

FROST & SULLIVAN
BEST PRACTICES



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US DISASTER
RECOVERY SOLUTIONS

PRODUCT LEADERSHIP



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Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. INdigital excels in many of the criteria in the US disaster recovery solutions space.

RECOGNITION CRITERIA	
<i>Business Impact</i>	<i>Product Portfolio Attributes</i>
Financial Performance	Match to Needs
Customer Acquisition	Reliability and Quality
Operational Efficiency	Product/Service Value
Growth Potential	Positioning
Human Capital	Design

The Transformation of the Disaster Recovery Solutions Industry

The US public safety landscape is undergoing rapid transformation as climate volatility, population growth, and aging communications infrastructure place unprecedented pressure on 9-1-1 systems. Hurricanes, wildfires, tornadoes, and large-scale power failures have exposed significant vulnerabilities in traditional call handling architectures, especially those dependent on single site call handling equipment (CHE) or legacy selective routing models. As natural disasters intensify, Public Safety Answering Points (PSAPs) require solutions that guarantee resiliency not only at the network layer but all the way to the call taking endpoint. The industry’s shift toward Next Generation 9-1-1 (NG9-1-1) has expanded capabilities, but it has also introduced complex dependencies that make redundancy and continuity of operations more challenging than ever.

This transformation is pushing states and regional authorities to look beyond legacy failover mechanisms - which often route 9-1-1 calls to administrative lines without location data - and toward purpose-built disaster recovery platforms capable of sustaining robust 9-1-1 functionality under extreme conditions. The rise of distributed IP networks, cloud native applications, and satellite-based connectivity is reshaping deployment models, compelling solution providers to integrate multi-path redundancy, automated failover, and advanced policy routing into their designs. The market now favors providers capable of

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delivering secure, multi-layered continuity solutions that maintain caller location, ANI/ALI integrity, mapping capabilities, and logging, regardless of concurrent failures at the local, regional, or network level.

Moreover, PSAPs face operational and economic pressures associated with consolidation mandates, staffing shortages, and the increasing frequency of special events that generate unpredictable call loads. Many states have confronted significant service interruptions during recent hurricane seasons, underscoring the need for resilient and flexible 9-1-

1 disaster recovery solutions. As authorities demand solutions that minimize downtime, ensure interoperability, and enable mobile or remote call taking during crises, the market is gravitating toward platforms that are both technically advanced and operationally simple. INdigital’s Managed Emergency Voice Operations (MEVO) platform represents a decisive response to these industry imperatives

Product Differentiation & Unmatched Resiliency Architecture

INdigital’s MEVO platform is purpose-built to address one of the most significant gaps in traditional 9-1-1 resiliency strategies: the loss of call handling capability at the PSAP level. While many solutions focus on network redundancy or carrier diversity, MEVO introduces an independent, NG9-1-1–integrated call processing pathway that enables continued emergency call handling when local call handling equipment (CHE), facilities, or connectivity are impaired.

Rather than relying solely on redundant CHE environments, MEVO leverages INdigital’s ESInet and Next Generation Core Services (NGCS) to deliver calls to alternate endpoints capable of full call processing. This approach allows agencies to maintain operational continuity across a wide range of failure scenarios, including CHE outages, facility evacuations, network disruptions, and large-scale disaster events.

MEVO is deployed through a flexible, three-tier architecture:

- *MEVO Core* operates within the INdigital ESInet/NGCS environment and provides an alternate call processing path when calls cannot be delivered to the primary or secondary PSAP call handling systems. Calls are routed via policy-based routing to MEVO-enabled endpoints for processing.
- *MEVO Edge* extends survivability into or near the PSAP environment by enabling call handling through MEVO-enabled devices when local CHE systems are unavailable. This capability requires alternate network connectivity (e.g., commercial broadband, LTE, or satellite) to access the ESInet.
- *MEVO Anywhere* provides a portable, rapidly deployable call handling capability that allows agencies to establish remote or field-based operations. These deployments connect securely to the ESInet using available connectivity options, including LTE and satellite (e.g., Starlink), enabling continuity of operations outside of the physical PSAP.

