

# COMMANDCENTRAL AWARE ENTERPRISE

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# AGENDA

## INTRODUCTION

- Product Overview
- Solution Components

## SOLUTION OVERVIEW

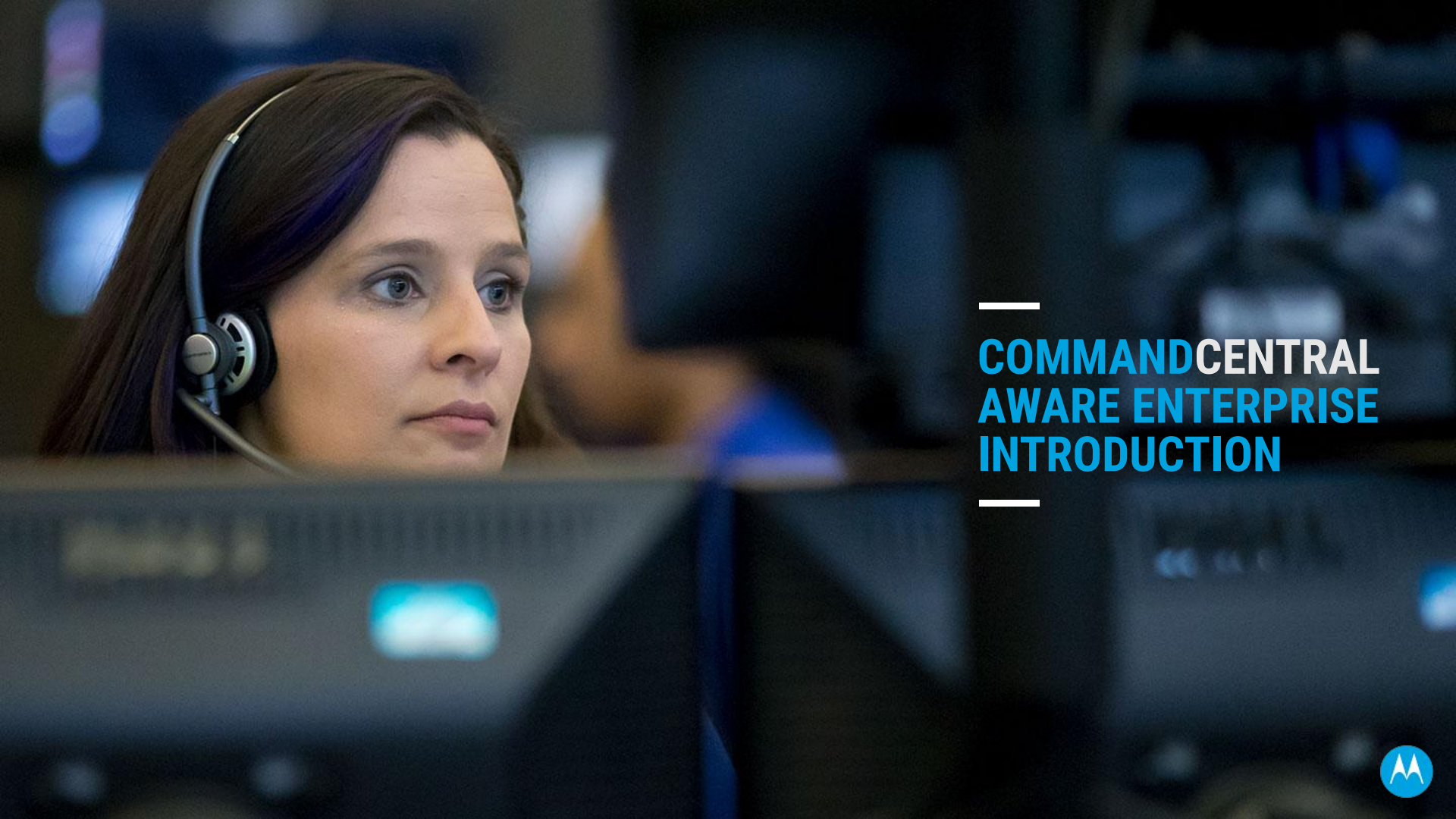
- System Architecture
- Key Features
- System Requirements

