We record & analyze communications

SUCCESS STORY - The Estonian national radio network ESTER

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Siseministeeriumi infotehnoloogia- ja arenduskeskus

About the Ministry of the Interior

The Ministry of the Interior and its agencies work to make sure that everyone in Estonia feels safe and that the Estonian border and public order are safeguarded. More than 10,000 people work in the area of government, protecting people's lives and properties on a daily basis, including police and rescue officers, border guards and emergency response staff. The Ministry of the Interior drafts internal security policies and provides its agencies with everything they need in their daily work: anything from motivated personnel and effective legislation to modern technology.

About ASC Technologies AG

ASC is a worldwide leading software company with innovative solutions to record, analyze and evaluate communications. All multimedia interactions in contact centers, financial institutions and public safety organizations are documented and analyzed. The content of communications becomes transparent, critical information is generated and market trends are revealed, providing real-time business intelligence for immediate management action.

"ASC's communications recording solution empowers our public safety agencies and makes them the equal of any nation in the European Union. Our dispatchers receive the best training possible, and our agents can focus on the situation at hand without worrying about the supporting infrastructure."

Jürgen Lasn
Leading telecommunication networks expert
SMIT

Successful Implementation of ASC's Solution

EVOIP*neo* was the preferred choice of the Ministry of the Interior

ESTER - the TETRA network in Estonia

The TETRA network in Estonia, known as ESTER, covers the entire country with more than 100 base stations. In addition, several base stations belonging to Finland´s VIRVE network are located on Estonia´s north coast to help cover the Gulf of Finland and to ensure intercommunication among the two countries´ border guards. About 10,000 users rely every day on ESTER for their communications, including police, rescue services, medics, ambulances, border guard and prison authority.

ESTER is owned by SMIT (IT and Development Centre, Ministry of the Interior). ESTER service is used by 8 ministries and 17 agencies on 24/7 basis for professional radio communication needs.

The network, originally built by Cassidian in 2007, was the first to upgrade from TETRA release 5.5 to 6.0. With continued drive to improve the offered service SMIT sought to equip its network with a new Communications Recording platform that is able to operate with Airbus D&S TETRA version 6.0 at the same time being able to deliver separation of data for different organizations using the network.

The Challenge: Seeking a Central Recording Solution

Thus, SMIT was seeking a Central Recording solution compatible with the ESTER radio network built by Airbus Defence and Space. The recording solution had to be based on Microsoft Windows and able to monitor, record and play back securely stored audio and metadata for hundreds of concurrent users.

Furthermore, the solution had to offer high availability of 99.9 percent and be compatible with virtual environments. Last but not least, the solution needed to be scalable to accommodate changing needs or growth in usage.

The Solution: EVOIP*neo* - the Preferred Choice

As a result of these requirements, ASC´s Communications Recording solution, EVOIP*neo*, was SMIT´s preferred choice.

EVOIP*neo* was the only recording solution certified by Airbus D&S with TETRA release 6.0. The TETRA integration allowed use by multiple control centers without affecting transmission security.

Its multi-tenancy feature was perfect for Estonia's requirements, allowing strict separation of data for each organization and distinct access rights for officials based on seniority or need-to-know. Each agency could create its own recording configuration, but the fundamental settings were established by SMIT. Moreover, EVOIP*neo* provided a fail-safe solution essential for emergency situations.

Unlike most global organizations, ASC provided intensive local customization and support. The user interface of EVOIP*neo* was translated into Estonian, a crucial requirement of SMIT. An ASC technician installed the solution in Estonia within a week and provided ongoing customer service afterwards.

An extensive workshop and training for multiple user levels at the ASC Academy provided SMIT's key personnel with in-depth knowledge of the installed recording solution. Moreover, this training empowered SMIT to perform necessary changes to the configuration and to set up new tenants.

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The Benefits:

Post-Incident Analysis & Improvement of Processes

ASC's EVOIP*neo* recording solution helped SMIT conduct post-incident analysis and streamline its processes, a critical matter since shaving seconds off response times can make the difference between life and death in an emergency. Supervisors can add comments to calls and easily email recordings back and forth. Recordings are tamper-proof, and timestamps are accurate to within a hundredth of a second. Voice and emotion recognition can assist with investigations.

Jürgen Lasn, Leading telecommunication networks expert for SMIT, said, "ASC's communications recording solution empowers our public safety agencies and delivers a technical service in a very user friendly fashion to all of ESTER network users. Our dispatchers receive the best training possible, and our agents can focus on the situation at hand without worrying about the supporting infrastructure."
Mr. Lasn went on to describe one of his favorite features of EVOIP*neo*, "Last Call Repeat." This function lets the responder replay the current call, even while the caller is still on the line. Since callers may panic or become incoherent during stressful situations, Last Call Repeat ensures the dispatcher receives the correct information, critical to a successful response.

ASC Recording Suite

The ASC Recording Suite with EVOIP*neo*, EVOLUTION*neo*, EVOLUTION*neo* XXL and EVOLUTION*neo* eco includes Recording Software and Communications Recorders for the most demanding requirements of busy financial trading floors, high-volume contact centers, mission-critical air traffic control centers and life-saving public safety organizations.

The customer can define individual rules for selective recording. Built-in scalability and modular architecture provide a future-proof investment by letting users purchase only what they need and when they need it.

EVOIP*neo*, ASC's software-based VoIP recording solution, has been engineered to perfectly fit the unique requirements of your business. The system can record up to 2,000 channels per unit. EVOIP*neo* is entirely software-based without any need for proprietary hardware, and it may be installed on any industry-standard server. The calls are recorded directly from the IP network.

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With subsidiaries in the United Kingdom, France, Switzerland, the United States, Brazil, Japan, Singapore and Dubai, as well as certified and vastly experienced distribution partners, ASC's ambitious projects span more than 60 countries. Headquartered in Germany, ASC is a powerful global player with an export quota of over 70 percent and a worldwide service network.

Highlights:

- 10,000 users rely on ESTER for their communications, including police, rescue services, medics, ambulance, border guards and prison authority
- Central recording solution compatible with Radio Network
- High-availability of 99.9 percent
- Scalable solution for changing needs growth in usage
- Multi-tenancy feature: strict separation of data for each organization and distinct access rights
- Intensive local customization and support
- Post-incident analysis and improvement of processes
- Recording solution tested and certified by Airbus

"One of my favorite features of EVOIP*neo* is "Last Call Repeat". This function lets the responder replay the current call, even while the caller is still on the line."

Jürgen Lasn
Leading telecommunication networks expert
SMIT

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03/16