



## **Incorporating Unified Communications (UC) Design with Traditional Call Box Requirements**

A worldwide shift for organizations to convert their traditional voice and data communications infrastructures to Internet Protocol (IP) is well under way. By the end of 2012 the majority of cellular networks will have already made the IP transition.

Traditionally, call boxes require transmission of emergency calls through landline or wireless networks. More importantly, connections can only be made from a call box to one or a few campus dispatch personnel. At IPCallCo, we integrate a unified communication (UC) design into all of our solutions. We enable our call box design to incorporate campus-wide mass notification and multiple-party answering point alternatives, regardless of communication device or platform. This open approach gives our customers unlimited options to encompass their exiting communication scheme with new IP-based UC capabilities.

The significance of UC as a value add for a campus call box solution is to enhance the quality of the interactive experience between users and responders, while improving the speed and efficiency of communications between parties and throughout an organization. Whether it is for everyday use or for an emergency response, every IPCallCo UC design strives to improve response and productivity, create an open atmosphere for collaboration, to consolidate and reduce costs and ultimately provide for unique competitive advantage.

In addition to our UC considerations, IPCallCo is the only call box company to date that offers radio, iDEN, cellular and telephony call box options to its customers. In contrast, traditional call box companies typically sell only one particular technology which limits their sales and technical ability to their core offering. At IPCallCo, our broad product set and UC technical expertise provides clients with a wide range of options today and well into the future.

### **Challenges**

Fortunately providing UC is not a new concept, and is now a base-line requirement for public safety law enforcement, fire, and emergency service entities. Now more than ever, officials are being educated on the capabilities of UC at every level.

Overcoming the “status quo” and “it’s not in the budget” mentality may have been difficult in the past, but strong headway has been made due to many global security and communications breakdowns in recent years. IT managers and security staffs are required to understand team collaboration within their organizations, create UC plans, and leverage existing assets; while simultaneously justifying their acquisition costs.

By thinking outside the box, the team at IPCallCo has developed a product set that meets these UC challenges. Our products and services go beyond both traditional call box offerings and typical call box applications by incorporating unified communications and IP technology into all products, while keeping price points affordable.

## Our Design

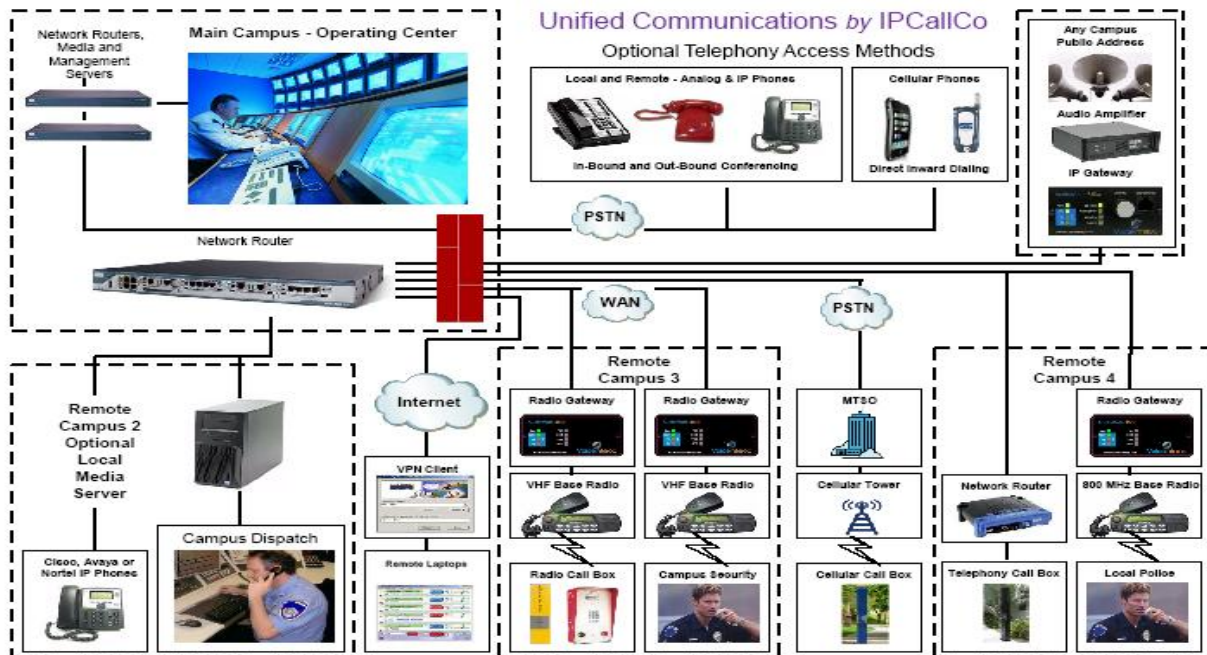
All IPCallCo products transmit over traditional analog copper lines, VoIP telephony, Ethernet or fiber networks, two-way or iDEN radio signals, GSM/CDMA cellular and broadband networks. We can provide UC solutions from soft PC or wireless device applications to soft dispatch consoles that aggregate, patch and record all communications, for any call box solution. By converting all voice and data traffic to IP packets, command and control is achievable over LAN, WAN, VPN and wireless connection; regardless of communication equipment type. Our open design allows us to integrate existing call boxes into a UC design or retrofit to a different platform.

This open design allows us to break down isolated islands of communications typically found on college campuses today. The most basic example of these break downs in communication is how campus security and engineering personnel generally rely on two-way radios while management use telephones, cellular phones and e-mail as primary methods to communicate. The use of disparate technologies and multiple campus locations adds complexities to common communication methods and therefore adds significant delays to emergency response.

To be clear, it does not matter what type of current call box system you have today; at IPCallCo we manufacture to meet your requirements.

Enclosures are available in many different shapes and sizes; from traditional wall/pole mount to free standing, solar-powered stanchion versions. An emphasis on dual-functionality and upgradeability for all IPCallCo products also provides customers with budget stability and new ways to earn a ROI for their acquisition.

### IPCallCo's Call Box and UC Design Example:



## The Solution

An IPCallCo unified communication (UC) solution creates a common ground where group collaboration can take place regardless of equipment type. Now, decision making among key personnel is in a matter of seconds, not minutes or hours. The IPCallCo unified approach fosters collaboration and improves emergency response. In addition, our solutions typically provide significant gains to existing IT/telecom assets; and ultimately protects against technology obsolescence.

Our UC solution includes:

### 1) Unified Communication Interoperable Channels

- a) Campus security two-way radios
- b) Emergency call boxes
- c) Facilities two-way radios
- d) Local police, fire and emergency services two-way radios
- e) Public address systems
- f) Mass notification systems
- g) PCs and mobile phone clients
- h) Cisco, Nortel and Avaya phone systems

### 2) IPCallCo Benefits Include:

- i) Local design and installation
- j) Proven UC solution expertise
- k) Application development
- l) System integration
- m) Maintenance and support agreements

Now ask yourself, can you get all this from your current call box supplier? The answer is no, which is why an IPCallCo solution is the best and most affordable UC solution for your organization in the market today!

If you are considering acquiring new call boxes or an upgrade to your existing call box system, take a minute to let an IPCallCo representative explain the options and value-added benefits of incorporating a UC solution into your communications design. Call IPCallCo today at (954) 938-1968 or send an e-mail to [sales@ipcallco.com](mailto:sales@ipcallco.com) .