



THE FUTURE OF INTEGRATED COMMAND AND CONTROL STARTS NOW





YOUR COMMUNITY COUNTS ON YOU TO KEEP THEM SAFE **TRANSFORM THE WAY YOU RESPOND AND CONNECT WITH THE PUBLIC**

The communications landscape is changing rapidly. The majority of people today have a smartphone – and they use it for more than just talking. They text, Tweet, take pictures, record and upload videos all with a press of a button. They expect to call for emergency help in the way they communicate every day. And assume you'll answer that call quickly and effectively. Creating safer cities depends on your ability to turn information into intelligence and act with speed and decisiveness.

We understand that your ability to manage the new kind of call for help brings added complexity, particularly with the challenges of aging infrastructure, siloed technologies and increasing demand for interoperability. Robust data applications, like video and messaging, are increasingly deemed to be as mission critical as voice. The ability to receive, intelligently correlate and share information – and better predict outcomes – defines next generation capabilities. Without the right, integrated platform to make this intelligence actionable, it will quickly overwhelm your operation, as well as responding agencies. We can help.

A SMART CHOICE TODAY WILL PREPARE YOU FOR TOMORROW

A more powerful, Next Generation Integrated Command and Control platform is here. And it's backed with Motorola's years of proven mission critical experience and innovation. Within the information flowing between the public, responders, and agencies, it is the intelligence that builds a safer city. We'll help you collect more of it, make it actionable and securely distribute it across mission critical devices and easy-to-manage networks. Our solutions will transform the way you respond and help build a reliable, standards-based operational environment – on your terms – so you can focus on your mission.

EXPERTISE THAT HELPS YOU PREPARE

Today, command and control operations are taking centre stage. How do you keep up with the rapidly changing technology landscape and the expectations that come along with it? How do you drive greater efficiency into your operation? Where do you begin?

We can help you identify what you need – infrastructure, applications and resources – and map out a plan to integrate the next generation technologies that make sense first, evolving into a fully integrated platform over time. To begin this process, we'll help you consider how to:

- Handle new non-voice information without overwhelming staff
- Integrate and enable innovative new applications
- Create more intelligent, intuitive work flows
- Manage and secure all data sources, including devices
- Train personnel on new incident management procedures
- Enable interoperability and data access outside your operation
- Support and update networks, hardware and software cost-effectively
- Ensure that new and legacy systems work seamlessly together

YOUR CITY IS CONNECTED AND ENGAGED

WE LIVE IN AN INCREASINGLY MOBILE, CONNECTED WORLD.

80% OF BROADBAND CONNECTIONS

WILL BE MADE WITH MOBILE DEVICES BY 2016¹

MORE THAN 540 MILLION

PEOPLE ACTIVELY ENGAGE SOCIAL NETWORKS ON THEIR MOBILE DEVICE²

EVERY MINUTE

72 HOURS OF VIDEO ARE UPLOADED TO YOUTUBE³

“PLEASE SEND HELP! THERE’S BEEN A SERIOUS ACCIDENT.”



CALLS, TEXTS AND VIDEOS rapidly flood into your control room.

TELEMATICS, ALARMS AND SENSOR DATA collect critical details.

FIRST RESPONDERS ARE ALERTED and voice and data is pushed to mobile devices as they race to the scene.

INFORMATION IS QUICKLY SHARED between your control room, responding agencies, the public and officers.

CRITICAL LOCATIONS ARE MONITORED in real-time and predictions made.

**THIS IS THE REALITY OF WHAT’S POSSIBLE WITH NEXT
GENERATION INTEGRATED COMMAND AND CONTROL.**

TRANSFORM THE WAY YOU RESPOND

When an incident occurs, every second counts. You need to get up-to-the-minute information to the right resources at the right time. Precious time is lost if dispatchers have to work between multiple consoles or screens to collect and coordinate information from disparate sources. The same holds true if critical information is hard to find, systems are not integrated, and the ability to share with other agencies and jurisdictions is limited. Next Generation Integrated Command and Control changes all that by giving you the tools to transform how you view and assess information and by preparing first responders so they can respond more effectively to incidents as they occur.

