



# THE MOTOROLA SOLUTIONS INTEGRATED SECURITY ECOSYSTEM

Powerful, Modular Security for Safer VA Medical Centers

Today, with over 9 million Veterans enrolled in the VA health care program, 171 VA Medical Centers, and more than 1,000 community-based outpatient clinics, the Veterans Health Administration (VHA) is the largest integrated health care system in the United States. With that type of volume, VA law enforcement at medical centers across the country face a continuous challenge to maintain the security and safety of patients, staff, and guests without impacting operational efficiency.



# TOP CHALLENGES

## Quickly Identifying, Validating, and Responding to Threats

VA Medical Centers aim to provide a safe, welcoming experience for veterans and their families. These facilities are typically bustling, busy places, with patients, medical personnel, guests, and many other staff arriving and departing daily. Given that volume, medical centers often struggle to maintain security while also encouraging an environment that reflects the dignity and respect veterans deserve. To do so, they must quickly identify and validate threats before they manifest as an act of violence or a crime. Once identified, security teams then must ascertain the appropriate risk level and discreetly respond with the right resources, keeping visitors and staff out of harm's way.

## Mitigating Risk Without Impacting Veteran Care

Every day, medical centers are challenged with two, often conflicting, goals: minimizing security risks while increasing operational efficiency and quality of care. Many security systems force a choice between the two, leaving it to security teams to find the right balance.

## Reliably Communicating Throughout the Building and Beyond the Facility

Medical Centers are often cavernous spaces by design, with offices, patient rooms, maintenance areas, and spaces with dense insulation and shielding for medical equipment. These areas can make it difficult to reliably access radio and broadband coverage, degrading the ability of security personnel to instantly communicate with team members and others. In addition, security operations often require coordination with other facilities and partners, making reliable, seamless radio and broadband communications essential, even when in transit.





# SMART. INTEGRATED. SECURE.

## The Motorola Solutions Integrated Security Ecosystem

Our Integrated Security Ecosystem includes modular components that seamlessly work together to form one intelligent, integrated security and communications platform. It helps VA Police and security teams more accurately understand threats within their facility and act on them with greater precision and discretion.

- Avigilon\* Concealed Weapons Detection (CWD) - powered by Evolv
- Avigilon\* fixed cameras and Avigilon Control Center (ACC) Video Management System (VMS)
- Avigilon\* Access Control Manager (ACM)
- Motorola's P25 Land Mobile Radio (LMR) Core Infrastructure
- Motorola's MCC Dispatch Console
- Motorola's APX NEXT Smart Features

The Motorola Solutions Integrated Security Ecosystem features advanced intelligence that empowers VA Police with more efficient and resilient operations, so they can do more with the resources they have. With smart features and integrations, the ecosystem as a whole is much more effective than its individual components, allowing for new capabilities and streamlined workflows. Plus, with technology investments that are scalable across facilities and as-a-service consumption options, the Motorola Solutions Integrated Security Ecosystem offers tangible economic benefits.

\*Avigilon is a Motorola Solutions' company

### Smart Locate

Geolocates team members using APX NEXT radios in buildings and across campus for a complete real-time operational picture.

### Smart Mapping

Geolocates other personnel, such as partner law enforcement or EMS responding to a scene and makes it easy to differentiate them from team members. Allows officers in distress to immediately share their location with dispatch and other APX Next users.

### Smart Connect

Vastly expands radio coverage over LTE when radio signals are weak or non-existent. Allows easy communication to community-based outpatient clinics (CBOC's) and other remote locations where there is no radio infrastructure installed. When connected to Motorola's P25 Trunking System, the transition from LMR to LTE is seamless and non-disruptive to daily operations.

### Smart Messaging

Enables the ability to receive images, short audio/video clips, and text messages from dispatch. Now, VA dispatchers can send out exact images of people of interest, like BOLO's, patient elopements, or disgruntled employees or veterans. Plus, they can send out images of objects of interest such as objects left behind, stolen vehicles, and vehicles involved in hit and run incidents, and more. When used in conjunction with Avigilon's video/access control, a VA dispatch can immediately send out imagery of what is important in any situation.

### Smart Programming

Offers streamlined LTE device management where a customer can program a radio over LTE. This includes potential software updates, firmware updates and or modifications to the radio's codeplug.

### VIQI Voice Control

Offers a smart assistant that can change channels, zone, or volume, get queries on the radio, and more just by speaking into the radio. Provides VA Police with the ease of mind to ensure they are on the correct radio channel when a situation arises, without having to fumble around with conventional knobs that could accidentally change to a different channel.



# FROM DETECT TO RESOLVE

## One Integrated Ecosystem For All Phases of Threat Mitigation

### Detect

Concealed weapons detection (CWD) is used for non-invasive identification of concealed weapons.

### Identify

If CWD recognizes a weapon, it automatically prompts the Avigilon ACC VMS to focus its attention on the nearby Avigilon or Pelco or other ONVIF\* fixed cameras in order to establish identifiable criteria for an appearance search.

### Classify

Avigilon VMS' facial matching is used to match appearances against watch lists or other data sources.

### Track

Avigilon VMS' Appearance Search allows Dispatch to track the threat across the facility, seamlessly handing off video between cameras, to maintain real-time intelligence on a suspect's current location. It can also be used in patient elopement situations to quickly find missing patients before they can harm themselves or others.

### Respond

Access Control Manager allows dispatch to cordon the threat and secure a perimeter. Smart Locate identifies the closest authorized responders in the nearby area, while Smart Mapping tracks all responding personnel, including partners from outside the facility. Smart Messaging allows dispatch to provide images and video of the threat and allows responders to communicate via multimedia text. Smart Connect enables responders to use LMR or LTE, offering high coverage reliability in buildings and across campus and seamless communications interoperability with all responding personnel.

### Resolve

With the Avigilon VMS, advanced bandwidth management allows agencies to store and quickly access high quality video for investigations and record keeping.

\*ONVIF/Pelco Cameras require Avigilon's Applied Appliance Technology



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