



Cisco IPICS Enhances Safety and Security

Next-Generation Platform Simplifies Communications, Facilitates Emergency Response at Cisco



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge

Manage emergency response and security operations while enabling location-independent dispatch and reducing operating costs

- Solution

Implement a communications backbone to accelerate emergency response and extend the effectiveness of Cisco's Land Mobile Radio (LMR)-over-IP solution

- Results

Eliminate expensive point-to-point communications circuits, increase flexibility, and eliminate single points of failure

- Next Steps

Pilot a listen-only channel and enhanced notification capabilities

Challenge

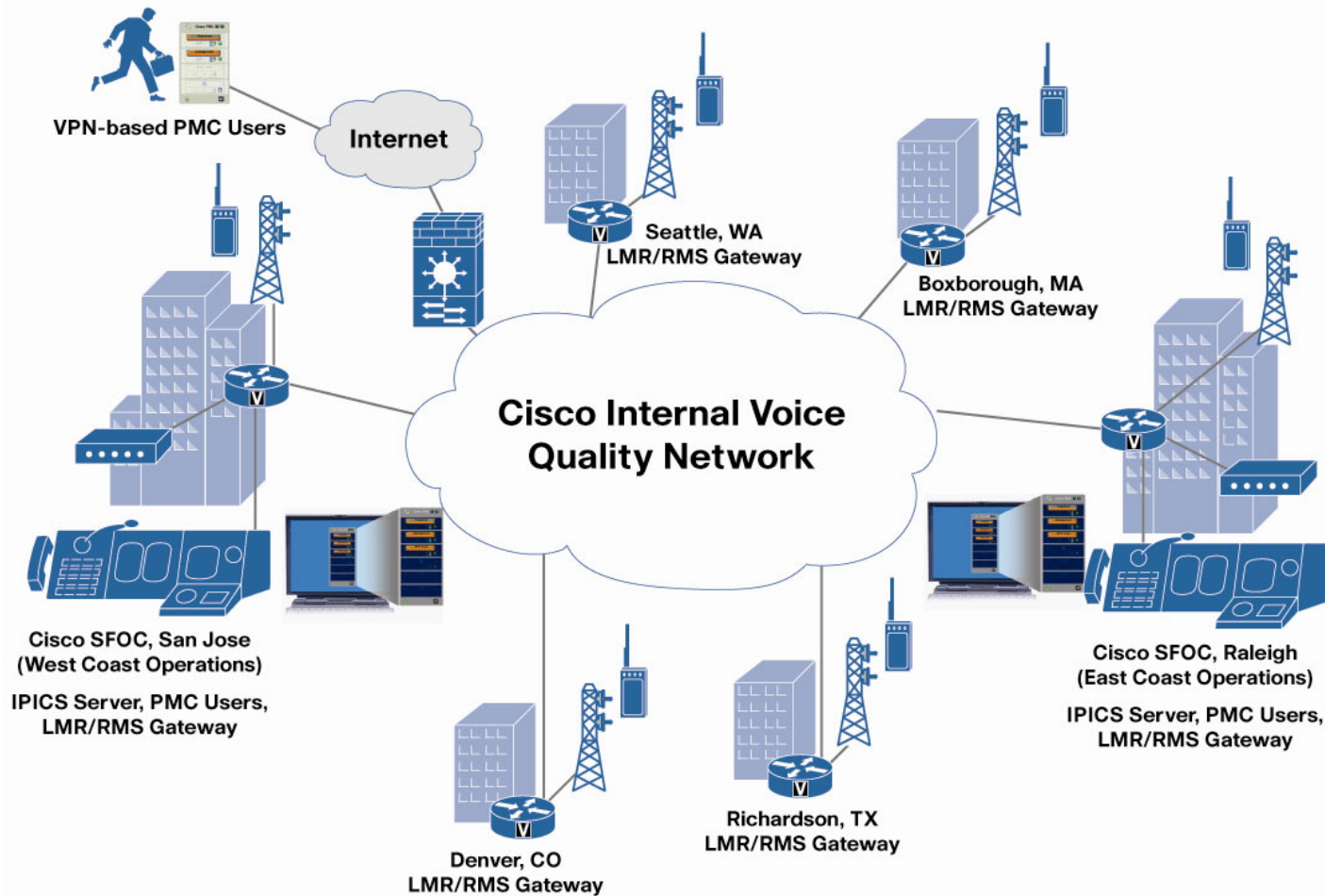
- Manage on-premise emergency response and day-to-day safety and security operations
- Enable location-independent dispatch and collaboration across Cisco security operations centers
- Reduce the cost of maintaining dedicated leased lines to Cisco sites for radio communication

Solution

- The Cisco Internet Protocol Interoperability and Collaboration System (IPICS) is a comprehensive emergency response backbone used at Cisco offices in the U.S., Europe, and Asia Pacific.
- Cisco IPICS ensures rapid response from Safety and Security (SAS) and Emergency Response Teams (ERT) and facilitates efficient information flow.
- Cisco IPICS meshes with Cisco's Land Mobile Radio (LMR)-over-IP system, extending its power and reach.

LMR-over-IP seamlessly integrates with other Cisco enterprise communications modalities, enabling it to remain a critical part of the Cisco emergency response system.

IPICS



Results

- Cisco IPICS has eliminated the need to use expensive point-to-point circuits, such as T-1 lines
- Cisco IPICS PMC software has made dispatch functionality location-independent
 - If an incident makes a Cisco SFOC unavailable, a dispatcher can quickly establish a VPN connection and handle dispatch duties from another remote location
- By moving Cisco SAS operations to a robust IP-based network, Cisco has reduced costs, increased flexibility, and eliminated single points of failure.

Next Steps

- Cisco SAS plans to implement Cisco IPICS at remaining theater-based dispatch centers in Asia and Europe.

The company also plans to open a fifth Cisco IPICS-enabled SFOC in Bangalore in 2008.

- Cisco IT is piloting an ERT listen-only channel designed to eliminate delays in emergency response.

ERT team members will be able to hear real-time alerts and status updates at the desktop

- Cisco plans to deploy IPICS 2.1 notification capabilities

The upgraded software will enable Cisco security personnel to locate all emergency responders regardless of the communications devices they are currently using.

“One of the most obvious benefits of IPICS is that we can communicate with our security officers and public safety agencies regardless of geography. We can cut the cord and rely on the network .”

Lawrence Ingraham
Cisco Safety and Security Program Manager

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