

# Datasheet: ICCS 3020 Communication platform for emergency services

ICCS 3020 (Integrated Communication and Control System) stands for secure and reliable voice communication in control centres. The ICCS 3020 efficiently connects telephony and radio functions with all associated data services, such as location data. The ergonomic and efficient operation makes it easy for users to concentrate on their tasks.

## Key features

### Voice communication: Telephony functions

ICCS 3020 provides emergency call taking and handling, as well as processing and transmission of emergency call data, taking applicable directives into account.

### Voice communication: Radio connections

Connection of analogue and digital radio systems. The line-station interface to the digital radio network is via the digital radio gateway. The ICCS 3020 also allows connection with digital radio terminals via the PEI interface for the use of voice and data services via the air interface.

### Integration and interfaces

The ICCS 3020 contains open, manufacturer-independent interfaces for the integration of voice recording and computer-aided dispatch systems from a wide range of manufacturers.

### Networking of several ICCS 3020 systems

ICCS 3020 systems use common network infrastructures and can therefore be flexibly interlinked. The type of networking is adapted to the organisational framework, such as cooperative control centres, fall-back centres, partner centres, and nationwide distributed control centres.

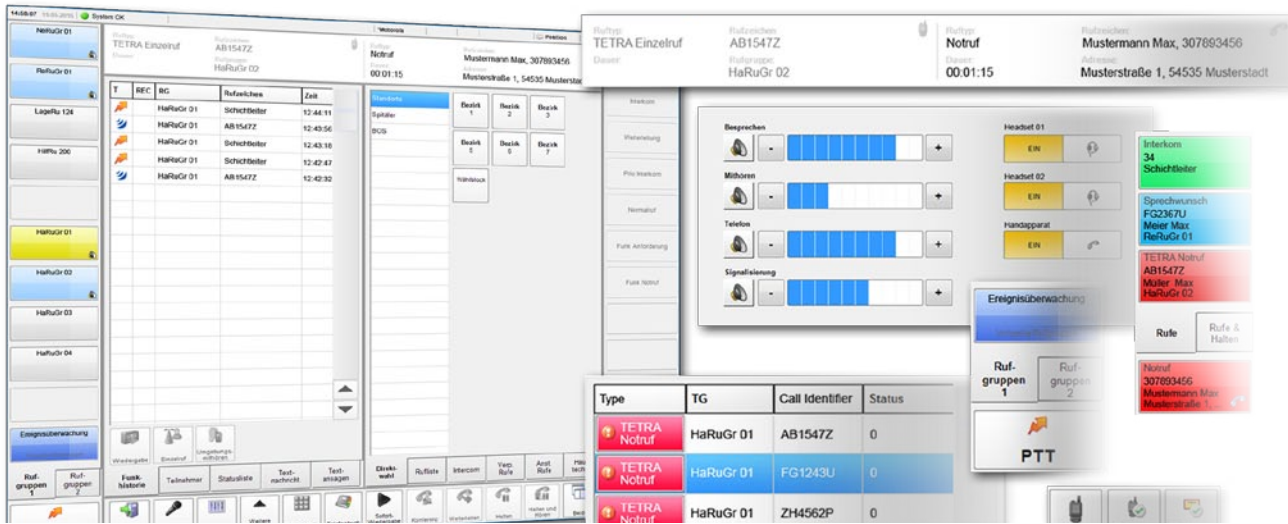


## ICCS 3020 at a glance

- 65 customers worldwide
- More than 1000 dispatchers worldwide work with ICCS 3020
- Continuous improvement and technical development in line with market requirements
- Yearly release cycles

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## Benefits

### Integrated, highly-available voice communication

- Operation of telephony, radio and data services via ergonomically optimised user interface without media breaks
- Redundant execution of all system-critical components to ensure 24/7 operation and elimination of scheduled maintenance windows

- Scalability by simply adding additional elements (workstations, interfaces)
- Support of cooperative control centres or control centre networks
- Use of standard IT systems (servers, clients, network) allows integration in data centre infrastructures

### Flexibility and extensibility

- Role-based, location-independent access to system functions and connected resources (free-seating)

### Ready for the future

- Established product for the emergency services market
- Defined roadmap of enhancements and features
- Implementation of current emergency services-specific functions and standards

## ICCS 3020: Technical specification

	Standard system
Supported operating systems server	Windows Server 2008/2012
Supported databases	MS SQL Server 2012/2014
Supported operating systems client	MS Windows 7/8.1/10
Integration in the IT environment	ActiveDirectory
Data interface to third-party systems	CAD.NET (.NET Remoting Services), CDI (digital radio data services), SNMP