This three-tier model represents a level of resiliency unmatched in the industry and equips agencies with the ability to dynamically and seamlessly shift operations outside the physical PSAP without losing essential 9-1-1 capabilities.

Reliability & Field Proven Performance During Major Disasters

PSAPs increasingly require solutions that have been stress tested in real world conditions, not just lab environments. During Hurricanes Helene and Milton, large regions across Florida, Georgia, Alabama, and the Carolinas experienced widespread 9-1-1 outages, selective router failures, and prolonged power

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disruptions. Traditional backup systems were insufficient to maintain continuity of operations. MEVO, however, demonstrated exceptional reliability, restoring service to multiple PSAPs, even those not originally served by INdigital.

In Florida and Georgia, INdigital deployed MEVO Anywhere Kits (MAKs) to multiple counties, enabling local call taking even when terrestrial networks and CHE systems were offline. In one notable example, Camden County, Georgia lost its 9-1-1 system entirely but was able to continue operations using a MAK deployed from Nassau County, Florida. The kit

allowed Camden to retain control of its emergency operations using another agency’s infrastructure, preserving both response coordination and data integrity. This mutual aid interoperability showcases MEVO’s unique ability to provide full 9-1-1 capabilities across jurisdictions during emergencies.

This flexibility is particularly important for smaller PSAPs that may lack redundant facilities or staffing. MEVO Anywhere Kits, for example, offer a compact, low form factor solution with IP phones, a small UPS, LTE or Starlink enabled routers, and instant setup capabilities. These kits, priced affordably relative to full CHE systems, empower PSAPs statewide or regionally to pre-stage disaster recovery assets, enhancing mutual aid and supporting cross jurisdictional resilience.

MEVO’s reliability was further proven through Starlink enabled deployments. INdigital conducted Starlink testing in multiple PSAP - such as Franklin County, Florida - before and during Hurricane Helene. The satellite systems maintained sufficient throughput for voice and data, allowing MEVO phones to receive 9-1-1 calls even as local infrastructure was heavily damaged. These real-world results confirm MEVO’s role as an indispensable disaster recovery solution, offering PSAPs a dependable operational pathway when every other layer of redundancy fails.

Product Quality & Advanced Feature Continuity

Maintaining robust NG9-1-1 feature parity during system outages is notoriously difficult. Most backup solutions offered by competitors provide voice only, with no ability to process ALI, rebid location, or manage rich call metadata. This compromises call taking accuracy, slows dispatch, and introduces operational risk. PSAPs have long struggled with fallback mechanisms that degrade essential information when it is needed most.

INdigital designed MEVO specifically to overcome these limitations. When upstream systems and connectivity are available, MEVO delivers a complete suite of NG9-1-1 features including: ANI, formatted ALI, ALI rebid, Push to CAD, single button callback, 9-1-1 transfer, PSTN transfer, conferencing, call detail

reporting, instant recall recording, and integrated translation services. These capabilities are normally available only through the primary CHE, yet MEVO preserves them even during catastrophic failures.

INdigital leverages its unique position as an i3 compliant NGCS provider that builds all of its own functional elements in-house, allowing MEVO to deliver 9-1-1 calls with full ANI, ALI, mapping, recording, transfer, and callback functionality when upstream systems and connectivity are available. Because the company engineers its own NGCS application layers, it achieves technical integration and performance optimization that third party vendors cannot replicate.

Frost & Sullivan research indicates that MEVO reduces dependence on CHE and PSAP infrastructure, and that no competing product currently offers this combination of physical hardware reliability, independent network routing, and advanced NG9-1-1 feature continuity during local system failures.

Unique Routing & Activation Capabilities

MEVO call delivery is controlled through standards-based NG9-1-1 routing mechanisms, including the Emergency Services Routing Proxy (ESRP) and Policy Routing Function (PRF).

