

# Case Study

## AudioPC and the Zetron DCS-5020: Voice and Data recording for Integrated Command and Control

*Integrated Command and Control Systems (ICCS) for telephone and radio contact channels allow a co-ordinated response to calls. The ability to check what was said by instantly replaying the call and later reconstruction of the call is crucial.*

*Ted Nugent, Sales Manager at Zetron, explains how AudioSoft have been working alongside Zetron to provide a secure, user-friendly recording interface within the DCS-5020 Integrated Command and Control System.*

### Background

Communication within the Integrated Command and Control Systems (ICCS) networks is through telephony (analogue and ISDN), VHF radio and the recently adopted TETRA and TETRA POL digital radio systems. This ensures that the various agencies, services, and advisors are on hand to give advice, bear expert witness and accurately direct responses.

Operators within the ICCS need to make accurate assessments and co-ordinate an efficient response to calls. With callers often under conditions of stress or shock, calls can be ambiguous and an error in communications is potentially disastrous.

The ability to do this increasingly relies on the ICCS itself to perform additional tasks:

- ▶ To monitor the service across all channels and platforms.

- ▶ To record, playback, and transcribe relevant information.
- ▶ To provide a full audit trail of accountability.

These are functions ideally suited to a digital recorder functionally placed at the operator positions. Incoming call data can be captured, replayed and analysed in a way that standalone systems already do but with greater operational ease, speed, and informational content.

*Ted Nugent explains further, "A number of DCS-5020 customers were looking not only for logger interfaces, but also the ability for their operators to access the logged audio in real time. In particular they wished to give their operators access to recordings that had a direct impact on a current event or incident".*

### Integration

Combining telephony with both (digital) Tetra and (analogue) conventional radio control, the DCS-5020 removes the requirement for a central switch, even with multiple operator positions. This ensures a fully scalable solution and provides a high level of overall system resilience for mission critical applications.

Working with AudioSoft for integration of a recording solution, Ted Nugent chose an addition to the DCS-5020 that would ensure recording integrity, flexibility, and capacity beyond the standard 30 minutes.

*"The resilient network structure adopted by AudioSoft compliments the distributed architecture of the DCS-5020 perfectly", Ted Nugent, Zetron.*



# Case Study Solution

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As well as the ease of integration already outlined, Ted Nugent has become aware of various other benefits for users:

► **Improved capability**

AudioSoft's Streaming Client software (using HTML and ActiveX) enables a secure custom fit of the interface into other developer's operating environments without compromising functionality or integrity in any way.

As well as faster operator and administrator response times, a higher quality and quantity



of relevant information than before can be tagged to the sound file in a tamperproof format.

Up to 15 fields of data (Time / Date, Caller ID, ISSI, SSI

Alias, Talk Group, Subscriber Extension, Site ID, etc) presented to the recorder can be used to populate the system's database and be used as search criteria, allowing easier access to data.

► **Improved Ease-of-use**

*Explains Ted Nugent,*

*"By working closely with us AudioSoft has created a GUI that compliments Zetron's own GUI perfectly. It provides the operator with seamless integration of the AudioSoft replay capability ensuring that efficiency and ease of use, the hallmark of the Zetron GUI, is maintained".*

► **Improved Integration**

AudioSoft's main value to integration customers and end users has been system resilience due to using Commercial Off The Shelf (COTS) equipment, its true scalability and open architecture. This means that AudioSoft can rapidly integrate emergent technologies to meet the customer's needs in full rather than a solution that is only partially compliant with the requirement.

This is backed up by a proven commitment to development in the fields of distributed storage, network enabled administration tools, ruggedised solutions, as well as recent developments such as VoIP and IP telephony.

*"AudioSoft's engineering team have shown a clear understanding of both Zetron and the end customers needs and have delivered exactly the right solution",  
Ted Nugent, Zetron.*

► **Reduced Costs**

AudioSoft's use of non-proprietary COTS equipment allows highly scalable recorded data storage solutions which have proven to give long term value for money.

► **Improved Future**

*Ted Nugent summarises,*

*"The relationship between Zetron and AudioSoft was born out of a customer's need for a truly integrated logger solution.*

*"Recognising the benefits it brings to our customers, Zetron will continue to work with AudioSoft to deliver this unique solution to our DCS-5020 customers".*