently.

Vendor Neutral

When every second counts, go with the NGCS partner 9-1-1 centers' trust for **flexibility, freedom of choice, and seamless multi-vendor integration.**

Proven Resiliency

Our network stays up when others don't. **Multiple carriers, independent routes, and fully separate data centers** ensure 911 remains operational during storms, fiber cuts, and outages, with MEVO serving as the safety net beyond the CHE.

Florida Focused Resources

Florida is **supported by a dedicated INdigital team**, a Market Manager, Service Manager, 911 Solutions Architect, and Engineer, ensuring your agency receives focused, reliable, and responsive service every day.

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NGCS Is All We Do: INdigital is built around one mission: NGCS. It is our sole focus; no distractions, no competing priorities, and no unrelated business lines dividing our attention.

Many members of our team come directly from the public safety community, including former 9-1-1 directors, deputy directors, supervisors, and first responders. Others bring decades of experience supporting PSAP technology. This background gives us a deep understanding of the operational realities you face and allows us to anticipate needs and deliver with precision.

Steady Through Any Storm: Some storms can be planned for; others strike without warning. INdigital is proactive when possible and decisive when necessary, helping agencies maintain connectivity and receive calls even under the most challenging conditions.

Quick with Quality: We turn decisions into deployments faster than anyone else. Our streamlined, proven approach ensures projects are delivered on time, without sacrificing quality or reliability.

Multi-Vendor Friendly: We are defined by flexibility and independence, proven through seamless interoperability. We support your technology choices because in 9-1-1, seconds save lives.

Proven Resiliency: When others go down, we stay up. Calls keep flowing through our multi-route, multi-carrier network, with MEVO providing an additional layer of protection.

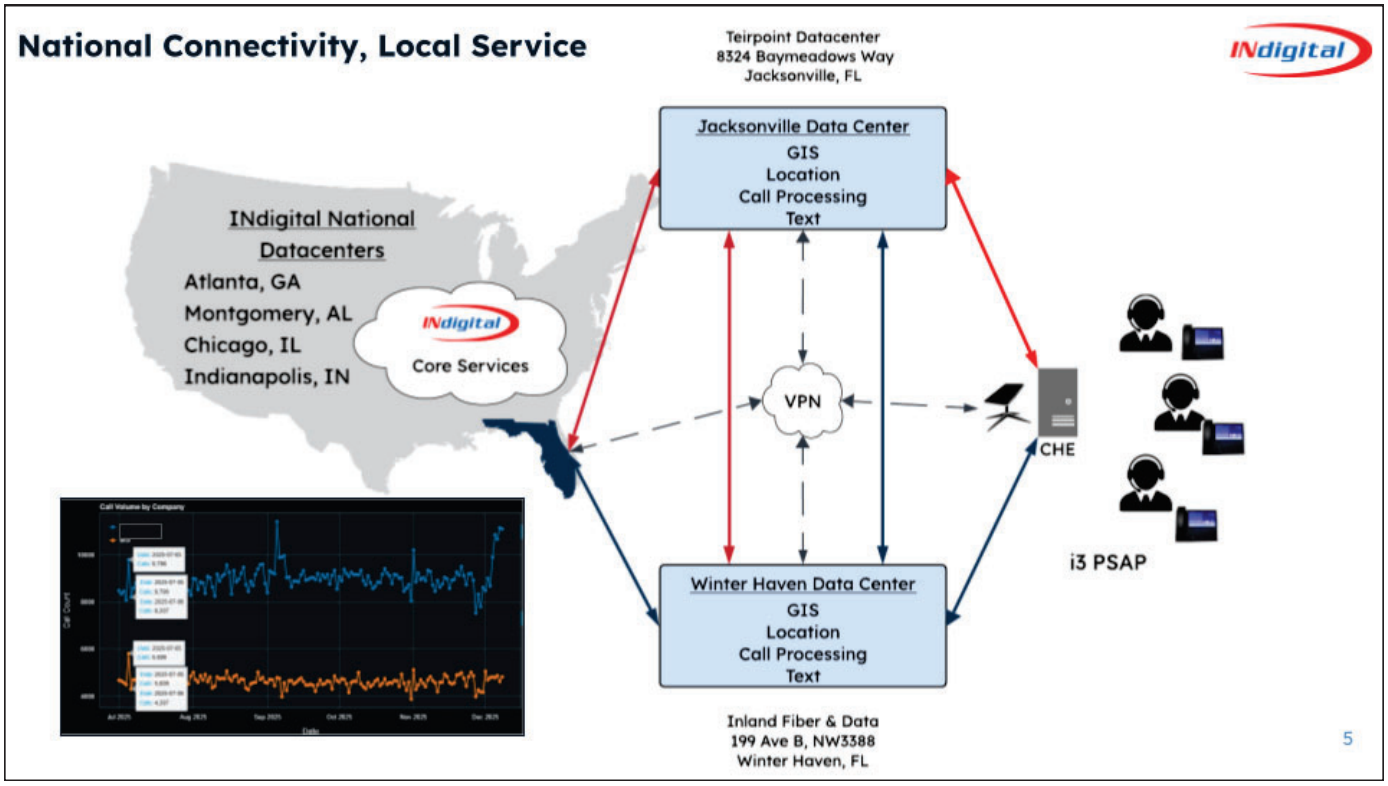
Florida-Focused Resources: Florida agencies are supported by a dedicated INdigital team, including a market manager, service manager, 9-1-1 solutions architect, and engineer, delivering focused, responsive service around the clock.

Architecture Diagram

When we talk about architecture, we focus on three service layers: network, application, and hardware. Our engineering objective is to exceed five nines of service availability for NGCS by building redundancy into every layer of the system.

Throughout this architecture and call flow discussion, you'll see a consistent design principle: three independent paths — primary, secondary, and out-of-band tertiary — ensuring continuity even when failures occur.

National Connectivity, Local Service

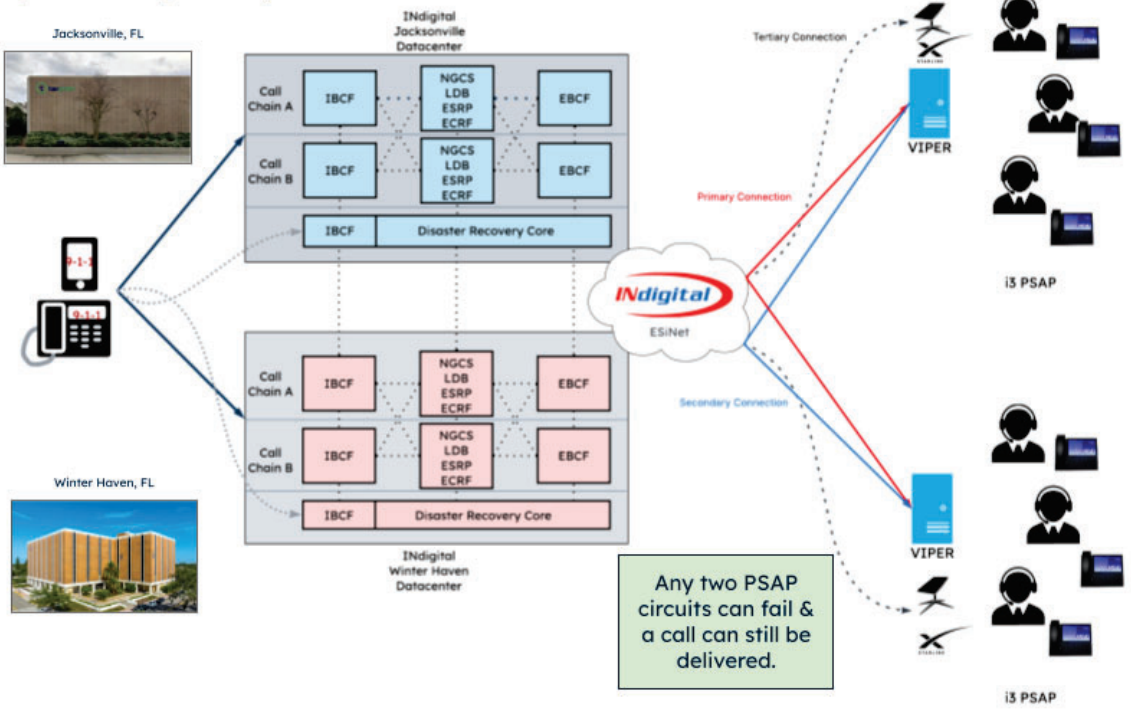


INdigital operates local data centers in Florida today, located in Jacksonville and Winter Haven. Our technology routes more than 14,000 9-1-1 calls each day within the state.