ONE, REAL-TIME VIEW

Motorola Integrated Command and Control solutions provide one, real-time view of voice, data and video. Built-in intelligence automates workflows and data retrieval to simplify incident assessment. Multimedia call management allows your system to receive, manage and interact with voice, text, multimedia and sensor inputs from various sources. We will help you achieve a unified operational view of incidents as they unfold so you can deliver a faster, safer and more effective response.

TURN INFORMATION INTO INTELLIGENCE

You can't predict what you don't know or can't see. Turn relevant, timely information into intelligence so you can act. Our system goes beyond just simply collecting and aggregating data; we'll help you leverage advanced analytics so your staff can more effectively assess that data to better anticipate, forecast and predict incidents and potential impacts for a more proactive response.

EXTENDING COMMAND TO THE FRONT LINE

Our mobile Computer Aided Dispatch (CAD) solution extends your control room to the field, increasing incident management and reporting capabilities. With real-time inputs from Computer Aided Dispatch (CAD), video and other communications sources, officers can spend more time serving the community because they can perform all records functions from their mobile office.

SMARTER DECISIONS, FASTER RESPONSES

What it all comes down to and what you will ultimately be held accountable for is how quickly you responded and the effectiveness of the decisions made. Our solutions eliminate guesswork, enable easy access to both current and historical information and let you seamlessly share that information across departments, agencies and jurisdictions. Simplified data entry, uniform information flow and greater "on the scene" visibility with real-time video streams allow your staff to stay focused on the incident at hand and help responders make smarter, faster decisions.



REALISING YOUR VISION: INTEGRATED COMMAND AND CONTROL

Transform how you respond. Motorola Next Generation Integrated Command and Control is a standards-based platform that intelligently automates workflows and data retrieval to simplify incident management and speed decision making. It allows you to integrate key information sources – data, voice and video – into a unified stream. Public safety information is coupled with citizen-generated inputs so you can anticipate, forecast, predict and manage for safer cities and thriving communities.

A TRUSTED OPERATIONAL ENVIRONMENT DESIGNED FOR THE WAY YOU WORK

Every day, your public safety operations are under increasing pressure, not only to respond quickly, but also to proactively detect and prevent incidents. Uncompromising demands and information-sharing needs require you to think beyond traditional siloed and disparate applications. To achieve greater information access and smarter workflows, you need a next generation platform that breaks down barriers that prevent the flow of information to those who need it most. Our end-to-end, standards-based technologies enable the integration you need for the seamless voice and data flow that defines next generation public safety systems.

Whether you coordinate incidents for a single agency or multiple agencies, our portfolio of scalable, standards-based applications work to intelligently converge all communications sources and help operationalise the data that surrounds you. We are focused on helping you simplify and improve your operational environment with solutions designed for the way you work.

END-TO-END INTEGRATED SOLUTIONS

Our comprehensive solutions portfolio and ecosystem of partners provide the solutions you need to streamline your entire operational environment. We make it easy to instantly access and share information between personnel, increasing their situational awareness. We'll also help you achieve interoperability with other agencies, systems and databases so you can improve collaboration. No matter where you start your next generation journey – we will put the necessary pieces together to build an integrated platform that allows you to realise your next generation vision.

BUILT FOR TODAY, READY FOR TOMORROW

We are your partner. With decades of mission critical experience and a deep commitment to innovation, we understand the complexities of the public safety communications environment and will work with you to minimise them. We'll help evolve your current operations to new levels while building a solid foundation for the future with a multimedia-ready and standards-based platform that brings your system together into a single, streamlined operational environment. Highly configurable and scalable, our modular approach allows you to start small, meeting your immediate needs today, while ensuring total systems integration when you add new solutions tomorrow.

SIMPLIFYING YOUR OPERATIONS

Our Integrated Command and Control solutions minimise the complexity associated with next generation system demands. Flexible solutions work the way you do, tailored to your workflows, processes and staff. You'll be able to handle calls faster, allocate resources more efficiently and coordinate seamlessly with other departments and agencies. A common provisioning platform and user interface (UI) helps simplify the configuration of applications and devices, minimising training time and increasing the speed of technology adoption.

