

SOLUTION/

home of **VESTA®**

VESTA® CommandPOST

MOBILE CALL CENTER SOLUTION/

“VESTA® CommandPOST extends Public Safety’s reach, providing remote 9-1-1 call handling capabilities directly at the point of need to keep people connected when it matters most.”

- Mike Pavick, Vice President Sales, Airbus DS Communications

The VESTA® CommandPOST call handling solution from Airbus DS Communications, is a unique and cost effective mobile solution for emergency call centers in need of temporary call handling capabilities at remote locations. The VESTA CommandPOST solution allows for contingency planning and provides additional flexibility in general day-to-day operations serving as a backup to a primary call center in addition to providing on-scene call handling.

When an emergency situation arises, an immediate need to evacuate the call center without advance warning may be imminent. With the VESTA CommandPOST solution, Public Safety officials simply move to a prearranged backup site—or any appropriate location—plug into power and network lines, and begin answering calls normally. The VESTA CommandPOST solution can be connected back to the primary VESTA® 9-1-1 call taking system controller using a virtual private network (VPN) via wireline, wireless or satellite Internet connection. Employing the VESTA CommandPOST solution also allows for contingency planning and provides additional flexibility in general day-to-day operations.

With VESTA CommandPOST, the same powerful, flexible, easy-to-use VESTA 9-1-1 software already running in your primary call center is presented in a ruggedized mobile package providing all of the familiar call handling features. The system supports quick and easy setup of remote answering positions in the event of a call center evacuation, emergency or disaster recovery scenario. It also facilitates special event handling, providing emergency response services from virtually any location.

Designed to meet the demanding standards of the Public Safety sector, the VESTA CommandPOST solution is lightweight, portable and robust. As with any IP-based communication application, its performance is influenced by the quality of the network connection. To deliver optimal performance, Airbus DS Communications recommends that the IP network meet these minimum requirements:

- Minimum of 300 kbps dedicated and symmetrical bandwidth
- Maximum of one percent packet loss
- Average delay of less than 100 ms
- Average jitter not exceeding 30 ms

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The VESTA® CommandPOST solution facilitates the deployment of remote call taking in a backup or overflow capacity for remote locations and mobile command center operations.

Airbus DS Communications also recommends that the VESTA® CommandPOST solution be deployed within a private network that provides a deterministic level of service.

For the highest levels of system protection and reliability, the VESTA CommandPOST solution may be managed by Airbus DS Communications' unmatched suite of Managed Services, where a team of IT experts monitors systems in real-time from our secure Service Management Center. Managed Services include Monitoring & Response, Patch Management, Virus Protection and Disaster Recovery.

YOUR TRUSTED PARTNER

Your community trusts you to protect them, and that means more than just using the right equipment. It means having a trusted partner in Public Safety communications. That partner is Airbus DS Communications, where your CRITICAL **MATTERS**®.

As the world's largest and most reliable source for NG9-1-1 call taking and emergency notification, and an established leader in land mobile radio and LTE networks, we keep people connected when it matters most. For over four decades, Airbus DS Communications has designed solutions with an open mind, creating smarter ways to keep all our communities safe. Today we support more than 60% of all U.S. Public Safety Answering Points, serving over 200 million people, along with hundreds of private sector businesses in 20+ different industries, including transportation, utilities and healthcare, and Federal Civil and DoD operations globally.

At Airbus DS Communications, we welcome the opportunity to share more information about our products and services, along with the many successes of our devoted customers and our vision for the future of Public Safety communications. To learn more, call **951.719.2100**, or visit **www.Airbus-DSComm.com**.

KEY BENEFITS/

MOBILE

- Self-contained, portable answering position deploys quickly and easily in any location
- Extends Public Safety reach and provides service directly at the point of need
- Adds flexibility and mobility to physical network deployment model

FLEXIBLE AND SCALABLE

- Handles wireline, wireless, TTY, and VoIP calls from E9-1-1 and NG9-1-1 networks
- Supports Automatic Call Distribution (ACD), priority queues, and up to 10-party conferences
- Supports customers' backup, overflow, service continuity, and disaster recovery operations

EASE OF USE

- Uses the familiar VESTA® 9-1-1 software, eliminating user retraining
- Provides the same feature set and functionality as primary call center positions/datasets with no modification required

RELIABLE

- Ruggedized laptop computer
- Water-tight case with foam packing

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