Unlike competitors who backhaul local 9-1-1 calls across the country for processing, INdigital processes calls locally and connects directly to carriers and NG9-1-1 providers via network-to-network interface. Our national infrastructure supports operations, administration, and management, while call processing remains close to the source.

We deploy a minimum of three layers of network redundancy between data centers to exceed 99.999% uptime. Our goal is always the same: provide the shortest, most reliable path from carrier to PSAP, working collaboratively with all 9-1-1 stakeholders to achieve it.

Reliable, Resilient, Ready



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Resiliency means continuing to deliver emergency calls even when redundancy fails. Across the industry, we've seen outages affect systems that were considered "fully redundant." Events such as the Nashville bombing, AWS East outages, Cloudflare incidents, CrowdStrike impacts, and our own operational experiences have reinforced the need for constant evaluation and improvement.

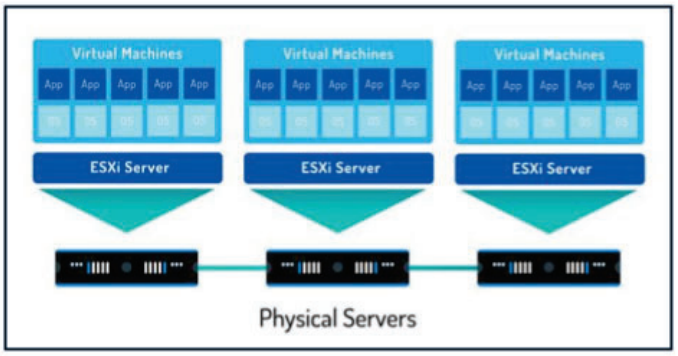
On the carrier ingress side, we use redundant direct NNI connections via SIP, along with an independent, out-of-band disaster recovery core routing platform. Carriers may also leverage our national POIs when advantageous, and we work closely with all stakeholders to determine the best configuration.

Within the NGCS core, we operate four active/active call chains on redundant hardware, with each chain capable of supporting the entire state. INdigital develops and maintains all major i3 functional elements, including BCF, ESRP, ECRF, LDB, and PRF. Unique to INdigital is a fully independent hardware and software disaster recovery core, allowing carriers to deliver calls via PSTN or SIP when standard trunking fails, while still preserving 9-1-1 priority and location services.

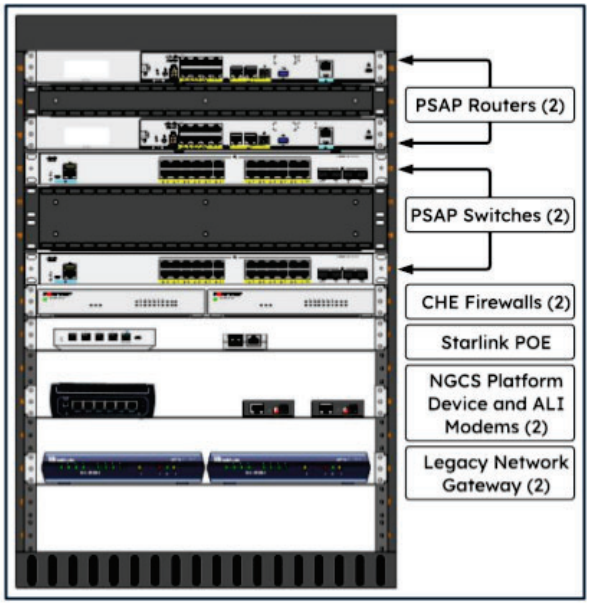
At the ESiNet layer, we design primary, secondary, and tertiary connections using different local providers. For this project, Starlink is included as the preferred tertiary path, based on our real-world experience with LTE limitations. Any two network paths can fail while service remains operational. Policy routing further enables call distribution during larger-scale events or PSAP evacuations.

Reliability Built-In

Datacenter



PSAP



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Redundancy is also built into our data center hardware. We utilize three independent physical servers running VMware ESXi, enabling upgrades, backups, and security updates without disrupting NGCS operations.

At the PSAP and ESiNet layer, hardware is fully redundant and aligned with i3 security and routing best practices, including intrusion detection and prevention, BGP, and BFD routing. Both data center and PSAP hardware can be expanded to add additional POIs within Broward County if desired. We welcome further discussion with your engineering team on these design options.

Architecture Differentiators

Core NGCS applications are developed and directly maintained by INdigital

NGCS Functional Elements by INdigital

- ESRP
- BCF
- LSRG
- LPG
- ECRF
- LDB
- LVF
- LIS
- SI
- PRF

Service resiliency is achieved through diversity of both the network and applications

Local NGCS calls processing with the leverage of our national infrastructure for redundancy and alternate paths

We maintain our own cloud for service continuity and redundancy

All network, applications, and hardware are redundant

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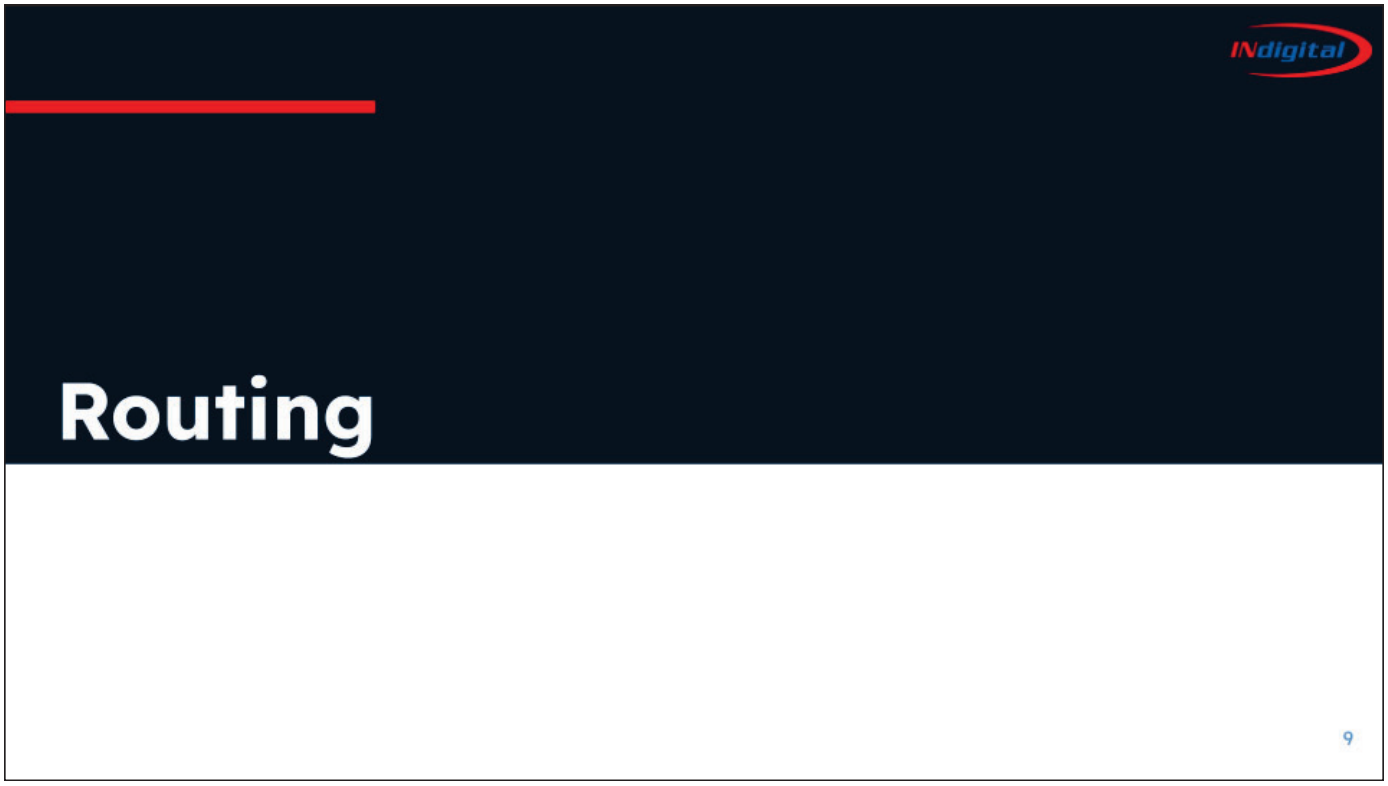
INdigital owns the entire call delivery process, routing, processing, and application control, from carrier to PSAP. We develop our own software and are fully responsible for the redundancy and resiliency of the system.

Many competitors rely on third-party carrier aggregation services. INdigital does not. We are not limited by outside vendors or dependencies, which allows us to implement, maintain, and adapt your solution without delay or compromise.