## USE CASES

- Pain Points
- Use Cases







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**COMMANDCENTRAL  
AWARE ENTERPRISE  
INTRODUCTION**

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COMPLEX, FAST MOVING  
ENTERPRISES NEED  
UNPRECEDENTED  
VISIBILITY INTO THEIR  
OPERATIONS TO MAKE  
THE RIGHT DECISIONS  
TO MOVE THEIR  
BUSINESSES FORWARD

- Organizations experiencing increased pressure to improve operations.
- Customers require faster response times and real-time insights into service response.
- Security and service managers need to be able to locate the right personnel, at the right time, for the right response.
- Field personnel need to be able to communicate with each other and managers seamlessly.
- Organizations need support for environments with a mixture of device types.

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## MOTOROLA SOLUTIONS

### **Vertical Market Leadership**

Trusted provider of mission-critical communications and security solutions for education, transportation, energy, hospitality, manufacturing, and healthcare markets.

### **Public Safety Pedigree**

Major cities and communities globally rely on Motorola for mission-critical public safety technology including 9-1-1 call taking, public safety LTE, two-way radios, CAD systems, video security and analytics, and license plate recognition technology.

### **Communications Pioneer**

For over 90 years, Motorola customers have depended on us for effortless and reliable communications to keep businesses thriving and keep communities safe.



# COMMANDCENTRAL AWARE ENTERPRISE

## LOCATION AND MAPPING OFFER

**Improve operations with the solution that provides a real-time unified view of MOTOTRBO and WAVE broadband devices.**

See MOTOTRBO radios and WAVE broadband devices on a single map to increase operational awareness and improve decision making. Aware Enterprise location and mapping is available in a side-by-side configuration with the Avtec Scout Console. In this optimal configuration, Aware Enterprise provides device location and presence via the Edge Node gateway and WAVE integration, while the Avtec Scout provides dispatch capabilities over the MOTOTRBO system.

### DEVICE LOCATION AND MAPPING

Ability to see personnel locations for MOTOTRBO and WAVE-enabled broadband devices with CommandCentral Aware Enterprise position.

#### For MOTOTRBO Radio User Mapping

MOTOTRBO system, GPS enabled radios and Motorola Solutions Edge Node

#### For WAVE Broadband Device User Mapping

Broadband radio device running a WAVE client

### DISPATCH

Recommended for optimal configuration to leverage device locations for improved dispatch decisions.

#### For Voice Dispatch

Avtec Scout Console (optional)



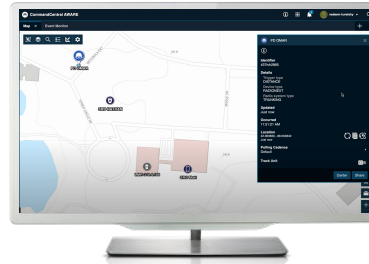
# ENHANCE OPERATIONAL AWARENESS AND RESPONSE

## AWARE ENTERPRISE SOLUTION COMPONENTS



**EDGE NODE**

Required on-premise gateway that connects deployed Motorola Network Interface Service to share MOTOTRBO radio location information over the cloud to be displayed on the Aware Enterprise map.



**AWARE ENTERPRISE**

Cloud-based mapping solution displays real-time MOTOTRBO (via Edge Node gateway) and WAVE-enabled (via multi-tenant gateway) device locations along with alerts, traffic, weather and event monitoring.

## DISPATCH



**AVTEC SCOUT DISPATCH CONSOLE\***

The Avtec Scout™ dispatch solution meets your communication center needs providing secure, converged voice and MOTOTRBO radio dispatch communications.

\*(OPTIONAL)



# IMPROVE OPERATIONAL SUCCESS WITH REAL-TIME PERSONNEL AND INCIDENT MAPPING.

## IMPROVE DECISION MAKING

See personnel locations in relation to each other and incidents to improve decision making.