PURPOSE BUILT FOR MISSION CRITICAL

Built for you and the way you work. That's what sets our public safety solutions apart and fuels our ongoing innovation. Highly skilled Human Factors experts conduct extensive usability testing with customers in the field to better understand how they use technology, as well as their work flows, pressures and distractions. This knowledge allows us to optimise our GUIs (graphical user interfaces) for high stress, information-filled public safety environments. Our purpose-built applications reduce keystrokes and deliver critical information without interruption so users can concentrate on the situation at hand, not the technology.



360 DEGREES OF INTELLIGENCE

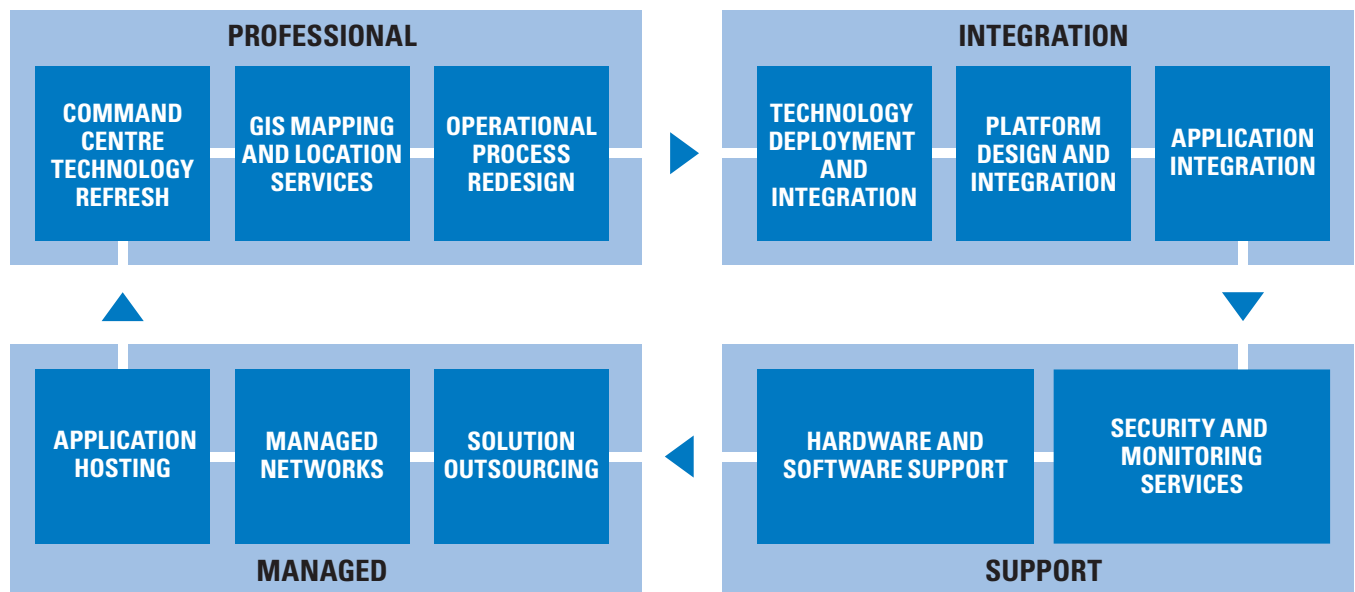
IMAGINE THE SCENARIO

As fans celebrate the season's championship game, larger than normal crowds are building in the streets. Video analytics trigger street cameras and live video is streamed to the control room alerting them to the potential threat. At the same time, concerned onlookers call the emergency services and send texts with video and pictures of the rowdy crowd. As units are dispatched, the live video feeds are also streamed to the field supervisor. Assessing the video from his mobile workstation, he assigns additional motorcycle and foot patrol responders and they each receive an alert about the incident on their device. Police quickly move in and diffuse the crowd, allowing order to be maintained within the city.

