

**SOLUTION/**

home of **VESTA®**

# Local Survivability in **VESTA®** 9-1-1

ANOTHER SMART WAY TO **KEEP YOUR COMMUNITY SAFE/**

One of the promises we make to the 9-1-1 Authorities we serve is to always create smarter ways to keep all our communities safe. And without access to 9-1-1, your community isn't safe. To help ensure the integrity of your 9-1-1 service, we offer Local Survivability as part of our VESTA® 9-1-1 Call Handling solution.

When it comes to safeguarding your community, there's no room for downtime in your 9-1-1 operations. Yet, natural and manmade disasters, among other threats to network connectivity, are always possible and require plans for fast action. Airbus DS Communications removes the guesswork and offers a solution for immediate response when downtime occurs. The solution is Local Survivability in the **VESTA® 9-1-1** system.

Designed for 9-1-1 Authorities with remote PSAP sites, Local Survivability in the VESTA 9-1-1 solution helps ensure the availability of emergency and admin communications at all locations. This means, upon losing connection to the Wide Area Network (WAN), the VESTA 9-1-1 solution will automatically reroute calls to a remote system, or "local system," ensuring you keep people connected when it matters most. Risk is mitigated by isolating the local system until the WAN is stabilized. Then, the PSAP administrator can decide when to start the smooth transition back to the primary system.

Local Survivability offers 9-1-1 Authorities enhanced reliability for any hosted VESTA 9-1-1 solution supporting multiple remote PSAPs from geo-diverse data centers. Remote PSAP sites are normally connected through a WAN and will receive calls through the primary system's host servers. In the event a WAN issue is detected between a remote PSAP and the primary host, little action is required to trigger Local Survivability. Instead, voice gateways installed at the remote PSAP automatically detect the problem and send all new inbound calls to its local VESTA 9-1-1 system servers. Optional ringers and strobes can also be installed at the remote PSAPs to audibly and/or visually notify the PSAP when the network connection is lost and/or when it's re-established.

To access the local system, Calltakers at the remote PSAP will use the VESTA 9-1-1 System Selector application on their desktop console. In the meantime, enhanced IP phones allow the PSAP to immediately and automatically receive new calls

# SOLUTION/

Local Survivability in the VESTA 9-1-1 solution helps ensure the availability of your Public Safety communications and ultimately, your community's safety.



to 9-1-1. Once network connectivity is re-established, the move back to the primary system will be graceful and controlled, allowing Calltakers to complete emergency calls in progress before responding to new 9-1-1 calls.

If the primary system includes the VESTA® Analytics solution, VESTA Analytics Lite will be installed on the local system to serve as the management information system and log call activity.

*Note: Some ancillary features are not extended into the Local Survivability environment (e.g., VESTA 9-1-1 Heads-Up Display and SMS).*

For more information on Local Survivability or the hardware needed, contact your Service Provider or Airbus DS Communications Regional Account Manager. Let us help you ensure the integrity of your 9-1-1 operations starting today.

## WHERE YOUR CRITICAL MATTERS®

For almost five decades, Airbus DS Communications, the *home of VESTA®*, has designed solutions with an open mind. This innovation not only allows us to create smarter ways to keep all our communities safe, it also earned us Frost and Sullivan's 2016 Best Practices Award as the NG9-1-1 Company of the Year. Our NG9-1-1 VESTA® solutions are found in more than 60% of all U.S. Public Safety Answering Points, serving over 200 million people, as well as Federal DoD operations globally. Over 30+ years, our Emergency Notification products have supported the communications needs of hundreds of public and private sector organizations. Our Land Mobile Radio offering is 100% standards compliant, delivering the industry's only true, non-proprietary P25 Radio solution. As the world's most reliable source for Next Generation Public Safety communications, we keep people connected when it matters most.

To learn more about Local Survivability in the VESTA 9-1-1 solution, call **951.719.2100** or visit us online at **[www.Airbus-DSComm.com](http://www.Airbus-DSComm.com)**.

## KEY BENEFITS/

### 9-1-1 SYSTEM INTEGRITY

- Presents an always active solution to network connectivity issues, providing readiness and peace of mind
- Allows the host system to be deployed in a distinct data center to permit geographic resiliency
- Supplies further means for network reliability by also supporting Local Survivability in the local system, if desired
- Provides another smart way to keep your community safe

### OPERATIONAL EFFICIENCY

- Enables a smooth transition back to the host system, allowing Calltakers to finish assisting those in need
- Captures the local system's call activity and detail utilizing the VESTA Analytics solution (where deployed)

### EASE OF USE

- Makes it easy for Calltakers to select which VESTA 9-1-1 server to access, local vs. host, via the VESTA 9-1-1 System Selector
- Assigns enhanced IP phones to overflow queues for use during the transition to the local system, ensuring their availability if and when needed
- Helps PSAP personnel easily recall which server is in use by setting a distinct color for the desktop background (blue for host and red for local)

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