We are ready to execute the ESiNet build immediately and are already interconnected with all major 9-1-1 providers to support a smooth transition from legacy to NG9-1-1 while maintaining interoperability and reliability.


INdigital
Routing
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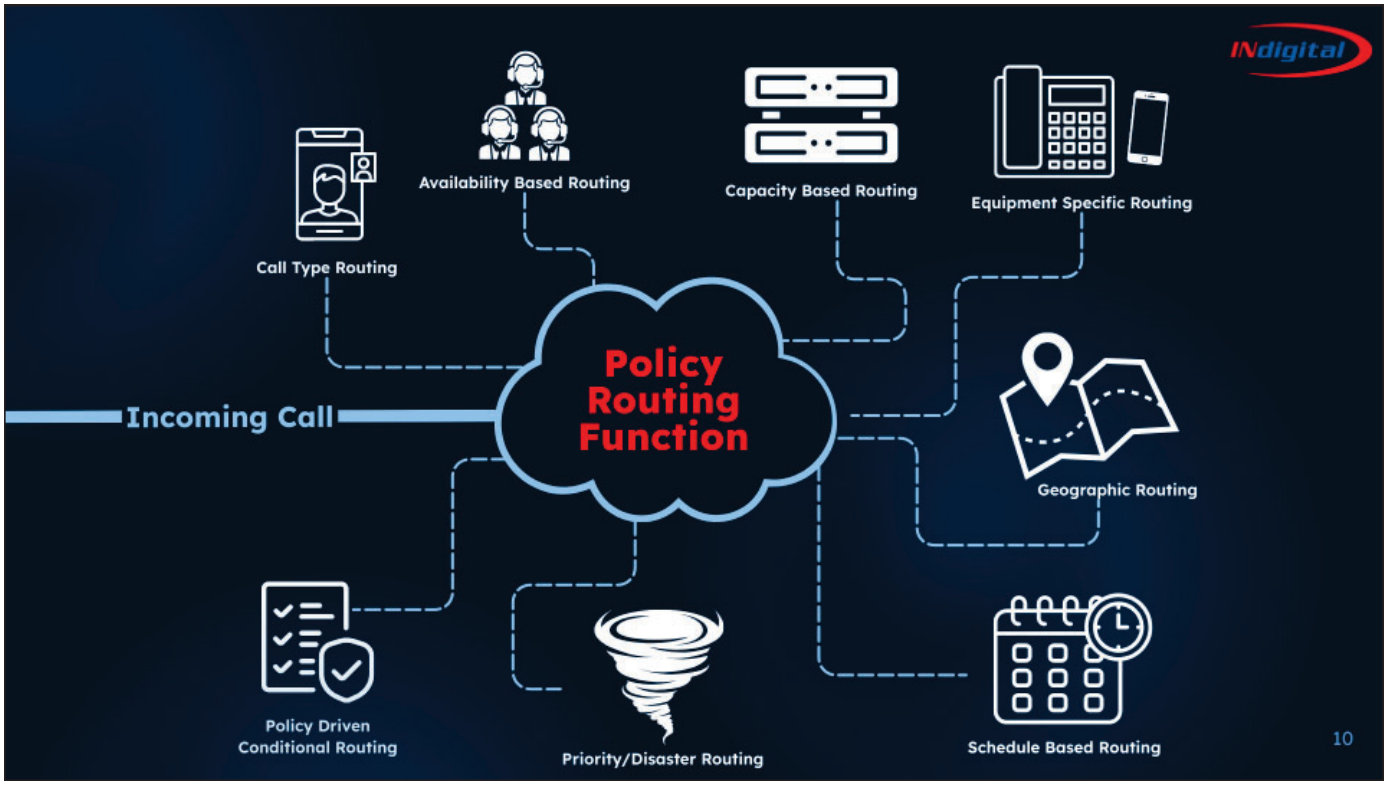
We will now walk through alternate routing scenarios based on points of failure, including interconnection, data center, network provider, and portal outages, addressing the scenarios outlined in your questions.


INdigital
Availability Based Routing
Capacity Based Routing
Equipment Specific Routing
Call Type Routing
Incoming Call
Policy Routing Function
Geographic Routing
Policy Driven Conditional Routing
Priority/Disaster Routing
Schedule Based Routing
10

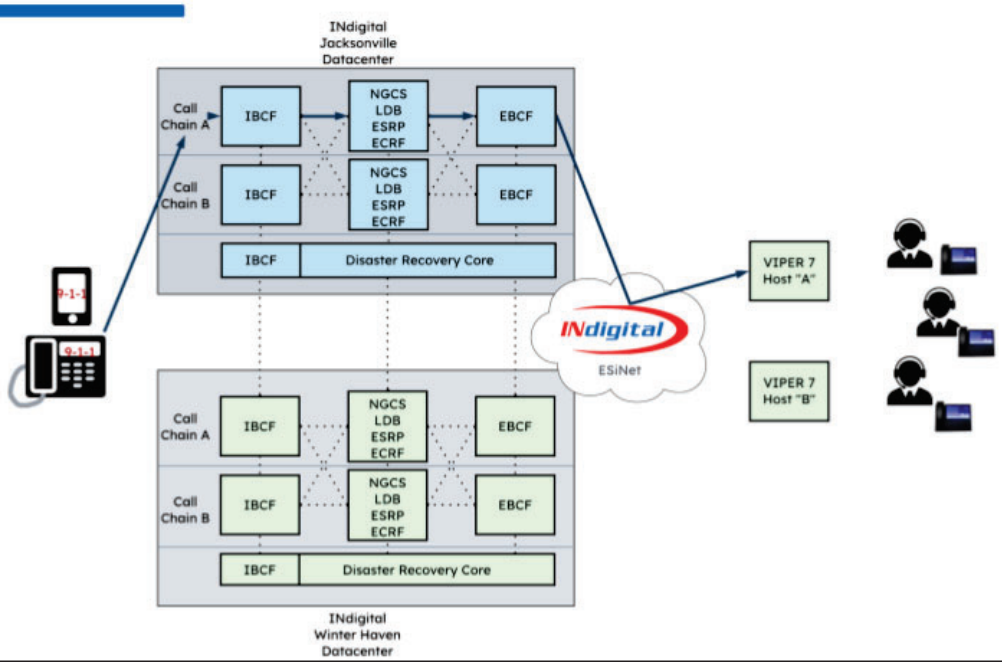
In an NG9-1-1 environment, everything starts with operational availability. The network continuously evaluates whether a PSAP is ready to receive calls.

When a PSAP is online and stable, calls route normally. When conditions degrade — due to network issues, equipment failures, maintenance, or environmental impacts — policy routing automatically redirects calls based on real-time availability.

Load balancing protects PSAPs from overload by distributing calls when call-takers are busy or CHE limits are reached. NG9-1-1 also enables routing by call type, jurisdictional needs, time-based rules, language requirements, and distribution groups.

All of these factors are evaluated through the Policy Routing Function, ensuring routing decisions are automated, consistent, auditable, and aligned with NENA i3 standards, FCC interoperability requirements, and based on the PSAP's preferences.

Voice Call Flow



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IBCF — Interconnection Border Control Function — A secure SIP border element used to manage and protect traffic exchanged between networks. In NGCS, the IBCF handles signaling interconnection with external carriers, enforcing security policies, topology hiding, overload control, and validating inbound sessions before they enter the ESiNet.

NGCS — Next Generation Core Services — The suite of functional elements defined by NENA i3 that perform call routing, location validation, location querying, GIS boundary determination, and policy-based call distribution. NGCS is the technical foundation of an ESiNet and includes components such as the ESRP, ECRF/LVF, BCF, logging services, and gateways.

LDB — Location Database — A structured repository used to store and manage location information such as civic addresses, coordinate-based data, MSAG records, or provisioned ALI-style location records. In NG9-1-1, the LDB supports LVF validation, LIS/HELD lookups, and ensures that location elements are accurate, normalized, and GIS-compliant.

ECRF — Emergency Call Routing Function — A GIS-based routing system containing authoritative PSAP and service-boundary layers. The ESRP queries the ECRF to determine which PSAP has jurisdiction based on a location provided in PIDF-LO format. It ensures geographic accuracy and supports dynamic boundary changes.

ESRP — Emergency Services Routing Proxy — The core call-routing engine of NGCS. The ESRP receives SIP requests, queries the ECRF for GIS-based routing, applies policy routing rules, and forwards the call or session to the correct PSAP, backup site, or alternative endpoint. It is the “traffic director” of NG9-1-1.