BRINGING IT ALL TOGETHER TO KEEP YOU FOCUSED ON YOUR MISSION

Ready or not, change is coming. Emerging technologies, financial constraints and new operational models will forever change the way you work, collaborate and share information. The value of multimedia communications for public safety has grown rapidly, but the technology to support it into and out of the control room adds complexity. To keep pace and take control of the complexity that surrounds you requires planning, the right technology and on-going support. Our complete Lifecycle Services portfolio provides that and more, helping you create a migration path that aligns with your goals – both short and long-term. From technology planning, integration and on-going management, to redesigning the policies and procedures that will help prepare your operation for this inevitable transformation, we'll be with you every step of the way.

NEXT GENERATION INTEGRATED COMMAND AND CONTROL LIFECYCLE SERVICES



SOLUTION PLANNING AND DESIGN

Our highly experienced and collaborative Professional Services team will help you determine the goals, expectations and requirements you have for your system. We will assess, plan, design and optimise your network – including any IP infrastructure, devices and applications – and guide you through the complexities involved with realising your next generation command and control vision. And we'll continue to work with you throughout the lifecycle of your system to ensure optimal performance to maximise your investment.

INTEGRATION AND INTEROPERABILITY

To keep you focused on your mission, you need a reliable, scalable network behind you to deliver new public safety capabilities. Your command centre consists of many vital components that require integration to make them work more effectively. We deliver the solutions you need to rapidly introduce, update and control access to your mission critical applications. Our integration services not only ensure interoperability across networks, they bridge legacy to next generation applications, facilitate hosting options and ensure communication across platforms, departments and agencies.



VIDEO SOLUTIONS INTEGRATION

Integrated video solutions improve situational awareness and help you make smarter decisions for more effective responses by providing:

- Two-way video communication
- Instant access to video from public and private cameras
- In-vehicle video to help first responders be fully prepared upon incident arrival

Our next generation video solutions integrate everything from analytics, storage, video management and more.

MANAGEMENT AND SUPPORT

Once your Integrated Command and Control solution is deployed, our comprehensive range of support and managed services is designed to lift the burden of system management, deliver predictable costs and ensure business continuity. We support the continuum of business models - from CAPEX to OPEX-centric - providing the flexibility to meet your budget objectives. Whether you're looking for on-going hardware maintenance and support, fully hosted or outsourced solutions, we are here to help, drawing upon our global services infrastructure, expert technical knowledge and deep domain expertise.

CONNECTING YOUR OPERATIONS TO INDUSTRY-LEADING INNOVATION

We work directly with our public safety customers to continuously evaluate and define the type of strategies and technologies needed to help their operations run smarter and safer, both today and into the future. Then we leverage our strong ecosystem of partnerships to deliver the most compelling public safety solutions. Our vast mission critical domain expertise allows us to ensure that our best-in-class partners and certified subcontractors meet our exacting mission critical standards. Few organisations can offer the comprehensive range of Integrated Command and Control solutions and Lifecycle Services that we do. Even fewer are prepared to deliver.



END-TO-END VIDEO SOLUTIONS IMPROVE SITUATIONAL AWARENESS

Video is one of the strongest weapons in the public safety arsenal, and it will only grow in importance. Motorola End-to-End Video Solutions move beyond basic surveillance, incorporating video intelligence into public safety operations to create real-time situational awareness. We also provide back office solutions such as network recorders, physical security information management systems and video-enabled devices and networks.

We've designed our End-to-End Video Solutions to act as a force multiplier for your agency by enabling pro-active monitoring and response. They provide 24/7 monitoring of your community, including high crime areas, critical infrastructure, remote facilities and high-traffic intersections, accessible in both the control room and the field. Plus, video can provide much more than monitoring; streaming video from surveillance cameras, patrol cars and other sources can significantly improve situational awareness and safety throughout an incident.

In addition, video analytics can trigger real-time alerts such as motion detection or crowd build-up; software monitors the area and alerts the control room when something requires attention. By combining powerful analytic capabilities, automated network intelligence and seamless interoperability, our End-to-End Video Solutions deliver a single holistic view of each situation.



