



IP Command™

Overview

THE SINGLE INTERFACE FOR VOIP-ROIP COMMUNICATIONS FOR DISPATCHERS



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A part of **BT** 



Introduction

The goal of command center communications is to enable operators to make informed, accurate and timely decisions in all circumstances that lead to efficient actions and positive outcomes. Operators rely on a complex set of information systems and communications and collaboration technologies to perform at peak efficiency while communicating with field personnel, first responders, public safety entities, government officials and internal staff.

In order to maximize collaboration and responsiveness, they work together in open control center environments with an array of monitors, information streams, radio & telephony systems, and a resilient connection grid that enables fixed and mobile communications on landlines, radio, satellite and cellular networks.

The Challenge

The challenge for control center communications managers has always been knitting together a web of tools that streamlines the operator's ability to efficiently monitor multiple information streams, make decisions and coordinate responses in stressful, time-sensitive situations.

IP Command has developed a high-performance communications and collaboration application which is an integrated part of Cisco's Open Platform for Safety and Security. This ultrareliable VoIP-RoIP system, deployed in concert with Cisco CUCM and IPICS solutions, modernizes and simplifies control center communications by combining advanced telephony and radio communications and incident response capabilities, in a single, scalable and flexible architecture delivered from a single source.

The Potential of IP Technology

IP solutions promise many advantages over legacy technologies. At the very infrastructure level, there is no longer a need to have separate networks for voice and data and platforms are software-based and so easier to deploy, expand and manage.

In this highly adaptive environment, disparate communications and information silos need not exist. Legacy PBX systems, radios, and servers are transformed into a single intelligent network and integrated with critical information systems. When designed correctly, the right information is securely delivered to the right person, in the right format, at the right time.

GOVERNMENT



HEALTHCARE



MILITARY



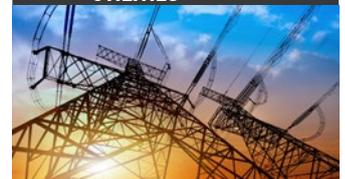
PUBLIC SAFETY



TRANSPORTATION



UTILITIES



Solution Overview

IP Command offers command centers a high-performance, session-management platform that truly unifies and optimizes communications & collaboration across all parts of the institution. In essence, **“one company, one system.”**

The IP Command application is fully-integrated with Cisco Unified Communications Manager (CUCM), a scalable, distributable, and highly available enterprise IP telephony call-processing solution and Cisco IP Interoperability and Collaboration System (IPICS), a complete IP-based dispatch and incident response solution to offer a comprehensive and integrated command center communications solution.

The IP Command solution has a software-oriented architecture based on open standards, like Session Initiated Protocol (SIP), and is extensible to multiple communications technologies and information systems including voice, video, data and radio systems making it an ideal part of a command center communications solution.



Solution Highlights

The IP Command high-capacity platform is designed to maximize situational awareness with the goal of improving decision processes and accelerating responsiveness.

Key Attributes include:

Item	Description
Capacity	Each operator can have up to 32 simultaneous media streams, thousands of lines, and 10,000 contacts on a single position
Ergonomics	The rich touch screen UI facilitates one-touch access to lines, features and functions with multiple input/output options, sliding and zooming capabilities, and the ability to customize individual or group profiles and features
Awareness	The customizable UI enables operators to monitor, visualize and prioritize multiple incoming calls, radio channels, audio streams
Collaboration	Lines and channels can be shared with an unlimited number of colleagues with ad hoc conferencing, barge-in, individual and group speed dial directories and support for rich collaboration applications such as Telepresence
Extensibility	Open architecture and API enable integration with other key systems and information repositories to create a unified communications architecture
Customization	Unique profiles and calling/contact schemes can be programmed for specific situations such as storms, natural disasters or accidents
Form Factor	Purpose-built, console touch screen is VoIP/RoIP communications hub, can be free-standing or built-in to console furniture

Summary

IP Command can be an integral part of modernizing and improving your command center communications infrastructure, improving coordination between dispatchers, field crews and public safety entities while being simpler to deploy, manage and maintain.

Seamlessly integrate IP Command on your existing IT computing infrastructure, leveraging assets, skills and policies, eliminating complexity while creating a single interoperable environment for unified communications & collaboration, radio systems, dispatch and incident response applications and corporate directories and databases.



About IP Command

IP Command is a division of IP Trade SA, a pioneer in the design of advanced SIP (Session Initiation Protocol) communications and has established itself as a leading provider of ultra-reliable, high-capacity unified communications and collaboration (UC&C) solutions designed for environments where “always-on” instant communications capabilities are required.

IP Trade SA solutions are marketed under the IP Trade, IP Command brands and are used in a variety of industry sectors including: capital markets, commodities, government, healthcare, investment management, military, transportation and utilities. Applications include: air traffic control, dispatch services, emergency services, financial trading, logistics, mission control, network operations, power transmission and public safety.

The company has its headquarters established in Belgium (Liege) and has offices in Asia, Europe and the USA and representation through partners in about 40 countries.

To learn more about IP Command Solutions
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