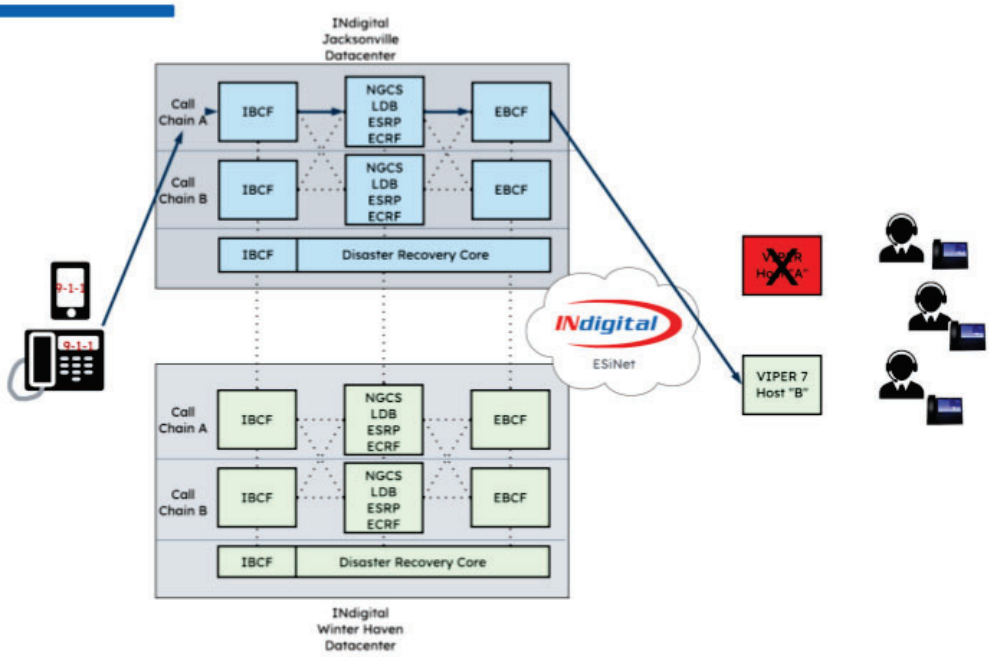
EBCF — Emergency Border Control Function — The NG9-1-1 security and policy enforcement point at the edge of the ESiNet. The EBCF validates, monitors, and filters inbound and outbound SIP traffic; it is similar to an IBCF but positioned specifically at the emergency services domain boundary to enforce NENA security requirements, certificate validation, and call admission control.

Disaster Recovery Core (DR Core) — A fully independent, geographically diverse instance of the NGCS core platform designed to take over routing functions automatically or manually if the other call chains becomes impaired or for PSTN interface with a carrier.

VIPER Host A — The primary call-handling server environment for a VIPER system within a region. It manages SIP signaling, positions, and call distribution under normal operations.

VIPER Host B —A fully redundant secondary host that mirrors Host A and provides high-availability failover. If Host A becomes unavailable, network, hardware, or software failure, VIPER Host B assumes control to maintain call-handling continuity at the PSAP.

CHE Failure



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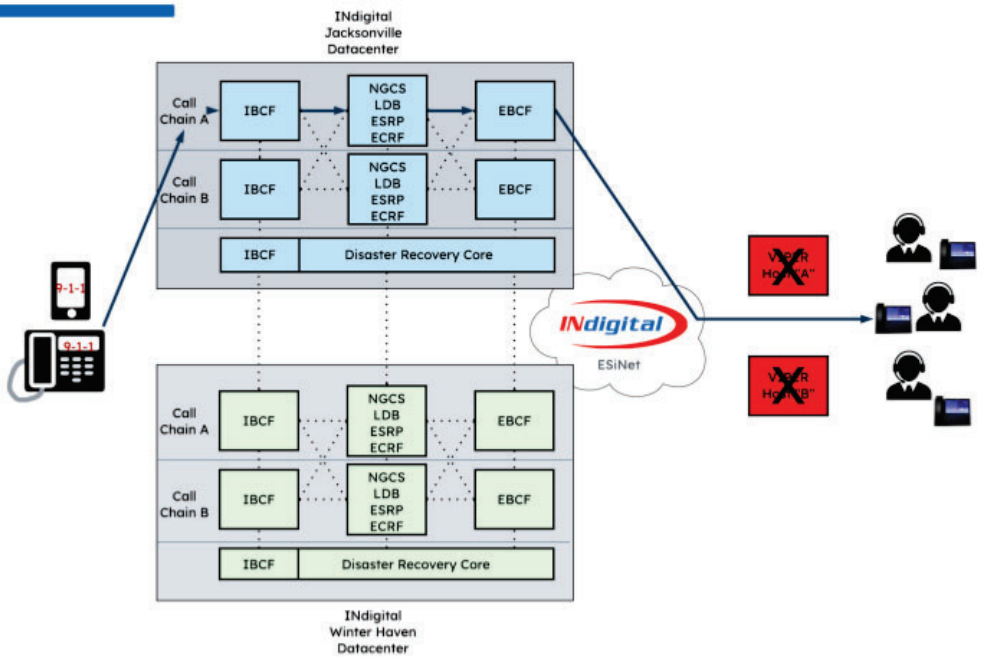
This diagram shows a standard NG9-1-1 call flow.

The call leaves the carrier and enters the NGCS, where the ESRP applies routing policy in real time. It first attempts to deliver the call to VIPER Side A, the primary host. But Side A is reporting an unavailable status.

Because NGCS constantly monitors availability, it immediately selects the next valid target. The call is automatically routed to VIPER Side B with no delay, no manual action, and no impact to the caller.

This is the purpose of NGCS resiliency, automatic, standards-based continuity when a primary path goes offline.

