



Sentinel® Patriot®

IP softswitch based CTI for small- to medium-size emergency operations centers

In the mission critical environment, flexible and reliable communication is crucial for effective incident management. Remote and redundant handling of 9-1-1 and administrative calls is no longer a luxury; it is a necessity. Today's public safety operations need a solution to help meet these rigid requirements. Enter the Sentinel® Patriot® call processing solution.

The Sentinel Patriot solution is a robust, standards-based software solution, engineered to accommodate the physical and functional specifications of today's emergency operations centers (EOC). Based on a distributed IP (Internet Protocol) architecture, it features a fully integrated PBX with redundant servers and no single point of failure. The Sentinel Patriot solution also offers a full suite of computer telephony features, including automatic call distribution (ACD) and automatic number identification/automatic location identification (ANI/ALI) capabilities.

Supporting the needs of 9-1-1 and administrative calling, the Sentinel Patriot solution's embedded PBX offers many of today's most popular features. Its ACD capabilities, including overflow handling and multiple call management schemes, bring efficiency and balance to any operation – even when volumes are at their highest. The Sentinel Patriot solution's ANI/ALI functionality immediately provides call takers with pertinent caller information, dramatically improving operational response.



FULL-CIRCLE SECURITY AND COMMUNICATIONS



As an IP solution, Sentinel Patriot allows critical infrastructure to reside in distributed locations. It gives call takers full mobility to remotely provide assistance, access data sources or connect with supporting agencies. Delivering true geo-diversity of components and personnel, the Sentinel Patriot solution ensures fault-tolerant call processing in virtually any situation.

The Sentinel Patriot solution integrates easily with third-party radio and PBX systems, along with other PlantCML applications – such as mapping, computer-aided dispatch (CAD) and management information systems (MIS) – for a completely customized solution.

KEY BENEFITS

- Brings modern, IP functionality to public safety and private security operations
- Offers highly flexible configurations to meet specific on premise or remote call processing needs
- Ensures maximum redundancy through the physical distribution of critical components
- Utilizes standard, off-the-shelf servers, routers, etc. for a wide range of performance and pricing options
- Accommodates dynamic "add-in" of new call takers as needs change
- Allows new capabilities to be added or call capacity increased as necessary



IP-based Sentinel® Patriot® solution delivers geo-diverse 9-1-1 call processing capabilities to EOC's with up to 100 call-taking positions.



The Sentinel Patriot solution's caller and incident data is immediately mapped and displayed by adding the ORION™ Vela® mapping solution.

KEY FEATURES

- Supports up to 100 call taking positions, and up to 150 trunks and lines
- IP-centric architecture supports evolving critical communications technologies and standards
- Fully integrated PBX for 9-1-1 and administrative call handling
- Automatic server switchover for maximum redundancy
- No single point of system failure
- ACD included
- Full-featured, "hot" redundant ANI/ALI controllers
- Wireless Phase I- and II-compliant
- Embedded instant messaging for efficient real-time collaboration of call takers
- Compatibility with other EOC/PBX solutions

OPTIONAL FEATURES

- Sentinel® Statistics and Sentinel® Monitor for real-time or historic reporting
- Sentinel® CommandPOST™ for full mobility of call takers
- ORION™ MapStar™ for a comprehensive visual display of incident data
- ORION™ Vela® for advanced mapping display capabilities with sophisticated administrative controls
- Administrative phones with voicemail

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MANAGED SERVICES

With a keen focus on system protection and reliability, PlantCML brings an unmatched suite of Managed Services to the mission-critical environment. As an option, the Sentinel Patriot solution may be managed by the company's Service Management Center, where a team of IT experts monitor PlantCML systems in real-time. Customers may choose to implement one or any combination of services for Monitoring & Response, Patch Management, Virus Protection and Disaster Recovery for maximum system integrity.

THE INDUSTRY LEADER

A pioneer and trusted leader in mission critical communications, PlantCML®, an EADS North America company, provides key technologies for public safety, federal and corporate markets. Our full-circle security and communications portfolio includes 9-1-1 call center CTI applications for call processing, CAD, mapping and information management, as well as managed services, notification solutions and services and P25 Land Mobile Radio networks. Headquartered in Temecula, California.

PLANTCML®

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