Under normal operations, calls are routed to the appropriate PSAP using location-based routing via the Emergency Call Routing Function (ECRF). When the primary or designated secondary call handling systems are unavailable, policy-based routing rules may direct calls to MEVO-enabled endpoints. These conditions can include:

- CHE unavailability
- Network or facility outages
- Manual invocation for planned events or evacuations
- Overflow or load balancing scenarios

This ensures that calls are not lost and can still be processed by authorized personnel, even when traditional call handling paths are disrupted.

Customer Value, Adoption Momentum & Market Trust

As NG9-1-1 deployments expand nationwide, agencies increasingly seek solutions that safeguard operational continuity while maximizing return on investment. Many states operate under tight budgets, making it essential that disaster recovery solutions are cost effective, easy to deploy, and supported by field proven success. MEVO meets all of these criteria and has seen accelerating adoption as a result.

MEVO's pricing model reflects this commitment to customer value. For statewide NGCS deployments, the MEVO backup capability costs, on average, one to two cents per pop, making it economically accessible even to smaller states. Meanwhile, MEVO Anywhere Kits—used for special events or emergency deployments—are priced around \$15,000–\$20,000, far below the cost of specialized mobile PSAP systems. This balance of performance, flexibility, and affordability reinforces INdigital's leadership position in the market.

Brand Equity, Expertise & Industry Leadership

A major challenge for PSAPs is identifying partners with deep technical expertise, a proven track record, and a singular commitment to public safety communications. Many NG91-1 vendors focus on broad

product portfolios - CAD, mapping, analytics, radios - and lack the ability or incentive to develop highly specialized disaster recovery solutions. This fragmentation has left a gap in the market for purpose-built platforms that ensure continuity at every point in the call path.

INdigital stands out through its decades long, exclusive focus on 9-1-1 call delivery. This specialization positions the company uniquely to innovate in areas others overlook. Because INdigital manufactures all of its own NGCS functional elements, it has granular control over routing, policy management, failover logic, and device level behavior - capabilities that competitors relying on third party components cannot match.

The company's leadership is further reinforced by its proven deployments in disaster response and a culture of operational support that has contributed to the company's reputation and customer trust. Statewide deployments across Indiana, Michigan, Vermont, Rhode Island, Alabama, and others demonstrate both longevity and scalability, confirming that MEVO is not just an innovative product, but a trusted and proven element of public safety infrastructure nationwide.

Conclusion

INdigital has established itself as a clear leader in disaster recovery solutions. Its MEVO platform delivers resiliency, full NG9-1-1 feature continuity, and exceptional operational flexibility across *Core*, *Edge*, and *Anywhere* deployments. Proven in real disasters, from Hurricanes Helene and Milton to multi state mutual aid operations, MEVO provides PSAPs with a comprehensive, fail-safe system that outperforms alternative solutions in the market. INdigital's singular focus on 9-1-1 innovation, engineering excellence, and commitment to customer success have positioned it as a transformative force in the U.S public safety sector.

With its strong overall performance, INdigital earns Frost & Sullivan's 2026 US Product Leadership Recognition in the disaster recovery solutions industry.

What You Need to Know about the Product Leadership Recognition

Frost & Sullivan's Product Leadership Recognition identifies the company that offers a product or solution with attributes that deliver the best quality, reliability, and performance in the industry.

Best Practices Recognition Analysis

For the Product Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Business Impact

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Leveraging innovative technology characterizes the company culture,

which enhances employee morale and retention

Product Portfolio Attributes

Match to Needs: Customer needs directly influence and inspire the product portfolio's design and positioning

Reliability and Quality: Products consistently meet or exceed customer expectations for performance and length of service

Product/Service Value: Products or services offer the best value for the price compared to similar market offerings

Positioning: Product serves a unique, unmet need that competitors cannot easily replicate

Design: Product features an innovative design that enhances both visual appeal and ease of use

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company’s long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

STEP		VALUE IMPACT	
		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners