3020 LifeX™
Communication/collaboration platform

3020 LifeX™ is a future-oriented, NG112/NG911-ready, MCX-ready public safety communication and collaboration platform designed to satisfy the demands of a next-generation control room, including multimedia and social media handling. Through its sophisticated, modular architecture, 3020 LifeX™ offers open, flexible bi-directional integration with a variety of internal and third-party systems and protocols. The integrated systems can be changed or upgraded 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 any existing and future infrastructure (any combination of: on-premises, -private cloud, -as-a-service). The resilient architecture makes 3020 LifeX™ scalable during runtime in a linear way, through the addition of computing power as required for special operations.

Easy integration

3020 LifeX™ is designed as an open platform and is well-known and widely deployed in the public safety market. Other services and interfaces can be hosted on the same level as 3020 LifeX™ services, so that location data and multimedia data can be used horizontally across all business services. An open partner API enables other applications to utilise 3020 LifeX™ services and any data managed by 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 enable a broad range of deployment scenarios on existing installed infrastructure, with support for separate IP termination for media and the use of modern touch interfaces. The solution's adapter concept allows seamless integration of different communication methods and technologies irrespective of channel.
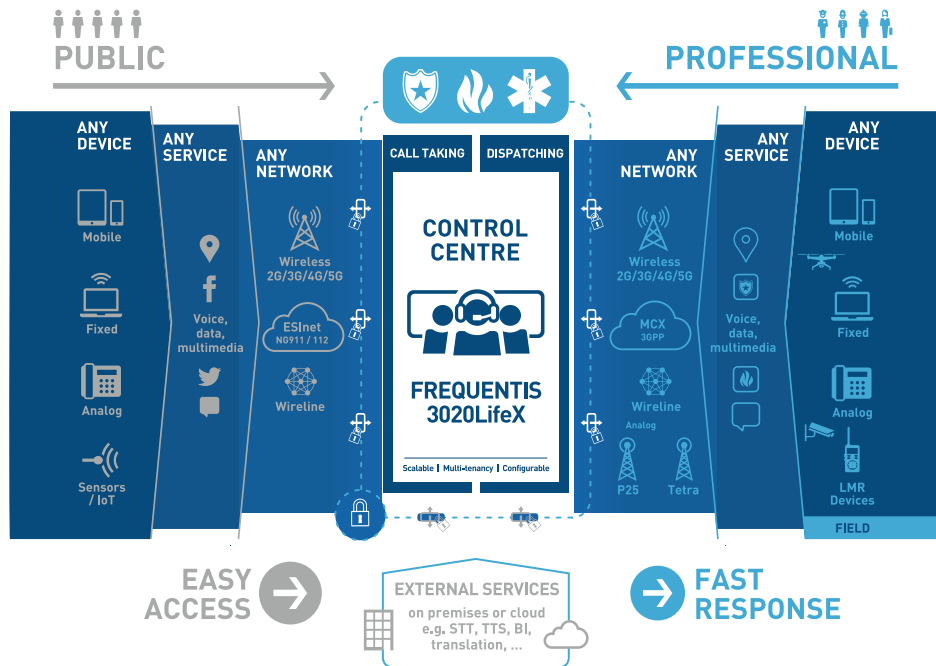

3020 LifeX™ at a glance

- The market leader in public safety, with more than 3,000 active contracted working positions

- Pure software, IP-based communication and collaboration platform with an architecture designed for mission-critical operations

- Shared communication and information services, flexible hybrid deployment options

- Any media – any device. Horizontal integration with easy-to-use, web-based user interfaces

- Linear seat and feature scalability (start small – grow big) for countrywide installations

- Introduce MCX without changing known and trained user patterns

- Open for different integration scenarios

- Native support for NG112/NG911

FREQUENTIS
FOR A SAFER WORLD

Benefits

From information silos to data centricity

3020 LifeX™ employs an advanced technology platform to reduce data silos and harmonise operator communication and collaboration.

From station to street, always online

3020 LifeX™ empowers the mobile application. It supports the sharing of actionable information thanks to its smart, bi-directional, end-to-end multimedia exchange mechanism.

From emergency call to emergency contact

3020 LifeX™ uses smart geolocation, conversation routing and in-call collaboration. 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).

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, 3GPP MCX, ETSI NG112/NG911
Phone interfaces	Supplied: PRI, BRI (T0), FXS, FXO, Supported: 3rd-party COTS IP voice gateways, e.g. CISCO, support of SBC
Radio connectivity	Practically unlimited concurrent audio streams, integration with customer radio infrastructure via the Frequentis Universal Radio Gateway (URG) technology, Integration of MCX
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