



CrucialConnect™

Crisis Conferencing Solution for Critical Infrastructure

The REDCOM CrucialConnect Crisis Conferencing Solution (CCS) offers Incident Commanders the means to establish secure, private, and tightly-controlled voice conferences with key personnel during a public safety incident or crisis. Conferees can use the device of their choice—radio, cell phone, office handset—to participate. This improved ability to communicate reduces the response time to a crisis, thereby minimizing property damage and saving human lives.



Technology, business, and regulatory environments are changing fast in the utilities industry. This drives the need to focus on improving operational systems through upgrade and replacement. Outage Management Systems, often deployed ten years ago, are being replaced with ADMS (Advanced Distribution Management Systems). Upgrades from traditional Graphical Information Systems to Enterprise GIS are occurring with increasing regularity, in spite of the daunting effort to consolidate myriad information types and locations into a single database accessible to all operational groups.

In addition to just keeping up with normal operational concerns, the need to prepare for crises is becoming more important every day. Accidents, acts of terrorism, and cyber attacks all result in the need to manage the ensuing crisis. Crisis Management should be seen as an operational issue for utilities, and a key element of any Crisis Management system should be the CrucialConnect™ Crisis Conferencing Solution from REDCOM.

Managing a crisis related to critical infrastructure may entail coordinating the response efforts of not only employees and management of the utility, but also personnel from Police, Fire, EMS, and county/regional public safety offices. Not all of those

involved in the response are necessarily at the scene of the incident—some may be located in command posts miles away. The on-site manager responsible for directing response resources—the Incident Commander (IC)—must have immediate, continuous, and reliable communications with key parties for response coordination and real-time status updates. Decisions are only as good as information and intelligence allow.

Many tools to facilitate communications exist: radio, email, text messages, and video. However, the only means for an IC to communicate with multiple parties in real-time is voice conferencing. Almost always this is impossible, because the multiple network layers (site, local, municipal) and technologies involved are largely disconnected and incompatible. Communications difficulties are compounded because responders may use radios, cell phones, landlines, and VoIP phones.

To have such a conference, the IC needs a special-purpose voice communications network, designed specifically for crisis management. Interoperability is the crucial characteristic of this network: all communication devices, protocols, and technologies used by responders, support personnel, and agency managers must work together.

Yet such interoperable networks, optimized for using voice communications as a crisis management tool, are rarely deployed. Given the enormous value of improved crisis response—saving human life and minimizing damage to property and the environment—the question becomes: Why Not? Until recently, the answer was simple: Not available. But now, REDCOM is changing the game.

Introducing CrucialConnect™

The REDCOM CrucialConnect™ Crisis Conferencing Solution (CCS) offers ICs the means to establish secure, private, and tightly-controlled voice conferences with key personnel during a public safety incident. Conferees can use the device of their choice—radio, cell phone, office handset—to participate. Multiple concurrent conferences can be established and managed on one CrucialConnect CCS. Pre-established network configuration, conferee credentialing, and priority/precedence capability enable immediate activation of the CrucialConnect CCS in time of need. Blast Dial, Scheduled, and operator-assisted conferencing is supported. Best of all, CrucialConnect CCS drops into existing communications infrastructure, alleviating the need for expensive network upgrades and overhauls.

How it Works

CrucialConnect CCS is installed at a central location, such as the Operations Center. It is then interconnected with the public telephone network, and first responder radio networks. CrucialConnect CCS is pre-programmed with credential verification, conferences to fit various crises, and easy-access codes that are set in user's mobile and speed dial lists.

Incident Commanders and other authorized executives may invoke a multi-party voice conference with the touch of a button on their phones. Responders in the conference list are called, and after answering are automatically entered into the live conference.

One or more CCS operators (dispatchers and supervisors can double as operators) work together to support Incident Commanders by manipulating conferences. The CCS workstation operator, with a simple click of the mouse in the intuitive CCS console, can initiate or terminate a conference, add/drop/mute members, or bring in unplanned resource personnel.

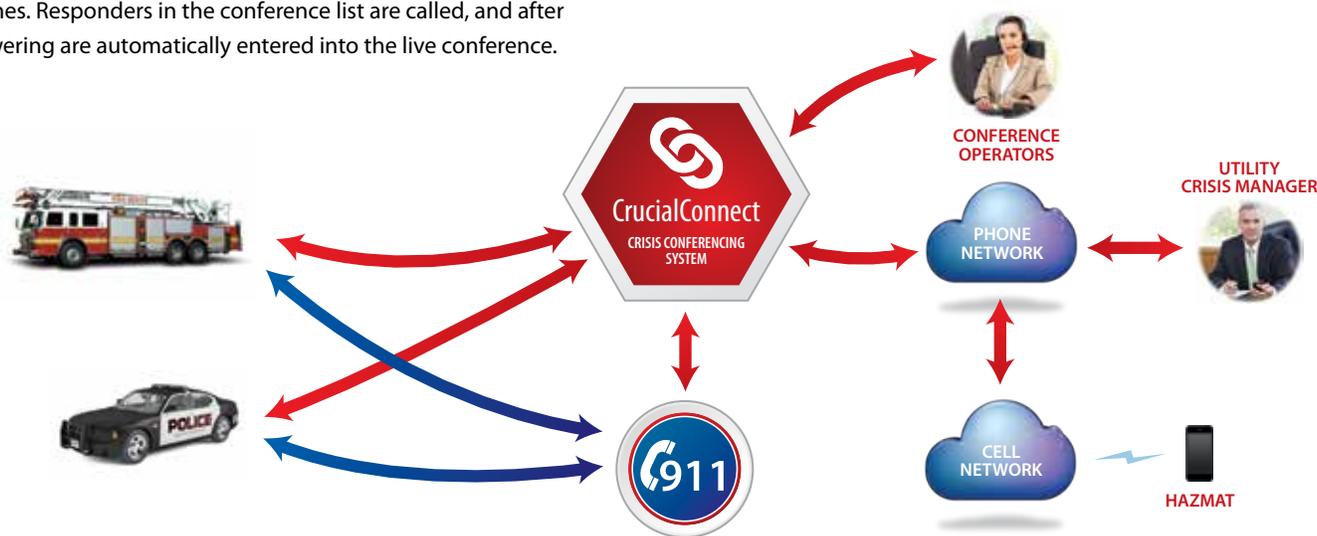
For example, an IC (Operations VP at the utility) notifies dispatch that the necessary scale of the response is rapidly expanding. He needs to confer with police, the County Health department, the HazMat team, the Town Supervisor, and the Deputy County Executive. All involved parties are then notified by the operator that a conference call is about to take place, and are then brought into the conference.

Features

- Intuitive GUI console for one-touch access to conferences and key decision makers
- Multi-party Conference with up to 1000 members
- Multiple Blast Dial Conferences to suit every possible scenario
- Accessible by almost any device anywhere
- Console includes PTT for communicating with radios on the networks
- Console monitor

Let's Get Started

REDCOM crisis response experts are available to engage with you at any point in your investigation of the CrucialConnect Crisis Conferencing Solution. We understand the multi-dimensional challenges you face as a utilities Operations Manager, and this powerful new tool will help your team manage crises of any scale, from village through county, state, and national responder jurisdictions.



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