Choose an integrated control room communication solution for flexibility, multimedia support and low costs

- Replace isolated single-channel communication systems with an integrated omni-channel approach

- Run new channels in parallel with legacy technology for smooth, low-risk modernisation

- Infuse rich, real-time multimedia data into control-room workflows

- Eliminate the disruptive cycle of continually replacing end-of-life systems through this evergreen approach, securing your long term investments

- Choose an award-winning omni-channel solution

Winner International Critical Communications Award 2022:
**Best Control Room Innovation**

Frequentis 3020 LifeX: IP-based, omni-channel communication linking the public and first responders

Many public safety control rooms continue to take a siloed approach to communication technology, deploying separate radio control systems, PABXs and perhaps even new media contact management solutions. Each time one of these systems requires renewal, its replacement triggers a fresh wave of long and costly integration work and staff training. And with regulators pushing for the integration of multimedia first-contact services, control rooms need to face the challenges of introducing new channels alongside existing ones. There are enormous potential benefits in adopting omni-channel operations that infuse rich, real-time multimedia data into day-to-day tasks – but these require a degree of integration at the technical level and harmonisation at the workflow level that is simply not practical within the constraints of a fragmented control-room architecture. With Frequentis 3020 LifeX, organisations can eliminate the unending cycle of point-to-point integrations, gaining instead a flexible, open, IP-based converged platform for multimedia communication that supports both legacy and future channels. Handling both communication worlds – public contacts via telephony channels as well as first responders via radio and/or MCX channels – the solution enables a gradual transition to the omni-channel control room of the future, in which new capabilities beyond basic radio and telephony use cases can be introduced now or at a pace that suits each organisation's needs. This approach also replaces major capital investments with ongoing operational expenditure. Frequentis is working with customers to help manage the flood of information into public safety control rooms: including data from new sources such as smartphones, social media, CCTV cameras, and drone telemetry. Integrating these new types of data into existing workflows can enable an omni-channel approach to conversations that spans multiple channels seamlessly. Infusing real-time multimedia data into workflows can augment situational awareness. It can also enable faster and better-informed decision-making, enhanced service quality, greater cost-efficiency, and more effective interaction between the public and front-line officers.

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FOR A SAFER WORLD
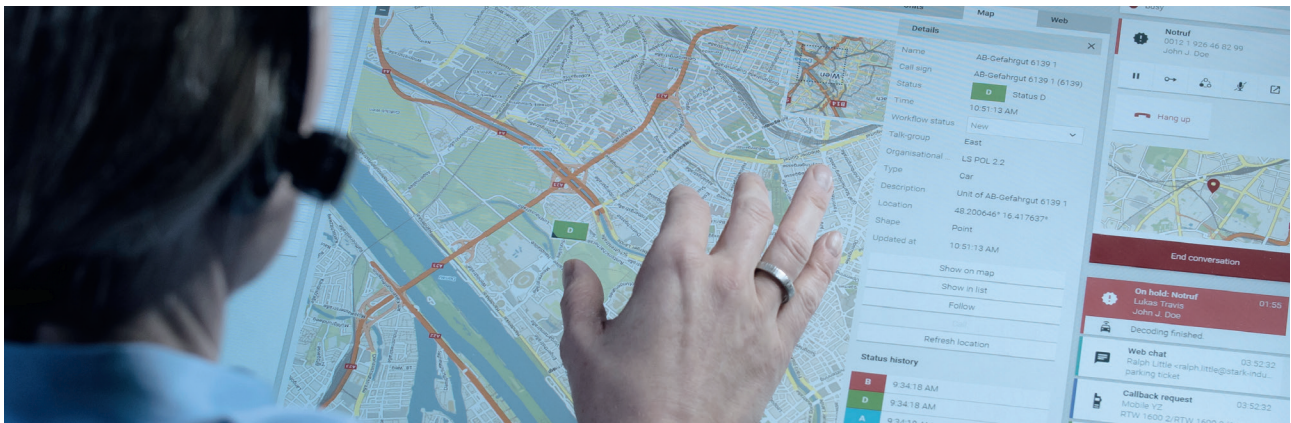
Frequentis 3020 LifeX

- IP-based, modular, fault-tolerant, carrier-grade architecture for mission-critical public- and first responder-facing use cases

- Supports both legacy and future-facing protocols and standards, including Web APIs, XMPP, HTML5, SIP/RTP, NG112/911, TETRA, P25 and MCX

- Provides documented, standards-based APIs to enable secure integration with other applications

- Enables seamless, stepwise transition to end-to-end omni-channel operations within lean budgets

However, for control rooms running isolated communication systems, the potential cost, risk and disruption of introducing these new technologies can seem daunting. Organisations need the ability to embrace new operational approaches and technologies in a controlled way, bringing in support for NG112 and MCX without immediately switching off legacy systems.

A smooth path to the future

With Frequentis 3020 LifeX, organisations can completely renew their public- and first responder-facing communication infrastructure in a stepwise manner that offers continuous enhancements at low incremental cost. The ability to run legacy and new technologies side-by-side reduces operational risk and enables a smooth, gradual introduction of new capabilities. In the integrated environment from Frequentis, organisations can focus on service improvements rather than on multi-vendor orchestration and change management. The solution also enables easy load-dependent routing of contacts between different control rooms for greater resilience and flexibility in service provision. The same consistent user interface handles all voice and non-voice contact methods from end-to-end, and users enjoy full functionality from any location via an IP connection.

To establish the above mentioned evergreen approach, LifeX enables organisations to continuously adopt the latest standards and technologies without the cost, risk and disruption this would entail in a control room powered by isolated communication systems. Organisations can deploy LifeX initially to cover existing radio and telephony use cases, and switch on new capabilities and media at their chosen pace without introducing new user interfaces or clients. In addition to protecting the value of past investments, this approach reduces training costs. Most importantly: LifeX acts as a flexible point of integration for all communication channels and technologies, so organisations no longer need to run a major change management project every time they want to replace a sub-system. This also helps organisations move investments from capital expenditure to operational expenditure, and significantly reduces the long-term cost of ownership.

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