



UNIFY COMMUNICATIONS WITH CRITICAL CONNECT

**COLLABORATE ACROSS AGENCIES, BORDERS, ORGANISATIONS
AND TECHNOLOGIES – WHEREVER AND WHENEVER REQUIRED**



WHY EVERY ORGANISATION NEEDS INTEROPERABILITY ON DEMAND

Every day, as well as in emergency situations, you need your staff and contractors to communicate effectively. Regardless of device or network.

WIN THE RACE TO COMMUNICATE







Cross-technology and cross-jurisdictional interoperability solutions are notoriously problematic, taking time to set up and provision, requiring a separate interface for each organisation and not scaling as needed.

P25 LMR provides a highly reliable, redundant, dedicated and secure network for mission critical voice communication. But those same attributes can also limit your communications to one network, making it difficult to share information with other organisations in real time.

The growing complexity of multi-agency incident response is driving the need for a dynamic solution that can rapidly establish interoperable push-to-talk (PTT) communications between networks.

Public safety agencies, government departments, multi-nationals and private contractors all might need to provide PTT devices to a huge range of staff and volunteers during large-scale events or day-to-day operations. But this functionality is generally only achieved with a handheld radio, so can be costly, time-consuming and impractical.

HOW CURRENT INTEROPERABILITY SOLUTIONS FALL SHORT

	Complex on-premises infrastructure
	Slow to set up/provision/adjust
	Capital intensive
	High level of ICT expertise required
	Separate interfaces required for each agency
	Limited features: primarily group voice comms only



GET MORE FROM YOUR COMMUNICATIONS

Finally – voice and data can cross from broadband to LMR networks, and vice versa.

GIVE TEAMS THE TOOLS THEY NEED

By enabling real-time exchange of voice, data and video, Critical Connect improves collaboration between agencies, organisations, sites and contractors.

Critical Connect provides highly secure cloud-based interoperability between land mobile radio (LMR) systems, broadband PTT and applications in a highly intuitive interface. It seamlessly connects all agencies and organisations as the situation demands. Now, you can provide your people and those you need to work with, with radio-to-mobile communications that are fast, secure and affordable.

WHAT CRITICAL CONNECT BRINGS TO YOUR ORGANISATION

- ✓ Adapt to the diverse needs and roles of its users (first responders, command staff, auxiliary forces, volunteers, contractors).
- ✓ Use each network type to its best advantage and extend LMR access to users of smartphones, tablets and other smart devices.
- ✓ Take advantage of a monthly fee structure that makes it easier to expand or reduce service levels and implement a “bring your own device” policy.
- ✓ Integrate new technologies, applications and devices through a scalable platform.

WHEN TIME IS OF THE ESSENCE

The power of Critical Connect is magnified by the WAVE PTX mobile app. Now you can Connect personnel without radios and those out of LMR range. WAVE PTX connects smartphone users to existing radio networks with highly scalable enterprise-grade PTT functionality. Now critical information can flow quickly and securely between mobile workers, teams and fleets, with an app that turns any smartphone into a PTT device.

Users can talk to others inside and outside of the communications environment through a secure interface on their mobiles, over 3G, 4G, 5G and wi-fi.

WHAT WAVE PTX BRINGS TO YOUR ORGANISATION

- ✓ If a contractor is coming on site, simply ensure they have the WAVE PTX app installed to maintain open lines of communication.
- ✓ Calling up volunteers in an emergency? Ensure they can maintain mission-critical connections from their mobiles.
- ✓ For any user who’s likely to go out of LMR coverage, give them the backup they need with WAVE PTX. It integrates seamlessly with your radio network.

ELIMINATE BARRIERS AND COORDINATE THE RESPONSE

Whether you need to combine forces or keep contractors safe on site, it's essential to have everyone on the same page.

SET UP INTERAGENCY COMMUNICATIONS IN A HEARTBEAT

With a single link to Critical Connect, you can connect with other agencies, as well as personnel outside LMR coverage – providing dynamic, secure PTT communication whenever and wherever needed.