THE COMPELLING CASE FOR VIDEO

Intelligent, wireless video solutions help public safety agencies deter crime, keep communities safe and put criminals behind bars.

- Video solutions deployed in the community can reduce crime by 40 percent in the first year
- Our experience shows that 93 percent of officers charged with misconduct are overturned by video evidence
- When the incident is captured on video, the majority of defendants admit their guilt



TAKE CONTROL OF COMMUNICATIONS CHANGE WITH A PLATFORM DESIGNED TO MEET NEXT GENERATION DEMANDS

The need to deploy next generation integrated command and control solutions is being driven by rapidly evolving consumer technology and changes in consumer behaviour and expectations. Inputs from smartphones, from social media, from cameras, sensors and alarms can help agencies see, hear and do more with less.

To be successful, this requires technology planning and a mission critical enterprise-wide platform with the flexibility and intelligence to support multimedia communications, IP network convergence, streamlined workflows, enhanced interoperability, rapidly evolving applications and services.

Our Next Generation Integrated Command and Control solutions will enable you to respond more effectively - seeing, hearing and doing more with less. Information from smartphones, social media, cameras and alarms can help to turn information into intelligence, and intelligence into safety to further protect your community. We will help you transform the way you respond, simplify your operation and allow you to more effectively focus on your mission – keeping your city safe and allow your community to thrive.



LET THE TECHNOLOGY DO THE WORK

During routine patrol, Officer Hammond's ANPR system detects plates for a stolen vehicle associated with a large auto theft ring that has been plaguing the city. He initiates an incident from his mobile device and pursues the suspect. Dispatch receives Hammond's status and elevates his priority while sending backup. The field supervisor is advised and authorises a road-block. Officers are able to quickly apprehend the suspect, identify him using photos received on their devices, and the booking and reporting is initiated in the field. The arrest leads to the break-up of the major auto theft ring and the recovery of millions of stolen vehicles.

INTEGRATED SOLUTIONS HELP ACHIEVE NEXT GENERATION MISSIONS

Transformative change is coming to command and control operations, driven by rapidly evolving communications capabilities and public expectations. The days of stand-alone public safety applications will end, along with the burdens and inefficiencies that go with managing them. Our end-to-end, standards based Integrated Command and Control portfolio enables the integration you need for the seamless voice and data flow that defines Next Generation Public Safety. Use them to build a scalable platform that transforms the way you respond and help build a reliable operational environment – on your terms – so you can better connect to the community and deliver more enduring safety.

CONVERGED COMMUNICATIONS SOLUTIONS SIMPLIFY OPERATIONS

The integrated control room is where it all comes together. Our complete incident management solution streamlines the entire call intake and dispatch workflow process from the moment an emergency call is received to when it is dispatched to field personnel and updated with new real-time information. Motorola gives you the end-to-end, integrated solutions you're looking for to simplify operations while empowering your agency to make proactive decisions. From combining radio console functions within CAD for streamlined communications and resource management to the handling of non-emergency requests from the public, our extensive portfolio is designed to address your unique needs.

COMPUTER AIDED DISPATCH

Efficient communications coordination is key for the effective use of field resources. Motorola multimedia CAD is the convergence point for communications from multiple sources and systems, mission critical information and resource management. CAD applications enable you to:

- Efficiently manage call handling and dispatch
- Select real-time video camera feeds directly from your CAD map
- Send photos, video and text messages to field personnel in seconds
- Monitor officer safety with in-vehicle or wearable video cameras
- Track first responders with GPS-equipped radios or mobile data applications
- Update unit status, run queries and text message from portable radios

Whether deployed in a communications centre or in a mobile command post, Motorola CAD connects resources and communications throughout the operation. You'll be able to handle calls faster, allocate resources more efficiently, coordinate seamlessly with other departments and agencies, and more effectively serve the community, protect life and preserve property.





