

Multi-channel interaction recording, call logging, incident playback and quality assessment

Bringing peace of mind with reliable and innovative NextGen recording solutions designed specifically for public safety communications centers.



NG911, consoles, radios,
P25, phones



Rapid retrieval for incident
playback



Customized report and
data retention



Dispatcher quality assessment



Secure data encryption



Regulatory compliance

HigherGround develops solution-based software and reliable applications for mission-critical public safety communications. Our Capture911 multi-channel recording and QA solution transform data into actionable intelligence to optimize operations, enhance performance, and reduce costs. New Live911 software is the industry's first technology that allows officers in the field to hear 911 emergency calls from their vehicles in real-time and immediately identify precise caller location.



Capture911 recording and incident reconstruction solution has been deployed in thousands of public safety organizations



“ Capture911 has streamlined our investigation process and drastically improved our incident recreation abilities. The CAD screen capture feature is an invaluable training tool for our dispatchers and is used to verify our ALS ambulance on scene time compliance, and in some cases saved us from accruing penalties. ”

- KT McNulty, Regional Director, AMR

“ Our team is impressed with Capture911’s intuitive web-based platform and appreciates the value it provides with a lot of extra features, including screen capture. We now have the ability to use our recording system to do so much more than our previous solution. ”

- Lee Ann Magoski, Director of Emergency Communications, County of Monterey



“ Our agency has asked HigherGround to jump through many hoops to fit our business practice. They have been flexible and helped to customize the Capture911 application to handle our needs. The software is easy to use with minimal training required for any of the users. I would recommend Capture911 to anyone looking for a reliable audio recording. ”

- Charles Keasler, IT System Administrator, Yolo911

“ During the 1-35W bridge collapse, the 9-1-1 center used HigherGround’s Capture911 digital voice recording solution to record each of the incoming telephone calls as well as radio transmissions. We did not lose a single recording, even with triple the normal call volume. ”

- Tom Donohoe, Minneapolis 911



“ Our implementation of Capture911 was smooth and easy. Our project manager and technical staff at HigherGround were great to work with. Users can quickly look up calls and the downloading and saving of recordings is straightforward. Adding stations and users has been effortless. Overall, very happy with the application and support. ”

- Sherri Watier, Information Technology Coordinator, Barrie Police Department