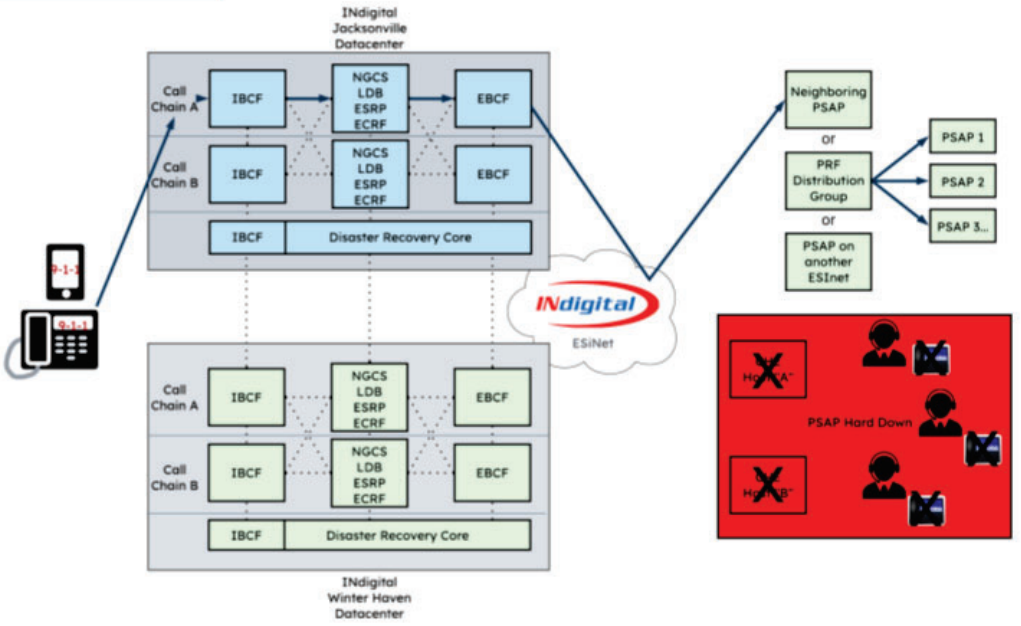
CHE Failure



13

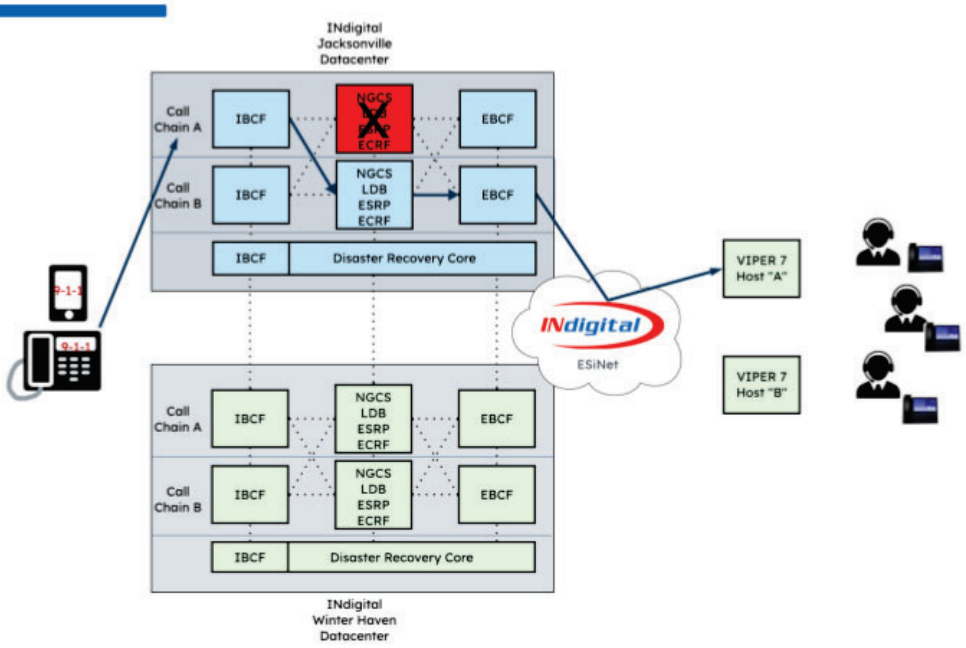
When the carrier hands the call into the NGCS, the network performs its normal real-time checks and immediately sees that the primary VIPER environment is unavailable. Instead of attempting to deliver to a system that can't accept new sessions, the ESRP follows the pre-defined policy route for this PSAP. That policy points to the backup CHE inside the PSAP, ensuring continuity of operations even when the primary host is offline. The call moves straight from NGCS to the alternate call-handling path with no retries, no delay, and no user impact—just a clean, standards-based failover that keeps the PSAP reachable under any condition.

PSAP Failure



When a PSAP experiences a failure, whether from weather damage, a power event, or a circuit impairment, the NGCS immediately detects that loss of availability and applies the policy routes defined for that jurisdiction. Instead of allowing calls to queue, fail, or bounce, the ESRP dynamically redirects traffic to the next authorized destination: that may be a neighboring PSAP such as Glades County on the INdigital ESiNet, a defined distribution group that uses round-robin or geographic sequencing, or even a PSAP on another provider's ESiNet, as demonstrated in the Collier County to Charleston cross-network transfer work. From the caller's perspective the transition is invisible, but behind the scenes the policy framework ensures that calls continue flowing to a live, equipped, and available center, even if the primary PSAP is completely offline

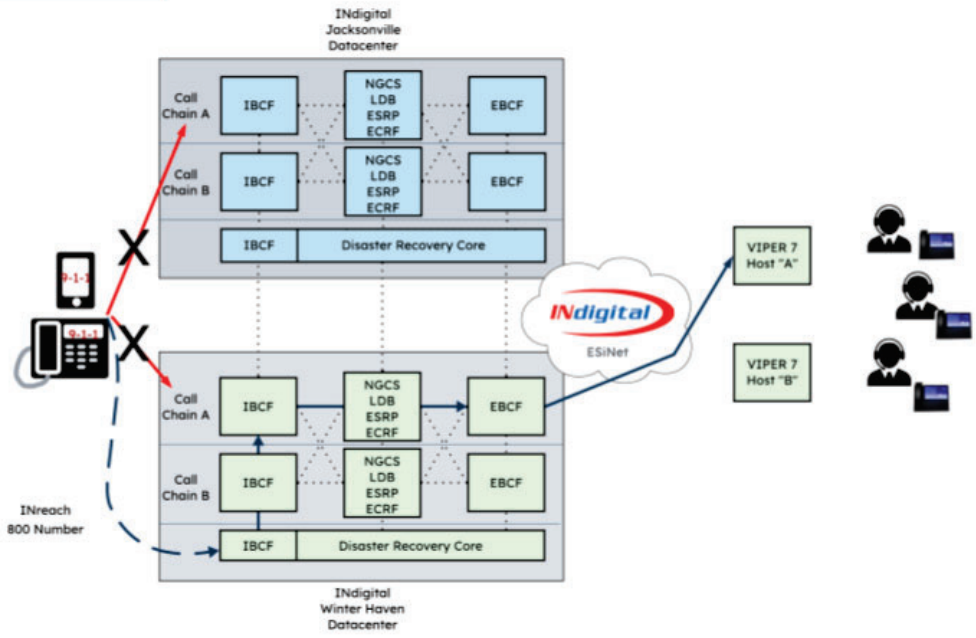
Interconnection Failure



15

When a carrier's primary interconnection into the ESiNet experiences a failure, whether due to fiber damage, equipment impairment, or maintenance, the network's redundancy framework immediately takes over. The Border Control Functions monitor both ingress paths in real time, and the moment the primary circuit drops out of service, traffic is automatically shifted to the secondary interconnection. This transition happens inside established NENA i3 policy rules with no need for manual intervention, no re-registration, and no impact on the caller. The carrier continues delivering 9-1-1 calls over the alternate path, the NGCS core remains fully operational, and the PSAP receives calls as normal. This is why dual-path interconnection is essential: even when the primary fails, the secondary preserves continuity, availability, and the integrity of emergency communications.

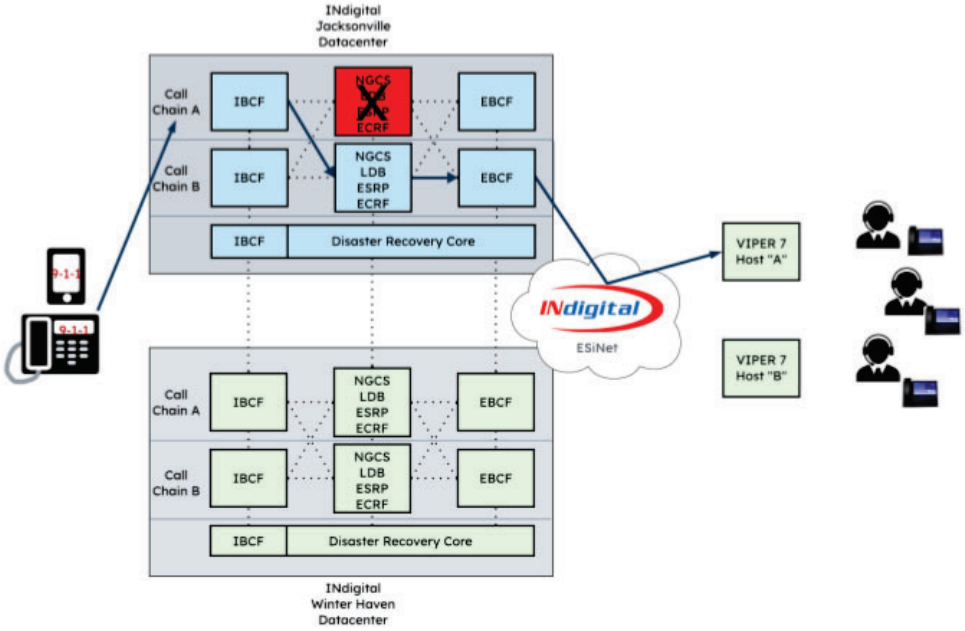
Total Interconnection Failure



16

When both primary and secondary carrier paths are down, the call normally has nowhere to go, but this is exactly where INdigital's INreach 800-number failover becomes a defining difference in NG9-1-1 interoperability. Instead of defaulting to a bare admin line with no location, no routing intelligence, and no visibility, a limitation of most NGCS providers, INreach gives carriers a third, standards-aligned ingress path directly back into the NGCS. The carrier simply hands the call to the dedicated INreach toll-free number, and we rebuild the session with the caller's location, apply policy routing, and deliver it to the correct PSAP or backup destination exactly as the i3 architecture intends. Even when every traditional carrier handoff has failed, INreach ensures the 9-1-1 call is still delivered with location, context, and integrity.

