



## Major Metropolitan Police Department

CUSTOMER SINCE 2004

## UNIQUE

### Customer Overview

The mission of this major metropolitan police department is to enhance the quality of life in the city by working in partnership with the community and in accordance with constitutional rights to enforce the laws, preserve the peace, reduce fear, and provide for a safe environment.

### Emergency Communication Solutions

Following 9/11, this law enforcement organization determined that real-time communication systems— audio/video/web conferencing and streaming video— deployed on a network that was not dependent on the public switched telephone network could provide additional redundancy and capabilities to their existing communication systems.

The next generation communication solution that Unique/Telaid implemented allows public safety departments to use alternative means of communications that run over redundant data networks. If a primary communication system is overloaded or eliminated, the department can still effectively communicate command and control messages to all locations in a secure manner.

The Unique/Telaid solution allows for interactive video command and control coordination sessions. The sessions can be dynamically divided into subsets of commands working on specific areas of an event and recombined into a single session on demand. The system can simultaneously provide looping

instructional messages to all commands. The looping instructional messages can be predefined or created and distributed real-time as an event unfolds. Instructional messages are available to all commands on demand to allow all shifts to receive the message.

For routine instruction, the system provides for instructor led training including presentation material as well as archive training from the video-on-demand system. Existing instructional video content can be added to the system and becomes available to all commands immediately. Detailed reporting is available to provide a record of which commands have taken part in the available training sessions.

Executive Command and front line commanders can now access a secure communication channel to connect specific departmental expertise with first responders at the scene of an event. Outside agencies are equipped to directly communicate with the system to ensure specialists can engage immediately to provide the appropriate direction to first responders.

### **About Telaid**

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Telaid is a leader in providing national IT and network infrastructure design and support to some of the nations largest companies. Telaid's 24/7 nationwide coverage to over 50,000 plus client locations in all 50 states supports the delivery of a variety of technology solutions including Structured Cabling, Data and Voice Network Services, Audio Video Communications and Monitoring, Speech Privacy and Productivity Improvement Systems, Hoot and Holler and Paging, and National Project Management and Rollouts.