The context around an incident or emergency informs your response. Aware Enterprise enables you to act with necessary context by viewing personnel equipped with MOTOTRBO and WAVE-enabled broadband devices in real-time through a single mapped view to inform decisions.

## ACCELERATE RESPONSE

Quickly identify personnel near an incident or emergency to accelerate response.

Whether responding to a customer or an emergency every minute counts. Aware Enterprise provides a real-time mapped view of incidents and locations for both MOTOTRBO radios and WAVE-enabled broadband device users so that you can identify nearby personnel with the right skills to respond at the right time.

## STREAMLINE WORKFLOWS

Streamline and automate workflows to improve response and operational efficiency.

Understand challenges in real-time by viewing MOTOTRBO radios and WAVE-enabled devices on a single map, to improve your team's response as an incident, service call or emergency is unfolding. View historical mapped devices to see past activity and identify future workflow improvements.







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**SOLUTION OVERVIEW  
AND TECHNICAL  
SPECIFICATIONS**

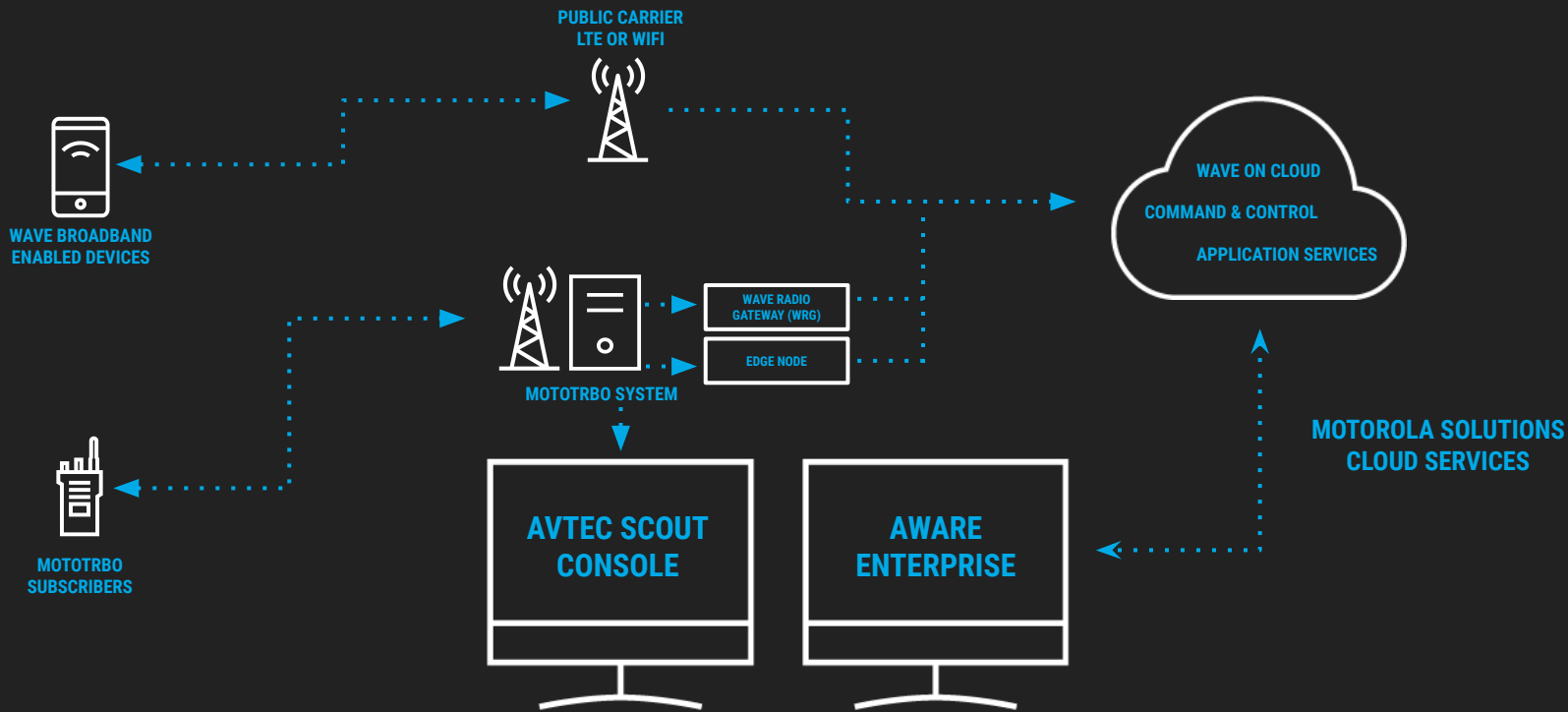
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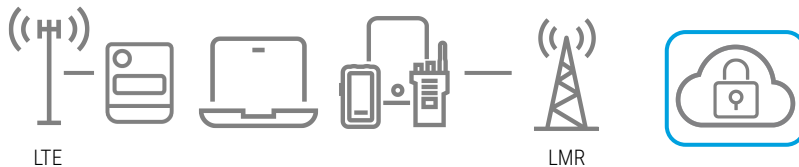
# AWARE ENTERPRISE SOLUTION COMPONENTS

