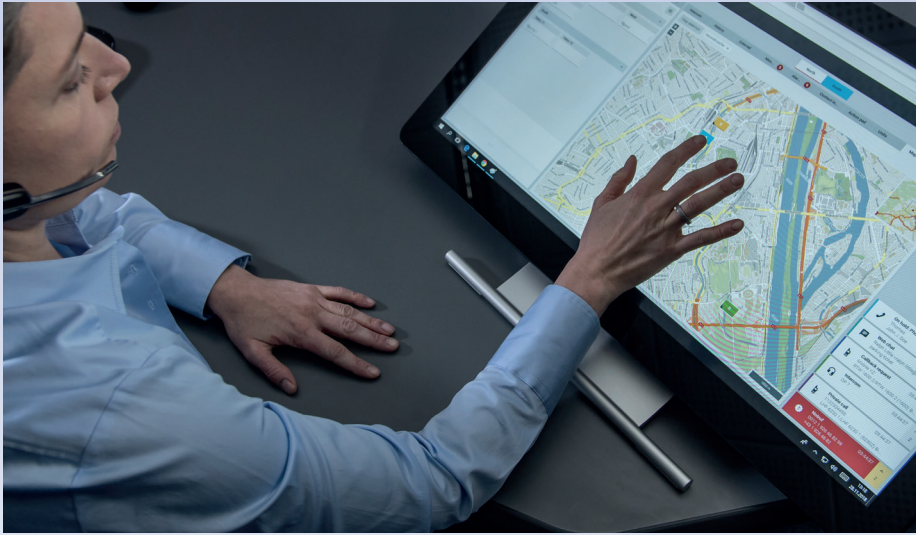


Beyond the Control Room

Control rooms are moving beyond physical borders to effectively scale up operations and quickly adapt to continually changing conditions. David King, Frequentis UK Head of Sales, explains how its cloud solution solves the challenge.



Control rooms respond to small-scale emergencies every day that affect one or a small number of people. But when an entire region or country is in a national crisis control rooms come under immense pressure and it is not always operationally possible to immediately react to the sudden onslaught of demand.

Working from home became the norm for most, if not for all, office-based roles over the last 18 months, however, that wasn't the case for those in safely critical control and dispatch centres.

For these key workers it was not as simple as sending teams home with a laptop, since many emergency call handlers are working with a telephone system that is not configured for remote working and generally have a high dependency on business infrastructure. In addition to this, call volumes in some locations were reported to be up to four-times higher without any ability for additional staff to manage the added workload because of the fixed number of operator working positions.

What we need is to enable dispatchers to manage emergency incidents from any mobile device or location, allowing organisations to scale up their control room operations beyond physical borders, and access their working position from anywhere. In the event of a national disaster or terrorist situation this also means that operators remain out of harm's way.

And it's not just unexpected events that require increased support; large, planned events also put an unusual level of strain on resources or accentuate critical communication needs. For example, events such as the Olympics or the G7 summits, both of which were supported by our communication solutions.

The right technology

A solution with a web-based front-end utilising WebRTC means users can access services from commercial-off-the-shelf (COTS) devices using widely available web browsers that they have already installed.

Home-based working positions can therefore be set up rapidly, independent of location, without relying on the corporate infrastructure. This is all possible with the Frequentis LifeX, which is built on an open framework, designed to integrate seamlessly with a wide range of systems via common industry standards, allowing control room operators to seamlessly work from any location. This includes Next Generation Comms (NG112 & NG911), which enables members of the public to engage with public safety answering points (PSAPs) via VoIP, SMS, mobile messaging apps, pictures and video calls.

In order to address and meet upcoming technological challenges, we are continuously improving and developing LifeX to align with the upcoming MCx

standards. To establish a pan-European interoperable mobile broadband system for Public Protection & Disaster Relief, Frequentis leads a consortium, along with our specialist partner Nemergent Solutions. This consortium successfully completed Broadway Phase 2 including the deployment of three different (MCPTT enabled) LTE networks and the integration with TETRA.

Within the UK we will be delivering MCx control room services (ESN) to some of the largest and most complex customers, including providing critical communications to support over 50,000 Police, Fire and Ambulance staff, covering England, Scotland and Wales.

The right service

LifeX as a Service (LXaaS) provides a viable, economical, and scalable cloud-based solution. ESN will also provide an opportunity for LXaaS to enhance customer capabilities and, as a Home Office approved supplier, Frequentis is at the forefront of this development.

LXaaS, via the secure Azure cloud, enables small and large organisations alike, access to solutions with the flexibility expected in today's everchanging world. LXaaS allows all organisations access to one the best control room solutions in the world with the additional benefits of:

- Flexible, affordable procurement options based on concurrent usage, not number of users
- Ability to cope with surge demands, and to buy operational modules, as required, (add ons)
- Speedier implementation – no bespoke customer infrastructure requirement.
- Fully managed maintenance, security and support service
- Truly location independent – the ability to access where and when needed

Ultimately, LXaaS provides peace of mind that your control room solution is being managed by a world-leading organisation whose core business is mission-critical communications for mission-critical organisations.

For more information visit
www.frequentis.com/public-safety
 Meet us at Bapco Coventry, stand F2

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