# Integrated Command & Control Center

Public Safety Answering Points, Emergency Services and First Responders

- TelyCALL is based on IT mission-critical platform that uses innovative technologies, such as Web-RTC (Real-Time Communications) and delivers on-premise or cloud computing for the integration of multiple radio, telephony, video surveillance, instant messaging systems, etc., via Dispatch Web Consoles running on a secure web browser (HTTPS) ensuring the cyber-security of the system.

- The communications integrator for Call Taking and Dispatch (COM) operates with multiple current and legacy radio and telephony technologies, either through conventional communications gateways or direct infrastructure connectivity.

- The dispatch consoles does not require any specific media dock hardware device, since it only uses a standard web browser to manage voice communications and incident forms. Audio and control accessories simply plug into workstations by the USB.

- TelyCALL offers a unified solution for multi-agency environments: Police, Emergency Medical, Firebrigade, Forestry and Environmental Services, Transportation Hubs or Utilities.

- Redundancy can be set-up to meet your specific High Availability (HA) requirements for 24/7 operation.

- Application Programming Interface (API) enables standardized integration with third-party developers and TelyCALL suite of applications: Critical Incident Management (GES); Secure Voice Logger (REC); Incident and Call Reports (GIE); Real-time monitoring (MON), Mapping and AVL Information (GIS).

Call Talking and Operational Dispatching

GES Critical Incident Management

GIE Incident and Call Reports

COM Communications Integrator

REC Secure Voice Logger

GIS Mapping and AVL Information

API Application Programming Interface

MON Real-Time Monitoring
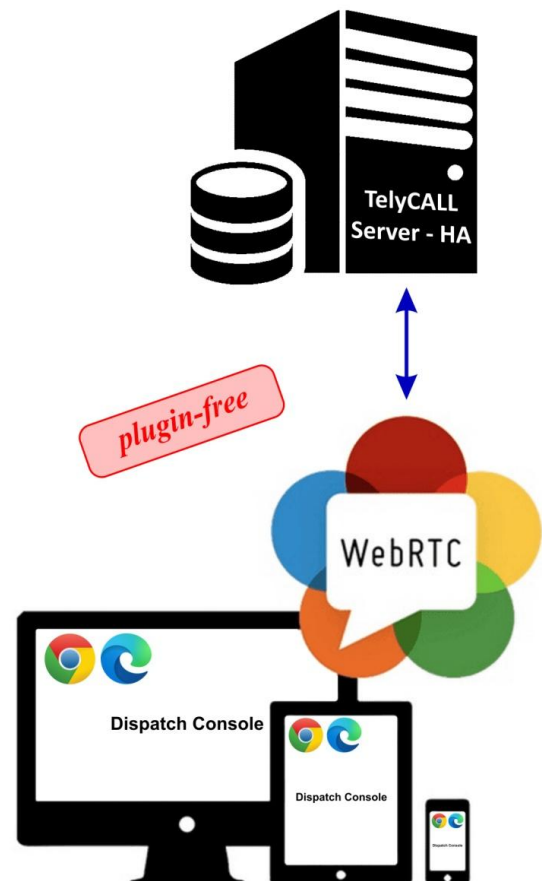
COM Communications Integrator

- Call Taking and Dispatch Console (COM)
- Vendor independent integration platform:
  - Telephony: FXO, FXS, ISDN, GSM/LTE, SIP -TRUNK
  - Radio: TETRA, P-25, DMR, PMR, NXDN
- Text Messaging (SDS, TDS) and Instant Messaging (Telegram)
- Push to Talk over Cellular (PoC)
- Video Supervision and Management Systems (VMS)

GES Critical Incident Management

- Computer Aided Dispatch (CAD) system and Real-Time Critical Incident Management (GES)
- Operational workflows are made simple and operators can assign resources using "drag & drop" method in browser
- Communications and full incident lifecycle management from an intuitive browser-based Graphical User Interface (GUI)
- Incident and Call Reports (GIE) and Real-time Control Center dashboard (MON)

GIS Mapping and AVL Information

- Mapping and Automatic Vehicle Locator (GIS/AVL); fleets, routes, tracking, geo-fencing. Based on Web Map Service (WMS) from a GIS viewer
- Communications are interactive from the unit icons on the geographical interface
- GIS provides the following functionalities: zoom, adjust according to navigation arrows or moving map; distance and area calculations; loading new cartographic layers; search for streets and toponymy; navigation panel, etc.

REC Secure Voice Logger

- All communications are recorded and linked to their respective incidents, allowing them to be reproduced "on the fly" from the same Web interface.
- Includes SIP-based voice recording with metadata
- Telephone calls: recording solution for outgoing and incoming calls.
- Radio calls: TETRA, PMR, DMR, etc.
- Using a combination of encryption, signature and digital fingerprint techniques, audio records are marked to ensure data integrity

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