

Sentinel® RescueSTAR®

Powerful gateway solution ensuring uninterrupted communications for mission critical call centers

Mission critical call centers must be able to operate, utilizing all of their software applications, in every situation and under any number of circumstances. Redundancy of systems, whether provided at the primary system or through a remote location, is essential and must appear seamless to the public. To guarantee all systems are operational at all times, PlantCML offers **Sentinel® RescueSTAR®**, a versatile, cost-effective gateway solution designed to bridge the gap should communications be at risk.

Specifically designed for public safety environments where rapid, uninterrupted call handling is a must, RescueSTAR performs all switching functions for voice and data communications and controls all resources to which the system is connected. It deploys Automatic Number Identification (ANI), Automatic Location Identification (ALI) and Automatic Call Distribution (ACD).

Engineered with “hot” standby, redundant modules and a non-blocking architecture, RescueSTAR is completely free from any single point of failure. In fact, field data indicates for systems in place more than a decade, an unequaled 99.999 percent reliability. With these numbers in mind, call center management can rest assured their crisis communications needs will be met at all times.

RescueSTAR features single-button transfers, extensive speed dial capabilities, 8-party call conferencing, automatic conference set up, dynamic status update of all active calls and more. The application’s built-in ACD queue manager keeps the oldest call for any given ANI; ensuring repeat calls are not in the queue at the same time. For wireless calls, the queue manager recognizes the Calling Party’s Number (CPN), maintaining all distinct wireless calls even if they come in with the same pseudo-ANI.

RescueSTAR supports PlantCML’s full solutions showcase, as well as other third-party solutions for mapping, Computer-Aided Dispatch (CAD) and more. With this powerful gateway in place, call centers of every size and need requirement know their critical applications are fully redundant and their communications capabilities virtually uninterrupted. With its ability to host continuous call handling for either the primary call center or a remote location, RescueSTAR offers a cost-effective and scalable solution.



System Components

- Standard 19-inch rack-mount shelves (housing CPU)
- Main switch (mixer module)
- Tone decoder
- Power supply modules
- All site-specific interface modules (application-dependent)



Key Features

- Core modules are duplicated for maximum redundancy
- 7-digit or 10-digit phone number formatting
- Dual redundant link, significantly improving network security and efficiency
- Supports up to ten incoming trunks and six positions
- Phase I and Phase II wireless compliant
- Accepts both 10-digit (pANI) and 20-digit (pANI + CPN) data
- Wireless call handling capabilities (e.g. ALI rebid, selective answer, ALI display while ringing, segregated abandoned calls from active calls, etc.)

Key Benefits

- Fast, easy, modular installation
- Full redundancy (documented 99.999 percent reliability)
- Cost-effective, scalable solution (single and two-shelf versions available)
- Simple call handling with intelligent queue management

Managed Services

With a keen focus on system protection and reliability, industry leader PlantCML brings an unmatched suite of Managed Services to the mission critical environment. By taking part, users of RescueSTAR gain direct and secure connectivity with the company's exclusive Service Management Center (SMC), where a team of IT experts observe all PlantCML systems in real-time. Customers can also 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

For 40 years, PlantCML has developed and supported comprehensive solutions to address the rapidly changing communications needs of the mission critical environment. With its high-level redundancy and selective routing capabilities, RescueSTAR is no exception. Join the growing number of public safety and private security operations implementing next-generation solutions and services. Join those who rely on industry leader PlantCML, now an EADS North America company.

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42505 Rio Nedo • Temecula, CA 92590 • TEL 951.719.2100 • FAX 951.296.2727