

Case Study

Dumfries & Galloway Constabulary add to leading telephony systems with VoIP telephony and O₂ Airwave recording

Dumfries & Galloway Constabulary has added to its leading digital telephony systems with a VoIP telephony and O₂ Airwave recording solution from AudioSoft.

This continues Dumfries & Galloway Constabulary's implementation of future-proof communications across diverse systems to secure an effective return on investment.

Background

Dumfries & Galloway Constabulary is responsible for policing a large region of Southern Scotland. John Hughes was tasked with upgrading and future-proofing the force's communications systems.

John concentrated on replacing legacy systems and dispensing with their associated manpower and media costs, such as storerooms of accumulated tapes. Hence he needed a recording solution that would cover the Constabulary's VoIP, digital and analogue telephony over one IP enabled network.



The network needed to be distributed across 18 different locations and centred upon the force Headquarters at Cornwall

Mount, which is also the location for the new Vivista DS2000 ICCS (Integrated Command and Control System). Dumfries and Galloway Constabulary already

benefits from technologies such as VoIP, Airwave digital, TETRA radio and Vivista DS2000; the challenge was for the recording solution to interface with these existing systems.

John Hughes explains,

"What we required was a distributed solution that would record not only VoIP but digital and analogue telephony as well.

"We needed bespoke integration at a reasonable cost".

Cost effective integration

One of the main benefits of the VoIP network is dispensing with traditional cabling costs. At Dumfries and Galloway, following the approved Cisco pattern, telephony cables are not required and category 5 and 6 'Gigabit' Ethernet cabling is used instead (1Gb / sec) to improve speed and capacity. This means there is no network disturbance and downtime as and when additional users are added.

*"AudioSoft's ability to integrate traditional telephony and VoIP recording at a competitive price was key to our choice",
John Hughes, Dumfries & Galloway Constabulary*

John Hughes was confident that AudioSoft could match this efficiency and flexibility with the integration of the recording solution. Satisfied with the competitive price, Dumfries & Galloway Constabulary proceeded with the AudioSoft solution.

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A Comprehensive Solution

In order to record, monitor, and playback data from the IP Telephony system, AudioSoft's hardware solution features standard PC rack mounted units which handle 32 analogue and 40 IP channels with playback through a Desktop PC. The system uses COTS (Commercial Off-the-Shelf) equipment and so has a very low cost of replacement and maintenance.

Clear Benefits

As well as the cost savings, John has become aware of many other benefits:

► Improved Capability

Dumfries and Galloway officers work away from the HQ and dial in to the Force network using standard VoIP telephony at local Police Stations. The calls themselves can be recorded and replayed in exactly the same way as any other call.

All recordings are legally admissible, having been evidentially proven and

*“Because they are legally admissible, the recordings are invaluable to us in reducing our time to court”,
John Hughes, Dumfries & Galloway Constabulary*

complying with Home Office guidelines.

Streaming enables recordings to be played seamlessly over the internet, LAN, or WAN to

other users at their desktop – saving time and cost.

► Improved Integration

All standards-based VoIP communications over a network can be recorded, including both internal and external calls. The AudioSoft system logs all call related information, thereby negating the need for

costly and complex caller telephony integration, while the architected recording solution ensures that no additional load is placed upon the network.

The AudioSoft system is truly modular and allows expansion of the system. It is easy to upgrade and integrate with associated equipment that may be added at a later date (i.e., encrypted pagers, mobile telephones, etc) as well as the full range of existing Airwave radio systems, analogue and digital telephony which have not yet migrated to an IP platform.



► Reduced Costs

Compared to previous systems, savings on DVD-RAM media (for storage) and the time and manpower previously necessary to transfer them are significant.

The costs of DVD RAM archiving in hardware terms alone has been calculated to be 0.76% of those of DAT tapes. Factor in that operators only need to change the DVDs every 60 hours rather than every 2 hours with tapes and this becomes a compelling argument for making the jump to a digital network-enabled recording solution.

► Improved Future

Added John Hughes, “We believe that the long term savings will prove that it was the correct decision to make the change”.