

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

- Improves command and control
- Avoids US\$400 to \$500 for radios
- Speeds emergency medical response by 2–5 minutes compared to paging

“With LMR-over-IP, we can hold a conference with site supervisors on the scene, as well as with executives and managers in any location, to make informed decisions more quickly.”

– Jeff Breeding, Cisco Program Manager for Safety and Security

Cisco Systems® security officers and facilities managers use UHF radios, which ordinarily cannot communicate directly with radios on different frequencies or modes, or with wireline or cellular phones. Lack of interoperability impeded the command and control needed for effective emergency response. And because providing all emergency response team (ERT) volunteers with radios was prohibitively expensive, the Cisco® Security Operations Center (SOC) had to page volunteers, who often did not receive pages for five minutes or more.

Cisco enabled interoperable communications among radios, wireline phones, cellular phones, and PCs using a land mobile radio (LMR)-over-IP solution. Now Cisco managers and executives can participate in talk groups from any location. Free PC client software

makes PCs and laptops emulate push-to-talk (PTT) radios, enabling employees to participate in talk groups with radio users in any location with network connectivity.

More efficient command and control. Response to events like broken glass or fire alarms is no longer delayed while the SOC attempts to contact security officers on the scene via wireline phone, cell phone, or pager. Instead, the SOC can communicate directly with security officers via the remote site’s UHF radio system.

Faster emergency medical response. When the SOC receives a call about an employee health emergency, the dispatcher presses a single button that sends a medical alert tone to volunteers’ PC clients, and then broadcasts the nature of the event and location. As a result, ERT volunteers receive notification two to five minutes faster than if they had been paged.

Cost savings. The LMR-over-IP solution avoids the capital expense of purchasing PTT radios for personnel who have access to a PC. The investment paid for itself in less than six months.

Improved crisis management and executive communications. With the LMR-over-IP solution, Cisco SOC staff can communicate with executives and managers using the PC client, wherever they are, as well as with site supervisors on the scene, using radios.

Cisco emergency response team volunteers receive notification on their radio PC client two to five minutes faster than they would if paged.

Case Study: http://www.cisco.com/en/US/about/ciscoitwork/case_studies.html

FOR MORE INFORMATION

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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