Datacenter Functional Element Failure



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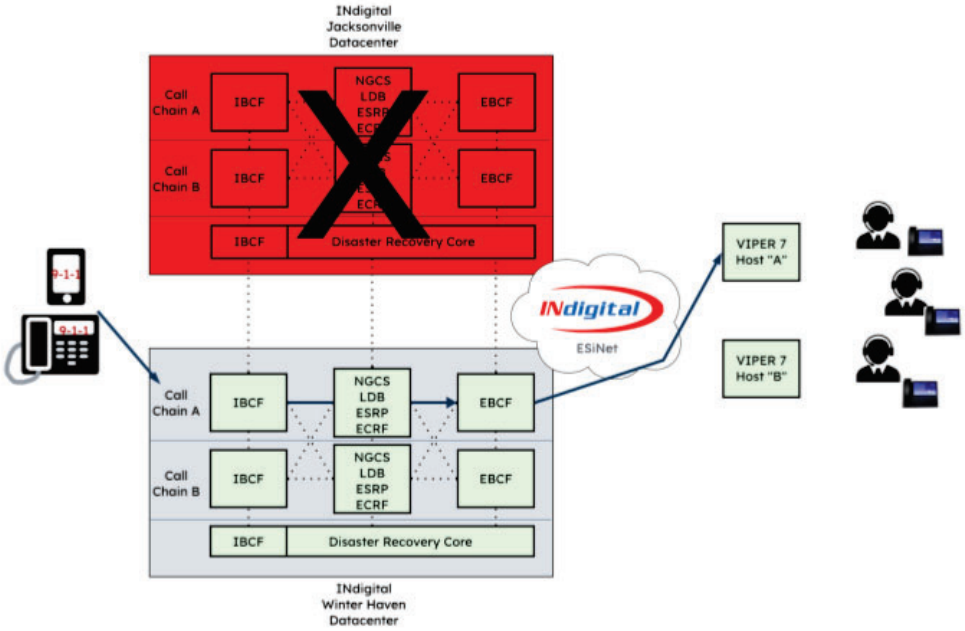
When a functional element inside the data center, such as the ESRP, ECRF/LVF, BCF, or logging services, encounters a fault, the NGCS architecture immediately shifts to its redundant counterpart in the same data center. Because INdigital's ESiNet is built on an active/active design, each core continuously mirrors state, routing tables, policy objects, and GIS boundary data, allowing calls to transition seamlessly to the healthy site without introducing delay or forcing carriers or PSAPs to retry. Instead of a visible outage, the network simply pivots away from the impaired element and uses the corresponding functional element in the other data center to complete call routing, validate location, and maintain logging continuity. For the PSAP, this process is invisible; calls continue to arrive normally, timestamps remain consistent, and public safety operations remain protected even during a core-level impairment.

Datacenter Failure



When a full data center failure occurs, whether due to power loss, environmental impact, or facility-wide outage, the NGCS architecture shifts instantly to preserve service continuity. Because INdigital deploys redundant cores in geographically diverse facilities, the operational functional elements (ESRP, ECRF/LVF, LNG, BCF) in the impaired data center are immediately bypassed, and all call signaling, location queries, and policy evaluations pivot to the healthy data center without interruption. From the carrier handoff through call routing and downstream delivery to the designated PSAP or backup destination, the network reestablishes a complete service path using the alternate data center, ensuring that even a catastrophic site-level failure never results in a missed 9-1-1 call.

System Call Capacity + Thresholds Per Call Chain

INdigital

Independently Validated and Verified

50,000

calls per hour

6,000

active concurrent calls*

600

concurrent 3 party conf. calls

**5,000 in queue and 1,000 active on call takers; the CHE is queueing them so they are considered active to the ESRP*

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INdigital's NGCS platform has been independently validated to sustain 50,000 calls per hour per call chain, with support for 6,000 concurrent active calls and up to 600 simultaneous three-party conference calls without degradation.

These performance levels exceed real-world call-taker capacity, ensuring stability and continuity even during extreme surge events.

Portal Management

Rerouting Options

Policy Reroute Tool

If Down

Softswitch Reroute

If Down

NSOC
1-877-469-2010

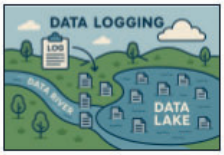
Analytics Options

Logix

If Down

Web Tools

If Down



NSOC
1-877-469-2010

Our NSOC is available 24 x 7 x 365. No web tools are needed for call or location delivery.

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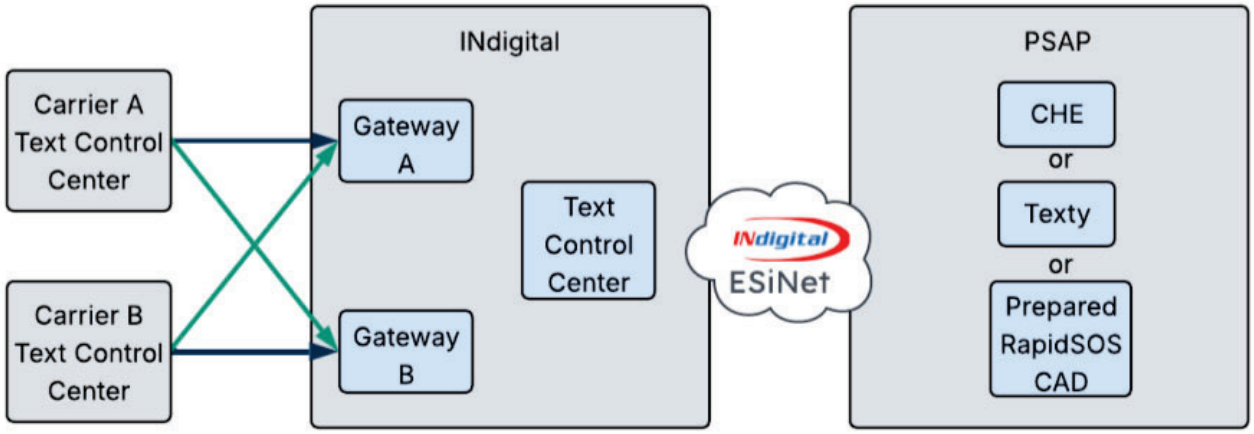
This slide demonstrates how INdigital maintains continuity even when customer-facing portals are unavailable. If a policy reroute tool is inaccessible, rerouting can still be performed through the soft switch reroute button on a supplied phone or by our 24×7×365 NSOC.

The key takeaway is that no portal or UI is required for call delivery or critical operational changes. Multiple automated, manual, and NSOC-driven pathways ensure uninterrupted service.

Interim Text to 911 Call Flow



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This diagram shows how Interim Text-to-911 works today across multiple carriers and technologies. On the left, you see Carrier A and Carrier B, each operating its own Text Control Center. Regardless of which carrier the message originates from, that text session is handed to INdigital through redundant gateways—Gateway A and Gateway B—ensuring that if one path is impaired, the other continues without interruption. Once inside INdigital's network, the Text Control Center normalizes the session, applies the routing policy, and delivers the message across the ESiNet just like any other i3 transaction. On the right side of the diagram, the PSAP receives the text using whatever platform they have in service: CHE-integrated text, standalone Texty, or a Prepared/RapidSOS CAD workflow. The key takeaway is that Interim Text rides a resilient, standards-aligned path from carrier to PSAP, with INdigital providing the translation and transport that make a consistent public experience possible.

Multimedia Path

- In a full i3 deployment, TCCs go away and a text call will present as any other SIP call to the NGCS, with MSRP directly from the carrier.
- In the CHE, that means the text window will no longer be invoked, but rather the multimedia window.
- CHE that is i3v3 compliant, is capable of receiving video natively.

