3020 LifeX™ is a future-oriented public safety communication and collaboration platform designed to satisfy all the demands of a next generation control room and its multimedia handling. Thanks to its sophisticated, modular architecture, 3020 LifeX™ can integrate a variety of systems using different protocols and can flexibly exchange or upgrade them without compromising ongoing operations.

**Key features**

**Unique safety architecture**

The 3020 LifeX™ carrier-grade architecture is designed to meet the highest demands of mission-critical public safety use cases. The software seamlessly integrates with your existing IT infrastructure (on-premise, SaaS, cloud). The resilient architecture makes 3020 LifeX™ scalable during runtime in a linear way, adding additional computing power as required by special operations.

**Easy integration**

As 3020 LifeX™ is designed as an open platform. Other services and interfaces can be hosted on the same level as 3020 LifeX™ services. This ensures that data can be used horizontally across all business services. An open partner API enables other applications to utilise services, as well as data of the platform.

**Dissolving control room borders**

For 3020 LifeX™, any device is a working position. The use of pure, web-based user interfaces and built-in flexible audio handling permit a broad range of different deployment scenarios on already installed infrastructure. Different gateways and the adapter concept allow seamless integration of different communication methods and technologies – for on-premise installations, data centre hosting, as well as hybrid scenarios.
From information silos to data centricity
Focusing on increasing operator performance, reducing manual tasks and simplifying maintenance, 3020 LifeX™ employs an advanced technology platform to reduce data silos, host multi-vendor apps and harmonise operator communication and collaboration.

From station to street, always online
3020 LifeX™ empowers the mobile application, consuming services freely within a given network. It supports the sharing of actionable knowledge between the relevant stakeholders thanks to its smart, two-way multimedia exchange mechanism.

From emergency call to emergency contact
3020 LifeX™ uses smart geolocation, conversation routing and in-call collaboration to optimise control room multimedia emergency communication. It also supports industry standards, such as NG112, allowing citizens to contact the control room using the media most relevant to their given circumstances (voice, text, video, or combined).

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**Availability/Scalability**
- Up to 99.99% for a single domain system / up to 1,000 working positions
- Live Upgrade (Blue/Green)

**Standards compliance**
- SIP/RTP, SIPREC, ED137, TLS, Kerberos, XMPP

**Phone interfaces**
- Supplied: PRI, BRI (T0), FXS, FXO, Supported: 3rd-party COTS IP voice gateways, e.g. CISCO, support of SBC

**Radio connectivity**
- From 10 to 2,000 concurrent audio streams, integration with customer radio infrastructure via the Frequentis Universal Radio Gateway (URG) technology, Integration of LTE (ESN-R, eLTE)

**Security**
- Secure communication based on TLS: SIPS, HTTPS, WebSocket secure

**Recording interfaces**
- Integration of real-time voice and data recorders according to SIPRec Replay of recordings via RTSP

**Monitoring & logging**
- Using standard protocols (e.g. SNMP) to gather information about infrastructure, operating system, as well as virtualised products. Centralised log collection and processing, log analytics and visualisation