

Zetron's Authorization to Sell ECaTS Adds Comprehensive Reporting to MAX Call-Taking

Zetron is now authorized to sell Direct Technology's Emergency Call-Tracking System (ECaTS), an advanced management reporting solution for 9-1-1 systems. When fully integrated with Zetron's MAX Call-Taking 9-1-1 system, ECaTS provides public-safety agencies with comprehensive reports and emergency call-taking information they can use to improve their operational efficiency.

Redmond, WA, U.S.A., August 15, 2013 – Zetron, a leading provider of mission-critical communications solutions, has signed an agreement with Direct Technology to become an authorized reseller of their Emergency Call -Tracking System (ECaTS). Zetron's version of ECaTS integrated with Zetron's [MAX Call-Taking](#) E9-1-1 system will allow agencies to generate simple or complex reports with the click of a mouse. Administrators can then use the report data to analyze and manage call loads and call handling more effectively. A fully integrated MAX Call-Taking/ECaTS solution will greatly improve an agency's ability to access, understand, and use important information about their call-taking activities.

"ECaTS is recognized in the industry as a leading MIS reporting package," said Zetron Vice President of Product Management, Kathy Broadwell. "Becoming an authorized ECaTS reseller enhances Zetron's ability to provide customers with the best, most complete solution possible for incident management. This arrangement will provide Direct Technology with additional market exposure while giving Zetron the ability to offer an excellent MIS reporting package as an enhancement to our MAX Call-Taking system."

"This strategic alliance between Zetron and ECaTS creates significant value for the 9-1-1 industry, said Fred Michanie, ECaTS President and founder. "The dynamic nature of Zetron's MAX Call-Taking system will now be enhanced even further because it will provide the first cloud-based universal MIS product to its customers. More importantly, Zetron is now able to provide customers with unique, customized reporting services not currently provided by other CPE [customer-premises equipment] manufacturers."

About Zetron

For over 30 years, Zetron has been providing mission-critical communications solutions to customers in public safety, transportation, utilities, manufacturing, healthcare and business. With offices in the U.S.A., U.K., Australia and numerous field locations, Zetron supports a worldwide network of resellers, system integrators and distributors. This gives Zetron a global reach as well as a local presence in the regions it serves. Zetron is a wholly owned subsidiary of JVC Kenwood Corporation. For more information, visit: www.zetron.com.

About Direct Technology

The ECaTS product was originally developed by Direct Technology in 1997 to solve a critical business need for the 9-1-1 Program Office in California. The Program Office was seeking a product that could provide universal 9-1-1 call statistics analysis across the entire state, regardless of the type of customer premise equipment (CPE) installed at each public safety answering point (PSAP). Direct Technology developed and deployed the first version of the product in late 1997. ECaTS is the only cloud based NextGen 9-1-1 reporting product that provides universal business intelligence reporting services for public safety clients, regardless of the type of CPE used at the PSAP. For more information, visit www.ecats911.com.