

Next-Generation Platform Facilitates Handling of Emergencies

Secure, unified platform simplifies communications, saves money

BUSINESS BENEFITS

- Enables the Cisco Land Mobile Radio solution to remain a vital part of Cisco's emergency response strategy
- Leverages Cisco's internal voice quality network
- Increases operation flexibility while decreasing costs

The population of the Cisco campus in San Jose, California can reach 20,000 people during business hours. When emergencies occur, Cisco Safety and Security (SAS) and the volunteer Cisco Emergency Response Team (ERT) are the first responders to on-campus fire, hazardous materials, and medical incidents. Clearly, the need for interoperability encompasses procedures, equipment, and communication systems.

Before the implementation of the Cisco Internet Protocol Interoperability and Collaboration System (IPICS), the Cisco SAS and Cisco ERT teams' primary means of communications was through a hybrid conventional and trunked very high frequency (VHF) Land Mobile Radio (LMR) system, known as Push-to-Talk (PTT) radio. This strategy was limited because traditional dispatch deployment is typically slow, expensive, and cumbersome. In addition, Cisco SAS could not accommodate failover or collaboration between dispatch centers. (If an emergency shut down a dispatch center, another center could not easily take over.) Finally, modifications designed to enhance radio system interoperability would require the replacement of the entire radio infrastructure.

Dispatch functionality has become location independent. If a Cisco Security Facility Operations Center (SFOC) becomes unavailable, a dispatcher can handle dispatch duties from another remote location, the Cisco Mobile Command Vehicle (MCV), or any wireless hotspot.

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

Lawrence Ingraham, Cisco Safety and Security Program Officer

Integrated PMC software enables Cisco ERT members who do not have radios to monitor emergency radio channels from their PCs and respond quickly to alert tones, rather than waiting for a pager message.

Cisco IPICS also supports SFOC operational redundancy by allowing dispatchers in one center to respond to calls and dispatch resources handled by another.

For More Information

Case Study: http://www.cisco.com/web/about/ciscoitwork/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

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