CONTROL ROOM SOLUTION

STREAMLINE YOUR MISSION-CRITICAL COMMUNICATIONS

MOTOROLA SOLUTIONS

SUPPORT OPERATORS AND DISPATCHERS BY REMOVING WORKFLOW BARRIERS

Operators and Dispatchers today are often managing critical responses using multiple, disparate systems which require tedious navigation among several controls, buttons and screens. For many agencies, the lack of intuitive tools leads to inconsistent service and response and puts an additional burden on an already stressful job, contributing to overwhelmed teams and high turnover. These workflow barriers may have significant downstream effects with officer and community safety and later, with investigations and overall agency efficiency.

Control Room Solution (CRS) helps you achieve seamless operations by integrating all call critical communications into one intuitive and unified response system. With CRS, Operators harness a clean, rationalised user interface to react quickly to incidents and easily control all communications. As a browser-based solution, CRS eliminates costly proprietary hardware purchases, simplifies evolution and enables scalability with flexible deployment options for mission-critical resilience. CRS includes all of the tools Operators and Dispatchers need to effectively connect with their communities and keep officers safe.

SIMPLIFY YOUR COMMUNICATIONS
SEAMLESS INTEGRATION FROM A SINGLE PLATFORM

To work smarter and streamline your workflow, you need a fully integrated control room environment. CRS streamlines the communications process in real-time, from the moment the first phone or radio call is received through the dispatching of field personnel and physical resources. CRS offers a single communication platform with an intuitive user interface that seamlessly integrates with voice devices, logging recorders, Computer-Aided Dispatch (CAD) systems and related mission-critical technologies to simplify incident management and reduce stress within the control room.

OPERATORS GAIN STREAMLINED WORKFLOWS ACROSS ALL COMMUNICATIONS TO QUICKLY INFORM EMERGENCY RESPONDERS

The ability to communicate with people is the ability to control the situation. CRS puts the Operator in full control by offering the flexibility to manage multiple calls simultaneously. Talkgroups can be selected and monitored dynamically on any workstation and telephone call routing is configurable, empowering Operators to choose who they speak with, how and when.

AGENCIES EXPERIENCE SIMPLIFIED EVOLUTION WITH FUTURE PROOF TECHNOLOGY, REDUCING IMPACT ON IT STAFF

Experience ease-of-setup and access the most current features and updates with minimal downtime and operational disruption. CRS is designed around the concept of future proof technology, as an ecosystem that is continuously changing and evolving, never becoming out-of-date or obsolete. With CRS, agencies can expect customer-focused development and feature enhancements to support Operators with the most current functionality without added requirements for IT resources.

SUPERVISORS AND OPERATORS GAIN CONTROL ROOM FLEXIBILITY TO BETTER SERVE THE PUBLIC

A flexible, browser-based architecture means Supervisors and Operators can access the control room by logging on from any location with a secure connection to set up mobile command posts, such as for major events or disaster relief, and provide better support for emergency services and the community. It also means additional operator positions can be easily deployed as and when needed. CRS as a "virtual workplace" promotes a flexible, lower-stress working environment for Operators, enabling them to work from home as needed, such as for health outbreaks or when there is an immediate need for additional staffing.

ADDITIONAL FEATURES

FOR A MORE INTUITIVE, CENTRALISED INFORMATION HUB

Superior Audio Quality	Supports the use of existing or new COTS peripherals to align with internal procurement requirements to ensure effective communications across all devices
Comprehensive Contacts Directory	With configurable hotkeys used to initiate calls to radio and telephone destinations easily
Organised Display	Arranges calls by priority order in call stack, easily differentiated with colour-coding and customizable audible alerts and presents the caller ID and name or callsign (if available in contact directory) of originating caller and last speaker for both phone and radio calls
User-Controlled View	Provides a number of selectable views through which control of communication is achieved for radio, telephony, text messaging and status messaging to manage different communications channels at the same time
Talkgroups	Available for users and administrators to place on the console and communicate with via a single button click
Third Party Integrations	Open REST interface provides integration for: • Computer Aided Dispatch (CAD) • Voice and content logging • Telephony: integration with SIP, PSTN, and PBX
Radio Control Manager (RCM)	Ability to apply Radio Check, Stun and Revive commands
Dynamic Group Number Association (DGNA)	Ability to send DGNA updates so that radio users can communicate with talkgroups
Audio Recording	Complete audio recordings from conversations available, sharable and archived; use for reporting and accountability purposes, including telephone and radio
Access Control for Increased Accountability	Requires all users to be authenticated based on a unique username and password or single sign on; usernames are shown in UI for calls and saved in recordings data and logs
SDS Messaging	Seamlessly exchange information, messages, Location Information Protocol (LIP) and status updates with data-enabled devices via Short Data Services (SDS) text messaging over the TETRA network

FLEXIBLE LICENSING

As a hosted service, CRS is scalable to fit your agency's needs with no need for bespoke or proprietary hardware. Designed to grow with your organization over time, CRS offers flexible licensing options based on the number of user seats, with the ability to add or remove seats as needed.

NEXT-GENERATION EVOLUTION WITH
A DEDICATED TECHNOLOGY LEADER

WE BUILD SOFTWARE FOR MISSION-CRITICAL ENVIRONMENTS WHERE EVERY SECOND MATTERS.

CRS and other applications in our software suite unify data and streamline workflows. From first contact to case closure your information is put to better use, to improve safety for critical personnel and enable you to focus on the communities you serve. With more than 90 years of proven public safety leadership and the industry's first and only mission-critical ecosystem, our suite is transforming the public safety experience.

Our software is derived from more than 2,000 hours researching mission critical workflows and collaborating with many emergency services control room operators and is specifically designed with Operators in mind – to support you with solutions to help overcome the challenges you face daily and deliver better outcomes to the citizens you serve. Combined with unified two-way radio and broadband communications, video security and analytics, and world-class cybersecurity and services, our ecosystem is the technology lifeline your mission depends on. Our mission is to never stop advancing it.

For more information about Control Room Solution,
visit **motorolasolutions.com/crs**

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