ISSI – the traditional solution for P25 interoperability – delivers group calling, emergency calling, ID and alias transport and manual roaming. Critical Connect has those capabilities and much more, including private calling, grouping/regrouping and end-to-end LMR encryption. It also supports data interoperability – allowing users to share location, presence and status.







Many believe that storing data virtually in the cloud increases the security risk and opens that data up for compromise. In reality, the cloud can often provide higher levels of protection for LMR networks than on-premises systems. With your LMR system hosted in the cloud, dedicated Motorola Solutions experts manage the infrastructure and radio system – with close oversight of communications security.

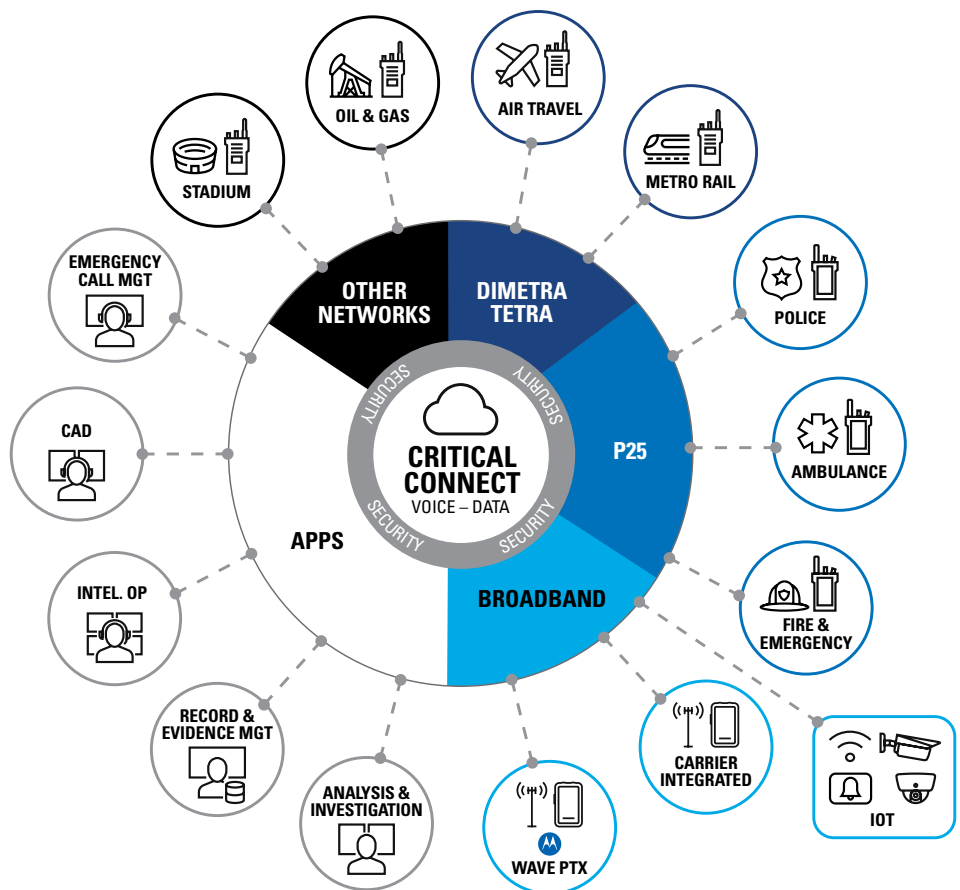
KEEP COMMUNICATIONS SECURE, IN THE CLOUD

Critical Connect keeps communications secure with end-to-end encryption.

With a cloud-based Motorola Solutions system, you can rest assured that your system is developed, deployed and maintained with a security-first approach.

HOW CRITICAL CONNECT MAKES INTEROPERABILITY ACHIEVABLE

	Cloud-based
	Set up and scale in two clicks, not two weeks
	Cost-effective subscription: pay for what you use when you use it
	Intuitive interface makes it reachable for all organisations
	Single secure connection provides standards-based interoperability
	Multiple security layers end to end



CRITICAL CONNECT IN ACTION: ESTABLISH INTEROPERABILITY BETWEEN EMERGENCY RESPONSE AGENCIES

POLICE

Police attend public protest and use presence to quell unrest and minimise the risk of violence.



