

## Collaborative Incident Response—Cisco IPICS

Cisco® IP Interoperability and Collaboration System (IPICS) is a comprehensive IP-based dispatch and incident response solution. Its features include an enhanced dispatch console, UHF/VHF radio interoperability, emergency first responder notification, and integration with IP phones, cell phones, PCs, and mobile devices. Cisco IPICS puts the power of live mobile video and multimedia-enhanced communications into the hands of public safety personnel and provides a cost-effective way for them to communicate when using incompatible radios.

As part of the Cisco Connected Physical Security portfolio, Cisco IPICS can easily trigger or receive communications from Cisco Video Surveillance Manager and Cisco Physical Access Control or third-party applications, further enhancing situational awareness, response time, operational efficiency, and cross-agency collaboration during a critical event.

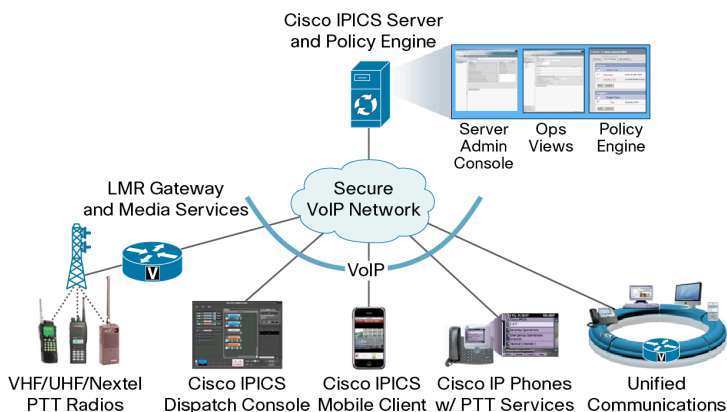
### Cisco IPICS Solution Components

**Cisco IPICS Server:** Manage radio, talkgroups, channel and media resources; authenticate users, and define policies.

**Cisco IPICS Dispatch Console:** An IP-based radio dispatch solution for mission-critical radio communications, the console empowers public safety officials to consolidate incident-related information and instantly share the information using voice, video, and data.

**Cisco IPICS Mobile Client:** This smartphone application allows users to collaborate with other incident participants.

**Cisco IPICS IP Phone Client:** Allows personnel to use Cisco Unified IP Phones to collaborate with other personnel on radio push-to-talk channels.



### Key differentiators

- **Radio interoperability and beyond:** Cisco IPICS supports multi-agency talkgroups, talkgroups between disparate radios, and talkgroups that include radios, PCs, phones, cell phones, and IP phones.
- **Mobility:** Cisco IPICS can move with the user's PC anywhere there is an IP network, unlike traditional dispatch consoles that stay where they are installed.
- **Rich-media incident management:** Cisco IPICS goes beyond audio to support rich-media incident management and a new generation of mobile endpoints.
- **Integrated policy engine:** Dispatchers gain a new set of tools that simplify notification and improve response time.
- **Smooth evolution path to P25, Tetra, Department of Defense (DoD), and other radio protocols:** Quick Launch module provides one-click access to complex actions for security guards.

## What Our Customers Say

“Our Cisco IPICS installation has allowed us to define a new role for IT in campus safety. We're able to leverage our core technology infrastructure to enhance safety by converging public safety systems with information technology systems to better protect the campus community. We've started piloting the latest 4.0 release and are very excited to see the integration of video and phone capabilities in the dispatch console. Public safety is a campus-wide effort and as stewards of technology our part is to facilitate the goals of prevention, deterrence, detection, notification and response with systems such as IPICS.”

—*Rich Siedzik, director of computer & telecommunications services, Bryant University*

“Missouri State Highway Patrol is now able to provide better service and security throughout the state. The citizens can rest assured that during their time of need, we have the assets that will benefit the community and their lives.”

—*Captain Kim Hull, Director of the Communications Division, Missouri State Highway Patrol*

“We are extensively using Cisco IPICS to secure the Arlbergtunnel, Europe's longest road tunnel, and the solution has proven its worth. Test results for radio transmission using Cisco IPICS were excellent and will allow ASFINAG to connect a number of previously incompatible analog and digital networks, reduce the risk of communications breakdown, and decrease overall incident response time. What's more, ASFINAG will not have to update its radio network, so previous investments will not be rendered obsolete by this new technology.”

—*René List, director, Maut Service GmbH's Systems Operation Department, ASFINAG*

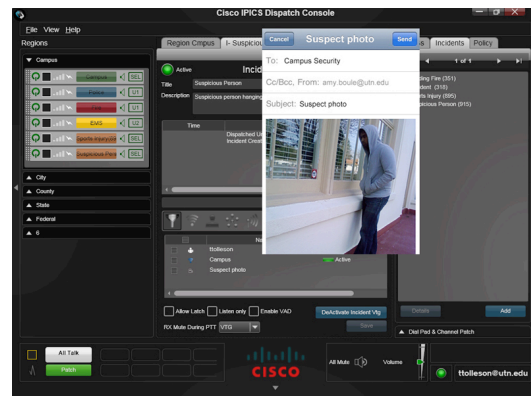
“Cisco IPICS enables open communications across all of our different groups, no matter what radio or telephone systems they use.”

—*Debbie White, Customer Service Manager, Auckland Airport*

## Conclusion

Cisco IPICS helps to break down communications barriers among safety and security personnel, providing cost-effective and comprehensive interoperability between push-to-talk radio systems, mobile phones, IP phones, and PC clients using proven IP standards across the network. When time is critical, Cisco IPICS delivers information quickly to the right people, at the right time, in the right format.

To learn more, visit [www.cisco.com/go/ipics](http://www.cisco.com/go/ipics).



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