MOTOROLA PUBLIC SAFETY LTE

We are driving the industry's most comprehensive plan for delivering advanced communications to public safety agencies and the communities they serve. With LTE networks, multimedia-enabled devices and robust applications, you can supplement voice with rich data and video content to empower first responders with the right information when and where it matters most. Whether you need to send tactical maps to responders en route to an incident or stream live video from the scene back to the command center, Motorola Public Safety LTE is a critical ingredient for delivering the unprecedented capabilities of next generation public safety communications.

EMERGENCY CALL HANDLING SYSTEMS

To support fast and efficient handling of emergency calls from the public, the Motorola CAD is fully integrated with an Integrated Communication Control System (ICCS), which manages all voice and data traffic from telephone and radio – be it digital, wireless; fixed-line or mobile telephone. The advantages are clear: a standardised, scalable user interface with comprehensive communication functions and touch screen computer applications that go far beyond those offered by conventional telephone and radio systems.

The system will support either automatic or manual acceptance of calls through automatic call distribution. When a call is received, it will be directed to the next available call taker. At that point, the system may be configured so that the call either rings until the call taker chooses to answer the call, or is answered automatically and presented to the call taker. Calls received through the ICCS are generally presented to multiple operators depending on profile. All applicable operators are able to see that the call is ringing and any of them may opt to answer it manually. The system may also trigger a call collection form on the CAD to be presented automatically to the call taker.

As a centralised, standardised system, the ICCS can also retrieve information about callers using a range of interfaces. The caller's telephone number can be retrieved from the call and automatically added to the call collection form when the call is answered. This number can then be used to obtain the caller's name and address. If the call collection form is configured to distinguish between caller address and incident address, the caller's name and address is recorded on the call collection form.

RADIO DISPATCH CONSOLE

You need to effectively communicate and coordinate mission critical response while keeping first responders safe and constantly connected. If required, our MCC 7500 IP Dispatch Console provides reliable field communications and connects directly to an IP network so you don't need interface boxes, digital voice gateways or backroom electronics. The MCC 7500 command and control solution seamlessly integrates with mission critical networks.

NON-EMERGENCY REQUESTS

In emergency situations, public call centres are often overwhelmed with enquiries and questions from worried citizens. A public call centre with our system can efficiently answer and capture non-emergency queries without interrupting your mission critical dispatch personnel, keeping your emergency lines free for true emergencies and enhancing community response.

You can also improve public satisfaction with optimised services and coordination of emergency and non-emergency resources. Whether it's a public enquiry or request for government service, our solutions manage the full cycle of non-emergency government service delivery.





MOBILE SOLUTIONS EMPOWER THE FIELD

In the field, timely, relevant information saves lives. Our mobile CAD extends communications center information to the field, and provides full incident management and reporting capabilities to first responders. With real-time information flow from CAD, End-to-End Video Solutions and other sources:

- Crucial information such as premise hazard and pre-plans, previous incidents, alternate approaches to the scene and location of backup units is quickly accessed in the field
- Real-time distribution of bulletins and alerts create immediate field awareness
- Video camera feeds are selected directly from the mobile map
- Arresting officers complete the pre-booking process at the scene

Our mobile solutions allow field officers to be more available to the community because they are able to perform all records functions without having to return to the station. They can also file reports in a standardised, easy-to-use format, which not only reduces input time but also allows data to be transmitted securely and directly into the records management system. By spending less time filling out or approving paperwork, field officers and supervisors can be more visible and more productive. And by having real-time access to the best information, they can make smarter decisions every time.



SOURCES

1. <http://techcrunch.com/2012/08/01/comscore-us-smartphone-penetration-47-in-q2-android-remains-most-popular-but-apples-growing-faster>
2. <http://newsroom.fb.com/content/default.aspx?NewsAreaId=22>
3. http://www.youtube.com/t/press_statistics

Motorola is helping transform the way you respond with our end-to-end solutions that enable you to collect more information, make it actionable and securely distribute it across mission-critical applications, devices and easy-to-manage networks. To learn more about how a next generation integrated command and control platform can help you better connect with the communities you serve, contact your Motorola representative or visit motorolasolutions.com/safercities.

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