AMBULANCE

From the protest, ambulance dispatch receives a call to treat member of public suffering chest pain.



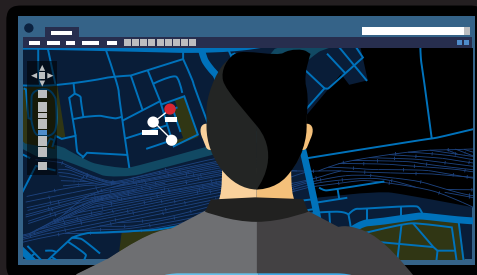
FIRE

At the edge of the protest, a rogue group ignites a dumpster and police command notifies fire services.



CRITICAL CONNECT

Police dispatcher uses Critical Connect to patch ambulance and fire agencies' talkgroups. Paramedics and firefighters can now communicate seamlessly with police to establish when it is safe for them to undertake activities.



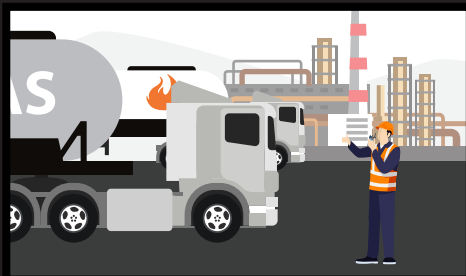
HOW CRITICAL CONNECT ENABLES A BETTER OUTCOME:

- Delivers seamless, flexible, scalable interoperable communications between agencies.
- Allows each agency, even those in a multi-tenant environment, to dynamically manage their own resources.
- Real-time exchange of voice and data improves collaboration between agencies and makes it easier to share information – regardless of device or network.
- Fast, effective response saves lives and protects property.

CRITICAL CONNECT IN ACTION: ESTABLISH INTEROPERABILITY WITHIN ENTERPRISE SITES

OILFIELD SITES

Within an organisation, individual sites operate under a variety of communications networks including Dimetra, Mototrbo, Astro and conventional LMR systems.



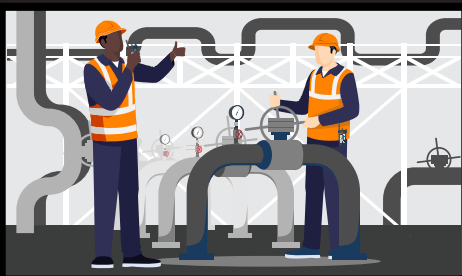
OUTSIDE OF LMR

When workers need to travel out of range of their LMR, they can stay connected through WAVE PTX on their smart devices.



CONTRACTORS ON SITE

When contractors come on site, they need to be contactable by supervisors to ensure they work efficiently and stay safe.



CRITICAL CONNECT

Enterprise communications operator uses Critical Connect to add P25 and Tetra radios from various sites to talkgroups and add and remove staff and contractors' WAVE PTX profiles from Critical Connect as required.



HOW CRITICAL CONNECT ENABLES A BETTER OUTCOME:

- Delivers seamless, flexible, scalable interoperable communications between sites.
- Allows the company to manage contractors' resources on sites.
- Real-time exchange of voice and data improves collaboration between staff and contractors and makes it easier to share information regardless of device or network.
- Extension of range in LMR black spots and outside of coverage areas keeps workers safer.

CRITICAL CONNECT IN ACTION: ESTABLISH INTEROPERABILITY BETWEEN AGENCIES AND ENTERPRISE

AIRPORT OPERATOR

When a recently departed flight declares mayday to air traffic control (ATC), they implement emergency protocols.



EMERGENCY SERVICES

All emergency services agencies in the area coordinate search and rescue activities. Volunteer and auxiliary defence teams are recruited due to scale of incident.



AIRPORT SECURITY

Airport security engages with police and bomb squad to search airport for risks relating to potential terrorist activity.



CRITICAL CONNECT

Communications operator uses Critical Connect to patch ATC, emergency services agencies and airport security talkgroups. Operator adds airline staff and volunteers' WAVE PTX profiles to Critical Connect to expand talkgroups to all stakeholders.



