

Communications Centre for Emergency Services



About ComCent Emergency

ComCent Emergency is always actively available for immediate critical communications between emergency services personnel.

ComCent is a unique solution that enables individuals and team members to interact via voice, SMS, email and if required, social networking applications. Users can easily navigate through a menu of advanced features seamlessly across multiple networks using their phone pad or a web browser.

Regardless of their location, users can have instant discussions, sharing current information which allows timely decisions to be made providing effective responses in any environment.

ComCent Emergency's flexible design ensures a robust, redundant and fully secure solution for your needs.

Whatever the unplanned event, ComCent Emergency performs and operates reliably in every situation. It ensures that emergency personnel can communicate clearly and audibly during an unplanned event to keep the community and your assets safe.

ComCent Emergency in Action

When an emergency arises, an individual using ComCent Emergency can connect with team members to discuss the situation, or alternatively send them a message notifying them of the situation or of an action to be taken.

For those in the discussion group, the emergency situation can be assessed and appropriate responses can be actioned.

If required, ComCent Emergency will record all conversations as well as log event records detailing "what happened when". By

providing procedural tracking of responses ComCent Emergency can produce analysis reports for follow-up after the event.

With an emphasis on simplicity, ComCent Emergency is very easy to use. At the touch of a button your emergency response team can be communicating and mobilised effectively 24 x 7 to help save lives.

Key Features

ComCent Emergency offers a menu of key functions that can be configured to meet your emergency response needs.

ALERTS Conference: Contact your team and place them into a conference call. Each person can have multiple connect methods.

ALERTS Voice Page: Allows a user to dial in to the system and by following simple voice prompts, record a voice message which is then sent to each member in the Voice Page team.

Call Recording: All voice communication is recorded on the system and is available for reference post the event. Unlike other solutions this functionality is integrated enabling easy retrieval in the future.

Immediate Information: Participants can function effectively as they can see what is occurring within the system at any given time. Feedback can be provided on actual events within ComCent as they are happening. The system also allows participants to be easily released, added or their status changed within the conference.

Detailed Logging and Reporting: Scheduled or instant reports can be sent to designated administrators. They can be tailored to suit the organisation's requirements. The reports can be generated to include monthly logging of the service through to moves and changes done on teams.

How ComCent Emergency Services Works



Dial in

Dial the access number and enter your PIN.



Authenticate



System Contacts Team



Start Conference

Your group is dialed. Each person can join in if available.



Add Attendees

Add others to the conference if required.

Clear Voice Communication: The ComCent uses sophisticated algorithms to ensure the best quality voice is available.

Additional Features

ALERTS Notifier: Contact your team and place them into a conference call. Each person can have multiple connect methods.

ALERTS Operator: This service allows incoming calls on a pre-assigned number to be forwarded to operators within the system. If these operators are not currently logged in, the service will call them on their available phone number(s). This means that the first operator to pick up will be assigned to the incoming caller.

Call Forward: Calls can be forwarded to a predefined number and then recorded. This feature can also ask for a pin number and after validation the system will ask for the number to forward the call to.

Canned Message: This service allows an initiator to dial into the Communications Centre System and send pre-formatted messages to any team on the server. The initiator is guided through the service to select the team and canned message desired. Once the message is selected the system will send an SMS, Radio Page or Email to each member.

Heartbeat: If you have employees working alone, this service allows you to keep track of them and alerts you when they are in trouble. The system dials the person at regular intervals and raises the alert if they do not answer.

Integrated Voice Response: The IVR service increases the flexibility of the system by allowing users to navigate a menu system (similar to phone banking). All listed functionality may be made available through this IVR tree. As well as accessing system services it may be set up as an information service allowing users to access pre-recorded messages or announcements.

Meet Me Conference: Multiple simultaneous dial-in or dial-out conferences can take place on the system. They may be accessed by dialling a particular number or using a PIN. Once in conference members can then use the phone keypad for extra functionality.

Operator Controlled: A user logged into the system can create services on the fly and manipulate people within these services. The system caters for up to 20 simultaneous operators to be connected and interact with each other

Roll Call: This service gives the system administrator the ability to automatically dial team members that are rostered on to warn they should be available. Members can respond using their phone keypad to indicate their availability.

Rostering: Members can be assigned to specific calendar dates and times on an individual basis. Calendars include: perpetual, days of week, weeks of month or days in a month. Members can also be assigned to specific time intervals during the day.

Benefits to Safety Agencies

- Offers voice content
- Proven critical communications solution for responding to emergency situations
- Secure, robust and redundant
- Simple-to-use and easy-to-expand
- Can be located on-site or as an off-site managed solution
- Cost-effective solution
- Tailored to suit your specific requirements
- Supports multiple network and hand-held equipment
- Professional service and high-quality support
- Delivers comprehensive reporting
- Integrated voice recording

Applications

ComCent Emergency Services is suitable for:

- Police
- Ambulance
- Fire Brigades
- Emergency Services, and
- Other Public Safety Organisations

ADTEC Cloud for Critical Communications

ADTEC's unique Cloud service offers you a flexible and reliable infrastructure as an alternate to a traditional in-house computer centre. We take away the costs and resources associated with maintaining your own systems and connectivity issues by providing hosting in a secure tier 3 data centre.

Our Cloud service is very easy to manage and highly flexible. It allows you to choose from a comprehensive list of system modules. After ADTEC has configured and deployed your solution, you will be in control of a powerful Critical Communication system with full Cloud redundancy and availability.

ADTEC uses multi-layered security technology giving access to only authorised personnel and our physical data centre is manned by experience personnel offering 24/7 access control.

Whether you want a public or private Cloud service, ADTEC has a solution that seamlessly provides Critical Communications when and where you need them and is always actively available.

Contact

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