

Crown  
Commercial  
Service  
Supplier

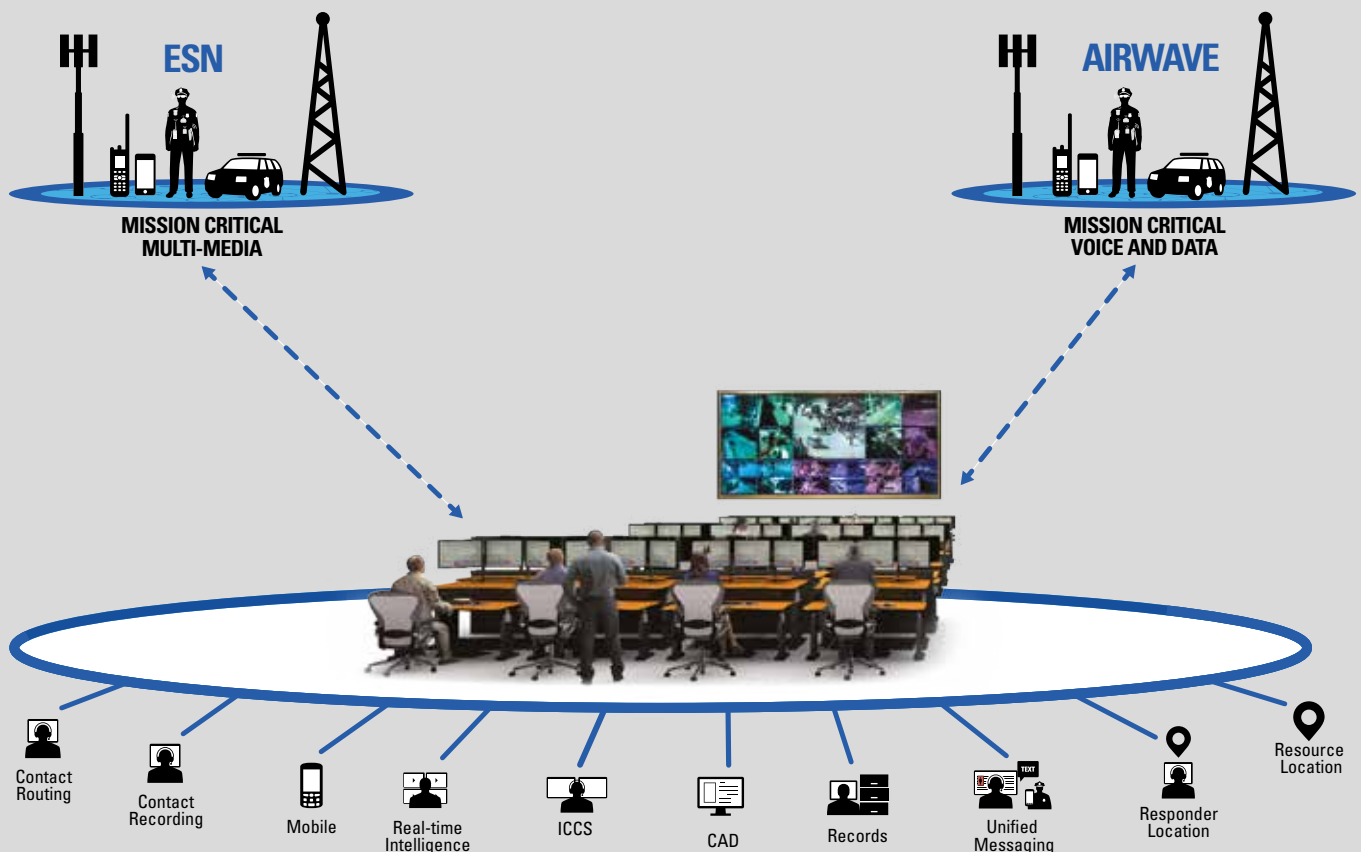


# COMMANDCENTRAL CONTROL ROOM SOLUTION

A mission-critical communications software platform offering enhanced functionality that better meets fire service needs

# AN INTEGRATED CONTROL ROOM SYSTEM YOU CAN RELY ON THROUGH THE ESN UPGRADE AND BEYOND

CommandCentral Control Room Solution (CommandCentral CRS) offers a seamless transition for your control room as you move to the Emergency Services Network (ESN). It is available as software as a service (SaaS) and provides ongoing, enhanced communication functionality to meet fire and rescue service requirements.