HOW CRITICAL CONNECT ENABLES A BETTER OUTCOME:

- Delivers seamless, flexible, scalable communications between multiple agencies, across borders and jurisdictions.
- Allows each agency, even those in a multi-tenant environment, to dynamically manage their own resources.
- Real-time exchange of voice and data improves collaboration between agencies and other services, making it easier to share information regardless of device or network.
- Fast, effective response saves lives and protects property.

DESIGNED SPECIFICALLY FOR SAFETY AND SECURITY

Motorola Solutions brings you world-leading mission-critical communications, software and managed services.

Our proven technology ecosystem unifies radio and broadband communications, intelligently captures and analyses video and integrates software solutions end-to-end. These products give us a proven track record of adding value to our customers' communications and safety capabilities.

We have more than 17,000 employees in 60 countries, serving over 100,000 customers in 100 countries with representation in China, Hong Kong, Taiwan, Japan, Korea, India, Singapore, Malaysia, Indonesia, Vietnam, Thailand and the Philippines.

You can find our solutions at work in a variety of industries including law enforcement, emergency services, government security, utilities, mining, energy, manufacturing, hospitality, retail, transportation and logistics, education and public services.

HARNESSING INNOVATION TO KEEP PEOPLE SAFE

Motorola Solutions' more than 90 years of operational expertise is underpinned by our ongoing commitment to customer-centred research and development.

We invested \$732 million into research and development in 2021, designing the next generation of technology to promote public safety and operational efficiency.

Our technology platforms include the latest advancements in smart radios and virtual assistants, control room software, video security solutions and managed services. That's why law enforcement and emergency services communities trust us with their lives, every day.

✓ VIDEO SECURITY AND ANALYTICS

Transform your video system into an active security network by combining cameras, access control, infrastructure and management software with powerful analytics.

✓ MISSION-CRITICAL COMMUNICATIONS

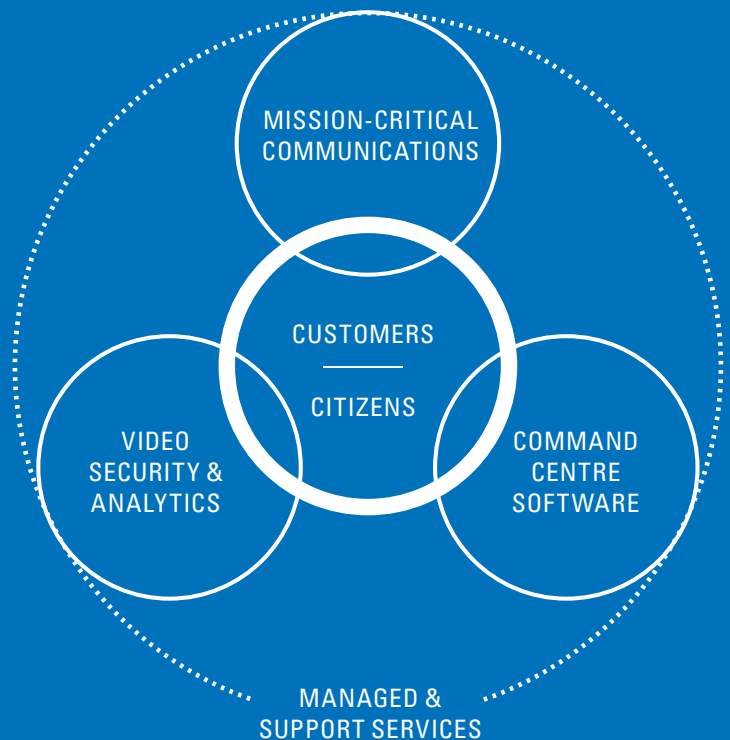
We build infrastructure and devices for seamless communications. You can be sure your investment is future-proofed because we engineer all our products to be highly customisable and scalable.

✓ COMMAND CENTRE SOFTWARE

Our world-leading software and interfaces streamline workflows through communications, data and analytics.

✓ MANAGED AND SUPPORT SERVICES

Be confident the systems you depend on are ready whenever you need them with dedicated support services that work to help you achieve your mission.



For more information on Critical Connect, contact your Motorola Solutions representative or visit motorolasolutions.com/criticalconnect



MOTOROLA SOLUTIONS