Control room solution

Streamline your mission-critical communications

MOTOROLA SOLUTIONS

Support operators and dispatchers by removing workflow barriers

Operators and dispatchers today are often managing critical responses using multiple, disparate systems which require tedious navigation among several controls, buttons and screens. For many agencies, the lack of intuitive tools leads to inconsistent service and response and puts an additional burden on an already stressful job, contributing to overwhelmed teams and high turnover. These workflow barriers may have significant downstream effects with officer and community safety and later, with investigations and overall agency efficiency.

Control Room Solution (CRS) helps you achieve seamless operations by integrating all call critical communications into one intuitive and unified response system. With CRS, operators harness a clean, rationalised user interface to react quickly to incidents and easily control all communications. As a browser-based solution, CRS eliminates costly proprietary hardware purchases, simplifies evolution and enables scalability with flexible deployment options for mission-critical resilience. CRS includes all of the tools operators and dispatchers need to effectively connect with their communities and keep officers safe.

Simplify your communications seamless integration from a single platform

To work smarter and streamline your workflow, you need a fully integrated control room environment. CRS streamlines the communications process in real-time, from the moment the first phone or radio call is received through the dispatching of field personnel and physical resources. CRS offers a single communication platform with an intuitive user interface that seamlessly integrates with voice devices, logging recorders, Computer-Aided Dispatch (CAD) systems and related mission-critical technologies to simplify incident management and reduce stress within the control room.

Operators gain streamlined workflows across all communications to quickly inform emergency responders

The ability to communicate with people is the ability to control the situation. CRS puts the operator in full control by offering the flexibility to manage multiple calls simultaneously. Talkgroups can be selected and monitored dynamically on any workstation and telephone call routing is configurable, empowering operators to choose who they speak with, how and when.

Agencies experience simplified evolution with future proof technology, reducing impact on it staff

Experience ease-of-setup and access the most current features and updates with minimal downtime and operational disruption. CRS is designed around the concept of future proof technology, as an ecosystem that is continuously changing and evolving, never becoming out-of-date or obsolete. With CRS, agencies can expect customer-focused development and feature enhancements to support operators with the most current functionality without added requirements for IT resources.

Supervisors and operators gain control room flexibility to better serve the public

A flexible, browser-based architecture means supervisors and operators can access the control room by logging on from any location with a secure connection to set up mobile command posts, such as for major events or disaster relief, and provide better support for emergency services and the community. It also means additional operator positions can be easily deployed as and when needed. CRS as a "virtual workplace" promotes a flexible, lower-stress working environment for Operators, enabling them to work from home as needed, such as for health outbreaks or when there is an immediate need for additional staffing.

Simplified workflows with a unified and intuitive platform

Call handling

Operators can answer incoming emergency telephone calls, monitor the call queue and call priority and manage multiple calls at the same time..

Radio dispatch

Operators can select and monitor talkgroups, view radio status and communicate with responders by talkgroups, individual calls and text.

Superior audio quality

A fully digital audio path provides superior audio clarity and quality for effective communication and supports the use of COTS audio accessories.

Automatic recording

All calls, both telephone and radio, are automatically recorded and saved for up to 30 days and can be easily managed for both reporting and accountability purposes.

Managed contacts directory

The agency-managed contacts directory provides comprehensive information for all contacts as well as 'hot keys' to allow operators to easily initiate calls.

User controlled view

Operators can select the view through which communication is achieved for radio, telephony, text messaging or status messages.

Flexible licensing

As a hosted service, CRS is scalable to fit your agency's needs with no need for bespoke or proprietary hardware. Designed to grow with your organization over time, CRS offers flexible licensing options based on the number of user seats, with the ability to add or remove seats as needed.

Next-generation evolution with a dedicated technology leader

We build software for mission-critical environments where every second matters.

CRS and other applications in our software suite unify data and streamline workflows. From first contact to case closure your information is put to better use, to improve safety for critical personnel and enable you to focus on the communities you serve. With more than 90 years of proven public safety leadership and the industry's first and only mission-critical ecosystem, our suite is transforming the public safety experience.

Our software is derived from more than 2,000 hours researching mission critical workflows and collaborating with many emergency services control room operators and is specifically designed with operators in mind – to support you with solutions to help overcome the challenges you face daily and deliver better outcomes to the citizens you serve. Combined with unified two-way radio and broadband communications, video security and analytics, and world-class cybersecurity and services, our ecosystem is the technology lifeline your mission depends on. Our mission is to never stop advancing it.

For more information about Control Room Solution,
visit **motorolasolutions.com/crs**

MOTOROLA SOLUTIONS