

# Product brief: DIVOS

## Advanced safety-critical recording

Thorough documentation of all communication between control centres, rolling stock and mobile staff is a vital task for public transport organisations. The DIVOS recording system collects and archives phone, radio, TETRA and GSM-R communication while also capturing screens and giving operators and investigators easy access to securely stored information. DIVOS scales from single to distributed recording systems and provides powerful web services for full integration with other safety-critical information systems.

### Key features

#### Reliable recording

DIVOS supports logging of diverse physical interfaces and protocols. It can record calls from legacy radio systems, modern mobile radio and telephone systems. DIVOS is flexible and covers all communication channels, ensuring full documentation of an incident.

#### Designed for safety-critical control rooms

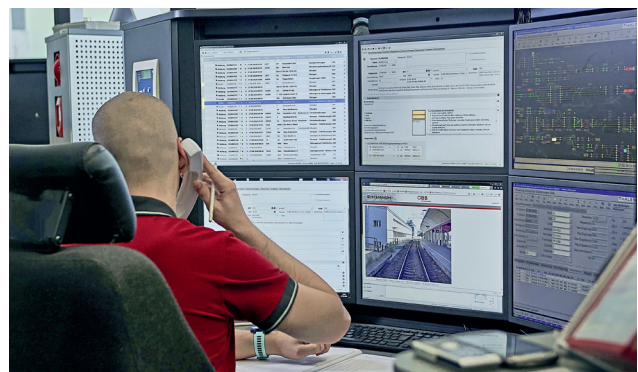
With the browser-based DIVOS Investigate client, DIVOS provides a powerful tool for investigators and supervisors to thoroughly document an incident by collecting recordings of interest. Users can create precisely timed reports of recordings and comment on findings. These incident reports can both be securely shared with other DIVOS users and exported to legal authorities.

#### Scalable and reliable architecture

DIVOS scales from small-sized systems with less than 20 recording channels to very large ones with more than 10,000 channels. The inherent design of DIVOS also supports a network of distributed systems and geo-redundant data centre implementations, as well as fully redundant system configurations. Administrators can monitor the state of the deployed DIVOS systems at any time with a browser-based client.

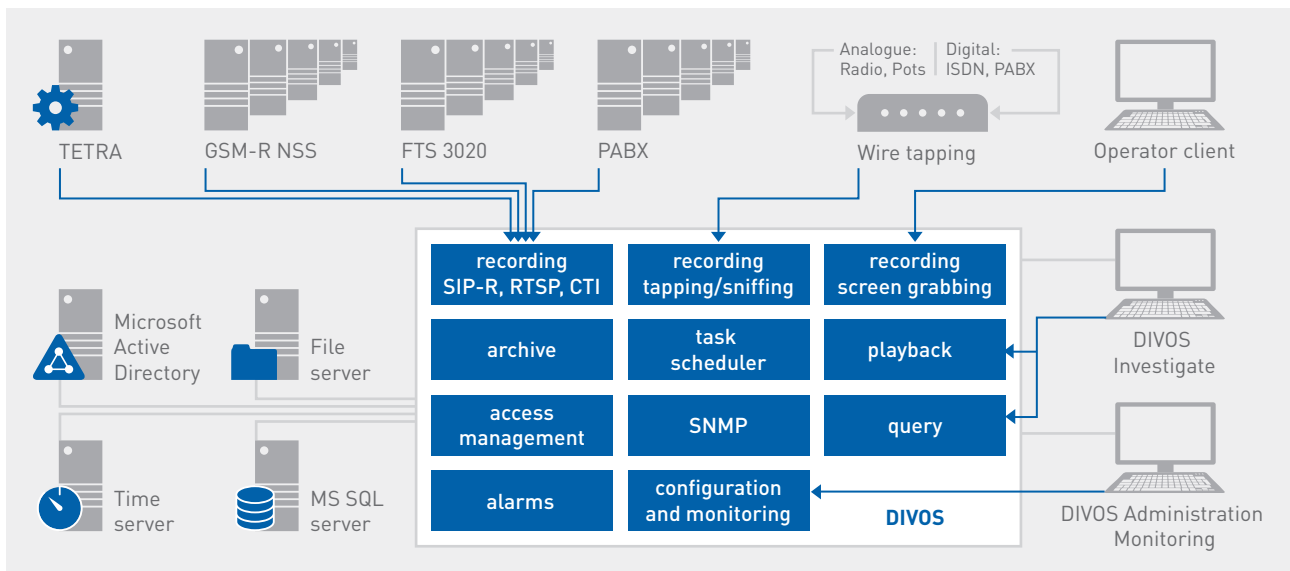
#### Secure storage and access

Confidentiality and integrity protection of all recorded information is ensured during recording, storage and user access. The integrated audit log services document all user activities.



### DIVOS at a glance

- Reliable recording of GSM-R, TETRA, analogue radio and telephone calls
- Follows safety standards to meet control room expectations
- Easily accessible for users via a browser based clients
- Thorough documentation/creation of investigation reports
- Add bookmarks, voice and text for personal investigation comments
- Securely share recordings of interest and other reports
- Scale from a few recording channels to over 10,000 channels
- Deployable as a single system, network of distributed systems and as a geo-redundant data centre solution
- Multi-tenancy support



## Benefits

### User-centric design

The intuitive, web-based client boasts a wide array of practical features, such as frequently used search patterns, context-specific filters, list views and investigation sessions – putting all the necessary information at the user’s fingertips.

### Smart performance

DIVOS enables easy and fast access and presentation of search results.

### Increased availability and flexibility

DIVOS can be accessed from every workstation, allowing concurrent query and replay by multiple users via web browser.

### Easier investigation and coaching

To simplify investigation and coaching, users can create collections of recordings to be shared with others. DIVOS also provides powerful web services for integration with call taking, incident management and coaching solutions.

## Technical specifications

Recording	VoIP: SIP-R (ETSI TS 103 389), Cisco CUCM, Alcatel IP-DR-Link; Legacy audio: analogue, PCM30, ISDN BRI/PRI, PBX UP0, CTI Alcatel DR-Link; G.711, G.729, Speex compression; At-the-glass screen recording: VGA/DVI/DP up to UHD
Archiving	Automatic creation of long-term storage archives including call-related information Access to archives via browser
Investigating	Create investigation reports with recorded information from any workplace with a browser
Management	Browser-based monitoring and configuration of single and distributed recording systems
Scalability	Up to 10,000 concurrent recording channels per system
Availability	Redundancy on component and system level to achieve up to 99.999% availability
Security	End-to-end encryption and integrity protection; user-based access control
Environment	Standard IT servers with Microsoft operating system and database; support virtualisation of systems

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