



# VESTA® COMMANDPOST

## A UNIQUE AND COST-EFFECTIVE MOBILE 9-1-1 SOLUTION

VESTA® CommandPOST extends Public Safety's reach, providing remote 9-1-1 call handling capabilities directly at the point of need to keep people connected when it matters most.

### TAKE 9-1-1 CALLS ANYWHERE

The VESTA® CommandPOST call handling solution from Motorola Solutions is a unique, cost-effective mobile solution for emergency call centers in need of temporary call handling capabilities at remote locations. The VESTA CommandPOST solution allows for contingency planning and provides additional flexibility in general day-to-day operations, serving as a backup to a primary call center and enabling on-scene call handling.

When an emergency arises at the PSAP, an immediate need to evacuate without warning may be imminent. With the VESTA CommandPOST solution, Telecommunicators simply move to a prearranged backup site—or any appropriate location—plug into power and network lines and begin answering calls normally. The VESTA CommandPOST solution can be connected back to the primary VESTA® 9-1-1 call handling system controller using a virtual private network (VPN) via wireline, wireless or satellite Internet connection.

The VESTA CommandPOST solution uses the same powerful and flexible VESTA 9-1-1 software already running in your primary call center. It is presented in a ruggedized mobile package that is also

lightweight, portable and robust to meet Public Safety demands, supporting quick and easy setup of remote answering positions when needed. This may be in the event of a call center evacuation, emergency or disaster recovery scenario. The solution also facilitates special event handling to provide emergency response services from virtually any location.

As with any IP-based communication application, its performance is influenced by the quality of the network connection. To deliver optimal performance, Motorola Solutions recommends that the IP network meet these minimum requirements:

- Minimum of 300 kbps dedicated and symmetrical bandwidth
- Maximum of one percent packet loss
- Average delay of less than 100 ms
- Average jitter not exceeding 30 ms

Motorola Solutions also recommends the VESTA CommandPOST solution be deployed within a private network that provides a deterministic level of service.



## KEY BENEFITS

### EASE OF USE

- Deploys quickly and easily in any location via a self-contained, portable answering position
- Uses the familiar VESTA® 9-1-1 software, eliminating user retraining
- Provides the same features and functionality as primary call center positions with no modification required

### FLEXIBLE AND SCALABLE

- Handles wireline, wireless, TTY and VoIP calls from E9-1-1 and NG9-1-1 networks
- Supports Automatic Call Distribution (ACD), priority queues and up to 10-party conferences
- Serves customers' backup, overflow, service continuity and disaster recovery operations

### MOBILE

- Extends Public Safety's reach and provides service directly at the point of need
- Adds flexibility and mobility to physical network deployment model
- Travels reliably as a ruggedized laptop computer in a water-tight case with foam packing

## THE VESTA® SOLUTIONS SUITE

Our VESTA® Next Generation 9-1-1 solutions serve more than 60% of all U.S. Public Safety Answering Points, as well as Federal DoD operations globally. Our Emergency Notification solutions support the communications needs of hundreds of public and private sector organizations worldwide. As one of the most trusted solutions providers in Public Safety communications, we help people be their best in the moments that matter.

Experience the VESTA difference. Call **951.719.2100**.

The VESTA® CommandPOST solution facilitates the deployment of remote call handling in a backup or overflow capacity for remote locations and mobile command center operations.



For more information, please visit us on the web at: [www.vestapublicsafety.com](http://www.vestapublicsafety.com)



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