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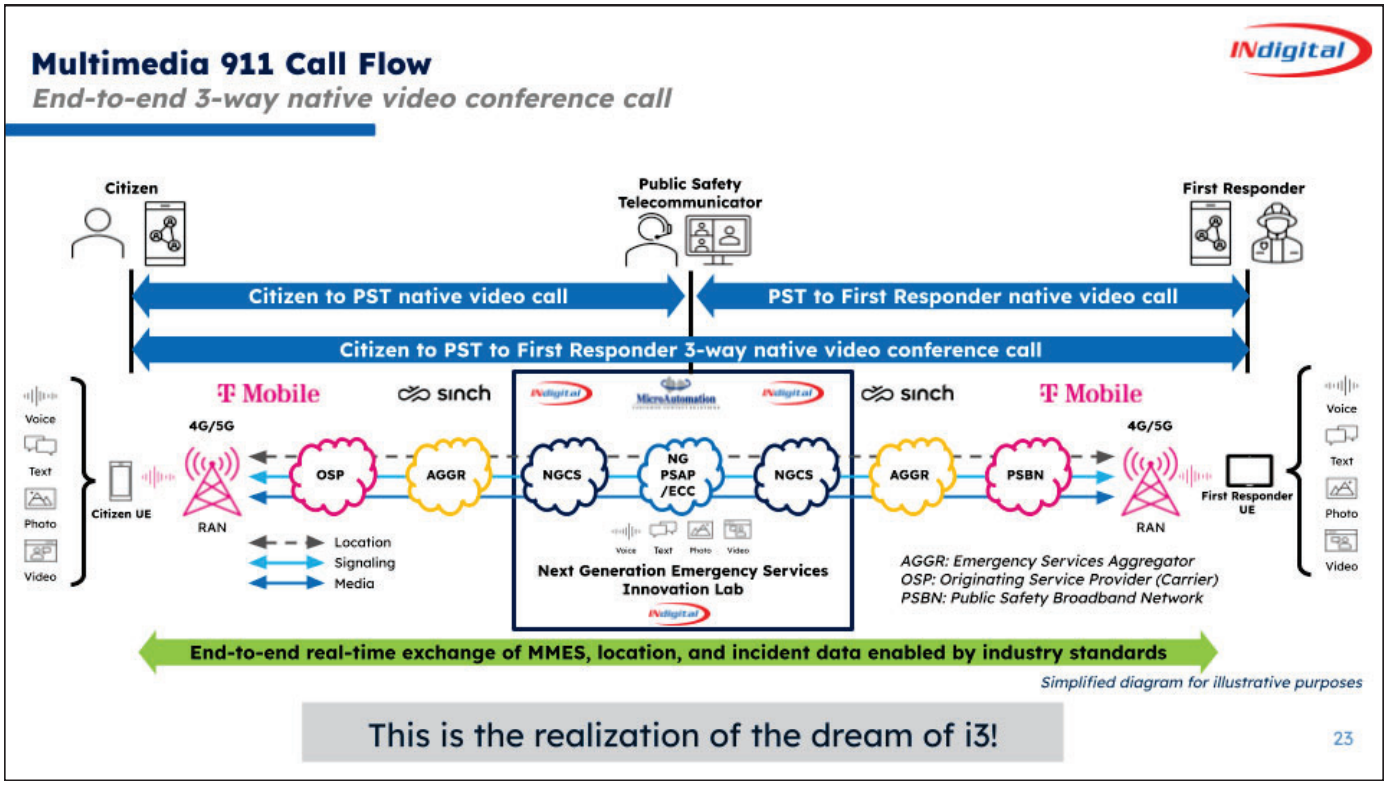
This slide shows where the industry is headed as full i3 becomes the operational reality. In a true i3v3 deployment, we no longer rely on Text Control Centers as an intermediary. Instead, a text-to-911 session looks just like any other SIP call into the NGCS, with MSRP delivered directly from the carrier. Inside the CHE, that means we're not opening a legacy text window anymore—everything shifts to the multimedia pane, which is designed for native text, image sharing, and live video. Any CHE that is certified i3v3-compliant is already capable of receiving video natively, which positions PSAPs to fully participate in the multimedia capabilities envisioned in the NENA standard.


Multimedia 911 Call Flow
End-to-end 3-way native video conference call
INdigital
Citizen
Public Safety Telecommunicator
First Responder
Citizen to PST native video call
PST to First Responder native video call
Citizen to PST to First Responder 3-way native video conference call
Voice
Text
Photo
Video
T-Mobile
sinch
4G/5G
Citizen UE
RAN
OSP
AGGR
NGCS
NG PSAP /ECC
NGCS
AGGR
PSBN
RAN
4G/5G
First Responder UE
Location
Signaling
Media
Next Generation Emergency Services Innovation Lab
AGGR: Emergency Services Aggregator
OSP: Originating Service Provider (Carrier)
PSBN: Public Safety Broadband Network
End-to-end real-time exchange of MMES, location, and incident data enabled by industry standards
Simplified diagram for illustrative purposes
This is the realization of the dream of i3!
23

This slide shows the full realization of i3, a true, end-to-end native multimedia 9-1-1 call. What you're looking at is the first and only implementation of its kind, because INdigital is the first and only NGCS provider to successfully execute this end-to-end workflow in a live standards-based environment.

A citizen initiates a native video call, not through a separate app or plugin, but as a fully standards-compliant multimedia session. That video travels through the carrier network, into the Emergency Services Aggregator, and then directly into INdigital's NGCS. From there, it reaches an i3-compliant PSAP capable of receiving voice, text, pictures, and video natively.

But the breakthrough doesn't stop there. From the PSAP, the call can expand into a three-way native video conference with first responders in the field, again, without any proprietary add-ons, translations, or third-party workarounds. It's pure SIP/MSRP/RTP end-to-end, exactly as the standards envisioned.

This unlocks real-time sharing of video, location, and incident data between the 9-1-1 caller, the telecommunicator, and responding units, creating faster, clearer, and more informed decisions. This demonstration isn't just conceptual; it's proof that INdigital is leading the nation in what next-generation multimedia 9-1-1 was always meant to be.

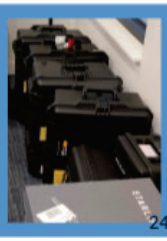
Alternate Routing Case Study - Milton

	Issue	Receiving Calls	Calls Going To
Flagler County, FL	Power outage	Yes, to St. Johns	St. Johns County for a while. Now they are back to normal
Bartow PD, FL	Power issue	Yes, on generator	Bartow PD
Lake Alfred PD, FL	Power issue	Yes, on generator	Lake Alfred PD
Temple Terrace PD, FL	Moved to the backup site yesterday	Yes, via backup site	Fire Station

