How Wireless IP Communications Supports Fast Emergency Response

Land Mobile Radio over IP improves command and control, avoids costly radios, and speeds up emergency medical response.

BUSINESS BENEFITS

- Improved command and control during incidents
- Reduced communications costs
- Flexibility and resilience
- Faster medical emergency response
- Improved crisis management and executive communications
- Communications system integration and expansion

"LMR over IP simplifies SFOC communications by giving staff the flexibility to use radios, Cisco IP phones, or the PC client."

Wayne Homell, Cisco Safety and Security Operations Manager

Radio devices typically cannot communicate with each other unless they operate on the same frequency and mode. They also cannot communicate directly with wire-line, cell, or IP phones and PCs. Users of different types of communications devices must use a dispatcher as an intermediary.

The Cisco San Jose campus alone experiences some 150 safety and security incidents—such as equipment thefts or medical emergencies—per year. Many of them require assistance from public safety agencies that work with Cisco onsite emergency teams. Clearly, effective communications and voice interoperability are critical.

Because of radio device interoperability issues, Cisco security personnel could not talk directly to other Cisco campuses. Attempting to contact officers on duty by cell phone, pager, or landline phones was unreliable or expensive. Lack of interoperability also slowed emergency medical response. In addition, Cisco managers not on site could not use their phones to join radio conversations with onsite personnel.

The Cisco LMR-over-IP solution uses Cisco's multicast IP network. This straightforward, efficient solution receives radio transmissions, converts them into analog output, and transmits over the Cisco network. It also integrates with Cisco IPICS, an advanced, IP-enabled communications backbone that connects other communications modalities such as IP, cell and wireline phones, and pagers.

"The Cisco Safety and Security team needs to be able to participate rapidly in decision-making if an emergency or incident occurs—regardless of where in the world where we happen to be."

– Debbie Quintana, Cisco Global Security and Facility Operations Manager

Response to emergencies and other events is faster. The Cisco LMR Gateway software, plus the ability to connect Cisco Security and Facility Operations Centers (SFOCs) to disparate offsite radio systems via the Cisco IP network, provides more efficient command and control**.**

LMR over IP has reduced costs. The solution has eliminated the need to buy radios for emergency team members who have laptops and the need to lease expensive dedicated lines to control radio systems.

LMR over IP has increased flexibility and resilience. If staff at one Cisco campus cannot access the network, staff at another Cisco site can take over command and control with a wireless connection or Cisco VPN solution.

All contents are Copyright © 1992–2008 Cisco Systems, Inc. All rights reserved. This document is Cisco Public Information.

For More Information

Case Study: http://www.cisco.com/web/about/ciscoitatwork/case_studies.html

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit

Note

This publication describes how Cisco has benefited from the deployment of its own products. Many factors may have contributed to the results and benefits described; Cisco does not guarantee comparable results elsewhere.

CISCO PROVIDES THIS PUBLICATION AS IS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some jurisdictions do not allow disclaimer of express or implied warranties, therefore this disclaimer may not apply to you.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

CCDE, CCVP, Cisco Eos, Cisco StadiumVision, the Cisco logo, DCE, and Welcome to the Human Network are trademarks.; Changing the Way We Work, Live, Play, and Learn is a service mark; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0801R)

Printed in USA

C00-000000-00 08/07

All contents are Copyright © 1992–2008 Cisco Systems, Inc. All rights reserved. This document is Cisco Public Information.