## LOCATION FOR GPS ENABLED DEVICES



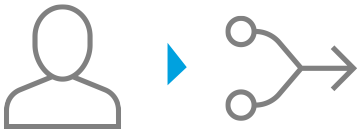
# COMMANDCENTRAL AWARE ENTERPRISE WORKFLOW

## AWARE ENTERPRISE LOCATION AND MAPPING



### DETECT

RECEIVE ACTIONABLE INFORMATION



STAFF, PUBLIC OR OTHER SYSTEMS

MOTOTRBO™  
WAVE ON CLOUD

PTT, CALL OR EVENT ALERT

MOTOTRBO™  
WAVE ON CLOUD  
AWARE ENTERPRISE

### ANALYZE

INCIDENT, LOCATION AND PERSONNEL



VIEW MAPS AND CHECK PERSONNEL AVAILABILITY

AVTEC SCOUT CONSOLE  
AWARE ENTERPRISE

### COMMUNICATE

CONFIRM PERSONNEL AVAILABILITY



DISPATCHER ASSIGNS APPROPRIATE TEAM

AVTEC SCOUT CONSOLE  
AWARE ENTERPRISE  
MOTOTRO  
WAVE ON CLOUD

### RESPOND AND RESOLVE

CONTINUE RESPONSE, RECEIVE STATUS AND REASSIGN UNTIL ISSUE IS RESOLVED



RESPOND VIA PTT, BROADBAND

MOTOTRBO™  
WAVE ON CLOUD

STATUS AND ADJUST UNTIL COMPLETE

AWARE ENTERPRISE  
AVTEC SCOUT CONSOLE



# AWARE ENTERPRISE

## MOTOTRBO™ and WAVE USER LOCATION & MAPPING

### Map Incident and Device Locations

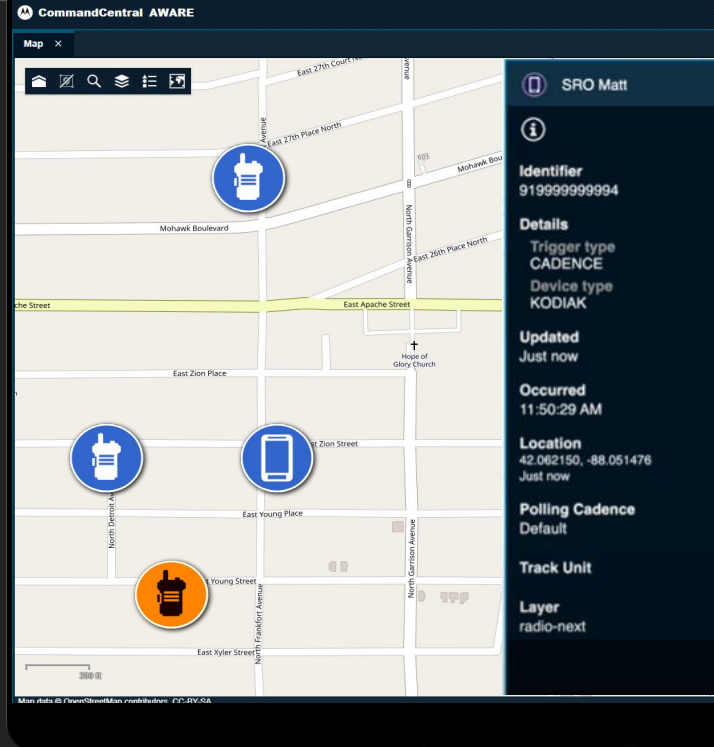
- Custom View
- Integrate GIS Datasets, Esri, Google, KML.
- See Incident Locations and Status
- Set Rules for map display and actions.