30 Starlink Satellites

25 Team Members in Florida

14 MEVO Anywhere Kits



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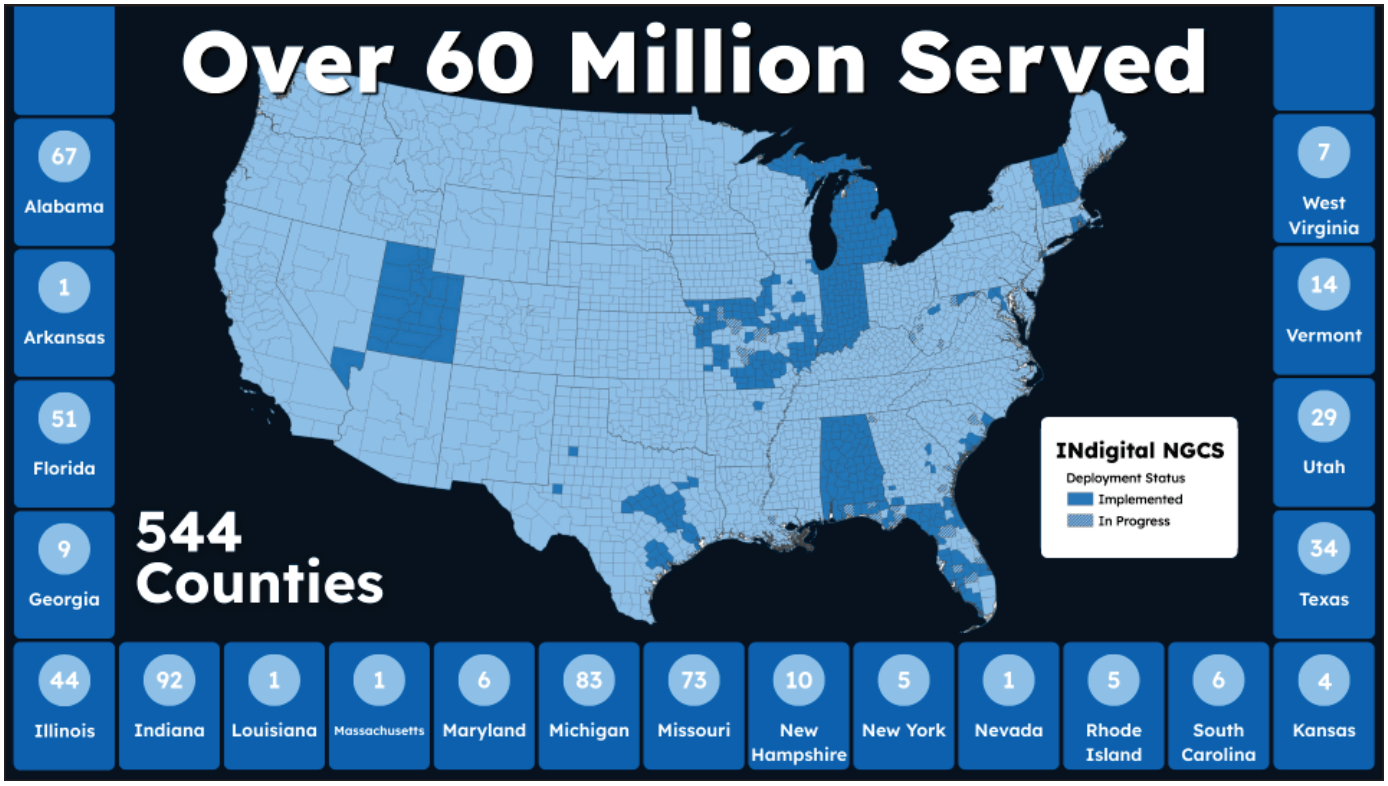
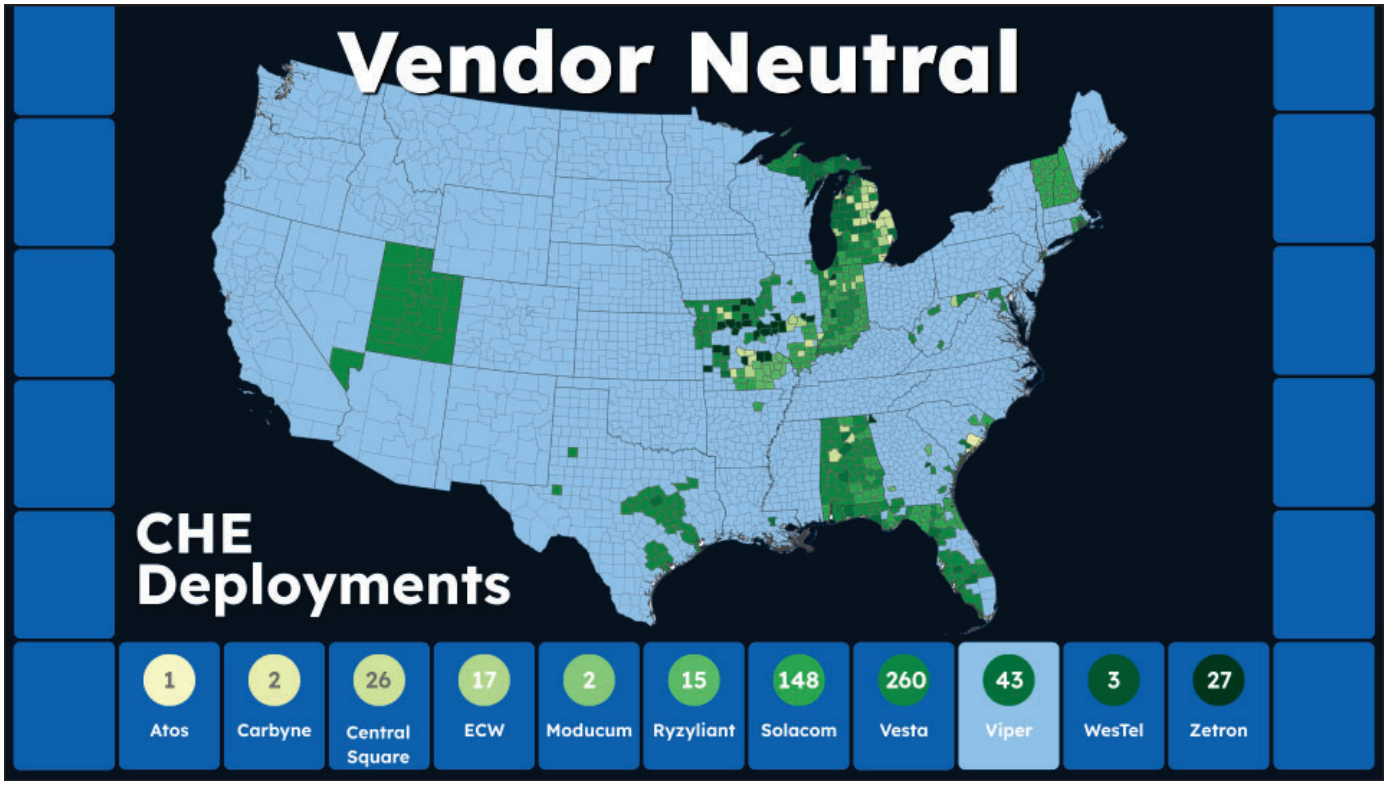
This case study from Hurricane Milton shows what partnership looks like when the pressure is on. Many of us at INdigital have worked in PSAPs; we know what it feels like when the power goes out, when calls start rerouting, and when you're trying to keep your community protected with limited resources. That's why we deploy quickly, bring real solutions, and stay until the work is done. Whether it's Starlink kits, MEVO backups, or boots on the ground, we show up because we've been in your seat, and we're committed to being the partner you can count on when it matters most.

INdigital's Footprint

INdigital's footprint reflects a local presence with national impact — delivering reliability at scale while maintaining close operational relationships.


Over 60 Million Served
544 Counties
INdigital NGCS
Deployment Status
Implemented
In Progress
67 Alabama
1 Arkansas
51 Florida
9 Georgia
44 Illinois
92 Indiana
1 Louisiana
1 Massachusetts
6 Maryland
83 Michigan
73 Missouri
10 New Hampshire
5 New York
1 Nevada
5 Rhode Island
6 South Carolina
4 Kansas
7 West Virginia
14 Vermont
29 Utah
34 Texas

INdigital supports 544 counties serving more than 60 million residents and provides NGCS for three of the four largest cities in the United States. Our commitment remains constant: deliver reliability, resiliency, and results every day.


Vendor Neutral
CHE Deployments
1 Atos
2 Carbyne
26 Central Square
17 ECW
2 Moducum
15 Ryzyliant
148 Solacom
260 Vesta
43 Viper
3 WesTel
27 Zetron

Our team has extensive Viper 7 integration experience, proven through 43 deployments across Michigan, Alabama, Florida, and South Carolina. These capabilities are validated through successful INdigital NGCS lab testing with Viper 7 and full interoperability testing with every major CHE provider. The result: solutions that are tested, proven, and live today on our ESiNet, handling real 9-1-1 calls from our NGCS. This includes Motorola VESTA/VESTA NXT, Solacom Guardian, Carbyne, CentralSquare, and Zetron. No matter which call handling provider you choose next, you can be confident it already works on our network.

Price Confirmation

The pricing submitted in our proposal is for the entire requirements that are indicated and outlined in the Statement of Work.

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Why INdigital?

NGCS Is All We Do

Our entire company is **focused solely on NGCS**; no distractions, no competing priorities. We're powered by people who come from the industry, who anticipate the assignment and execute it with precision.

Steady Through Any Storm

Disasters don't wait, neither do we! INdigital helps you weather any storm, figurative or literal. Our team **ensures your agency stays connected** and receives calls, even in the toughest disasters

Quick with Quality

From **decision to deployment, we move faster than anyone.** Leveraging our extensive ESInet and NGCS experience, we follow best practices and a streamlined approach to ensure every project succeeds quickly and efficiently.

Vendor Neutral

When every second counts, go with the NGCS partner 9-1-1 centers' trust for **flexibility, freedom of choice, and seamless multi-vendor integration.**

Proven Resiliency

Our network stays up when others don't. **Multiple carriers, independent routes, and fully separate data centers** ensure 911 remains operational during storms, fiber cuts, and outages, with MEVO serving as the safety net beyond the CHE.

Florida Focused Resources

Florida is **supported by a dedicated INdigital team**, a Market Manager, Service Manager, 911 Solutions Architect, and Engineer, ensuring your agency receives focused, reliable, and responsive service every day.

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NGCS is All We Do: Our competitors, whom you're considering, are just system integrators—they bundle others' technology. At INdigital, we develop it, we deploy it, and we deliver reliable 911 service every day. We're the team behind the technology. Others integrate. We innovate. Competitors assemble. We build!

Steady Through Any Storm: Storms happen. INdigital ensures you stay connected—always ready, always reliable.

Quick with Quality: We move faster than our competitors, yet we move with precision. Our ESInet and NGCS expertise, our streamlined, proven approach turns plans into successful deployments—on time, on target.

Multi-Vendor Friendly: Flexibility matters as much as reliability. At INdigital, your technology investments enhance your ESInet/NGCS. They don't compete with it.

Proven Resiliency: Networks fail. Ours doesn't. 911 calls keep moving, powered by multi-route, multi-carrier resilience and MEVO.

Florida Focused Resources: Local, dedicated INdigital staff focused solely on your daily success. Attentive, proactive, reliable - we live your mission, that's INdigital on your side.


INdigital
Trusted by Millions
Responsive to One
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We build true partnerships. Nimble. Accessible. Accountable. We don't quit, point fingers, or run and hide behind voicemail or 3rd party call centers. We stand with you.

Not a single NGCS customer has ever left INdigital. That speaks volumes! Zero churn. Total trust. That's INdigital NGCS.

Over 60 million citizens. 544 counties. One commitment: your success!

Prepared, Proven, Ready to Serve Broward County!

Questions and Discussion

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NGCS is all we do. We build it, deploy it, and operate it every day. Others integrate technology — INdigital delivers it.

We stand by our partners, remain accessible and accountable, and have never lost an NGCS customer. Zero churn reflects trust built through performance.

Thank you for your time and consideration.