### Reporting and Device Tracking

- Set distance/time cadence, see on request or on event type.
- Track Device Location with real-time breadcrumbing.
- View Historical 90-day lookback of device locations.
- Draw geofence for alerts of device entry or exit into defined area.

### Monitor Activity from Anywhere

- Work from Any Location: Cloud-hosted, web-based solution for desktop and mobile accessibility.





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**USE CASE**  
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# ENTERPRISE CHALLENGES



**How do I locate personnel in real time regardless of role or device?**

View MOTOTRBO and WAVE broadband mapped device locations.

Monitor large areas in one single view.

See breadcrumb device routes.



**How do I improve customer, guest or emergency response?**

Identify nearby relevant staff in real time.

Allocate personnel efficiently.

See breadcrumb routes.

Use mapped locations for arrival times.



**How do I improve communications with my staff?**

See breadcrumb device routes.

See nearby personnel for context.

Share locations across teams



**How do I streamline my operations?**

View breadcrumb routes in real-time.

Communicate route changes.

Use historic map to improve operations.



# SOLVING CUSTOMER PROBLEMS - ENERGY

**Hypothesis:** Improve driver and community safety and enhance overall response with a consolidated view of incidents and resources in an environment with wide area coverage.

## CHALLENGES

- Disasters happen causing dangerous powerline situations.
- Power outages occur requiring quick customer service.
- Drivers encounter emergencies/obstacles that hamper response.
- Fleet managers are challenged to improve efficiency and productivity.

## OPPORTUNITIES FOR AWARE ENTERPRISE:

- Respond quickly to outages with real-time vehicle/driver locations and dispatching.
- Improve communications with drivers with situational/operational awareness.
- Communicate arrival times and driver locations to improve service response and provide more accurate response windows.
- Review historical incident response to streamline operations.



# ENERGY

## IMPROVE DECISION MAKING

**See location of all fleet personnel and vehicles in real-time.**



See nearby resources and assign the appropriate units for assistance.



Estimate travel times, check status and ETA.

## ACCELERATE RESPONSE

**Respond to outages with real time vehicle/driver locations and dispatching.**

See MOTOTRBO mapped locations.



Map WAVE broadband users.

## STREAMLINE WORKFLOWS

**Improve response with real-time and historical mapping.**



Create a mapped breadcrumb trail of trips.



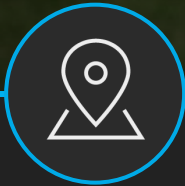
Ensure staff adhere to routes.



# EMERGENCY RESPONSE

## POWER OUTAGE CAUSED BY DOWNED TREE

A call comes in reporting a downed tree that has disrupted a customer's electrical services. The dispatch operator needs to locate any nearby line repair personnel to assign to the emergency outage call quickly.



### ACCELERATE RESPONSE WITH LOCATIONS

The Aware enterprise map displays radio locations for nearby line repair personnel on Aware Enterprise map.



### ENHANCE COMMUNICATIONS

From the Avtec Scout console the dispatch operator communicates to the line repair personnel and provides the location of the outage.



### STREAMLINE OPERATIONS

The dispatch manager monitors the route of the line repair personnel to communicate the estimated time of arrival to the customer and ensure arrival at the correct location.