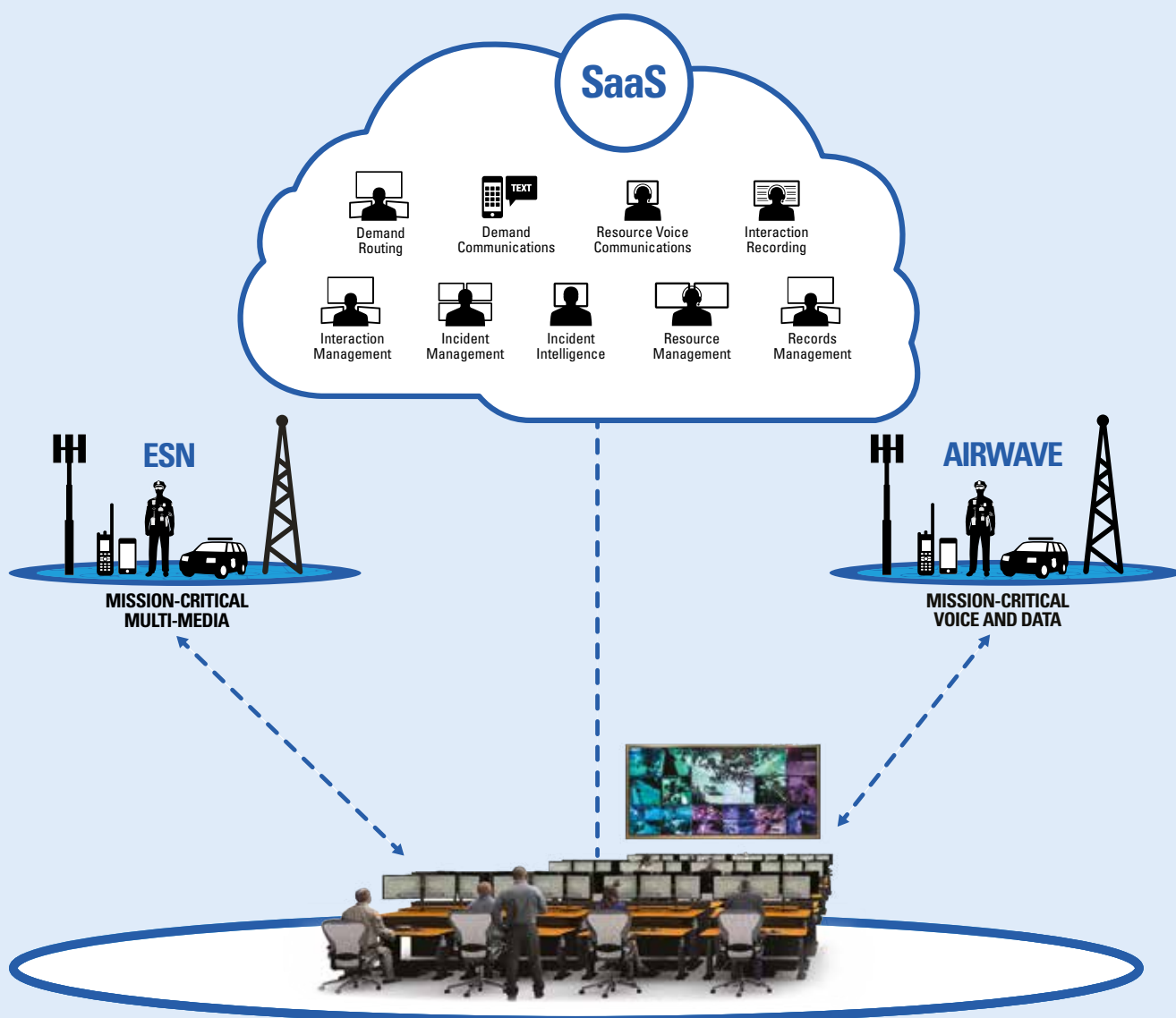


TRADITIONAL ON-PREMISE APPROACH

During the upgrade to ESN your organisation needs continuity. You will want to protect against operational risks and maintain performance throughout the transition. Motorola Solutions Managed Services platform is tried and tested, supporting the mission-critical Airwave Network and ESN User Services. We have international experience in implementing public safety control room systems worldwide. So we understand the challenges fire and rescue services faces. That insight has allowed us to develop CommandCentral CRS to meet your control room requirements.

Motorola Solutions CommandCentral CRS will fully interface with the Airwave network and is ready for ESN, giving you the peace of mind to navigate through this upgrade and manage mission-critical communications now and in the future.

With CommandCentral CRS you'll save money, reduce risk, increase operational flexibility and stay one step ahead with the latest technology. And you'll do it all with a single, integrated service.



## SINGLE CLOUD-SERVICE APPROACH



## A COMPLETELY NEW CONTROL ROOM SOLUTION

**CommandCentral CRS  
is unlike any other  
control room solution.**

CommandCentral CRS is unlike any other control room solution. With most command and control IT providers, you buy a static, one-size fits all, on-premises system which typically requires costly and regular software updates and hardware maintenance. The resulting planned and unplanned system downtime creates service delays and costs money.

With CommandCentral CRS, you get a single, flexible and dynamic service designed around you.

### **How does it work?**

Control room complexity is increasing, but CommandCentral CRS makes things simple. It supports multiple control room functions, such as skills-based routing and resource dispatching, as a single, flexible cloud service.

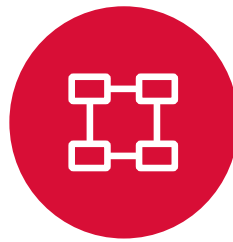


## WITH COMMANDCENTRAL CRS YOU CAN:



### SAVE MONEY

- Get the latest version, automatically, with no need for costly upgrades and maintenance
- Rapidly increase capacity without incurring extra charges
- Pay only for what you use with subscription-based pricing
- Reduce power, ventilation and IT staffing costs
- Near-zero on-premise equipment footprint



### ELIMINATE RISK

- 99.95% service availability, including planned and unplanned downtime
- Secure accredited service
- Single point of contact for Airwave, ESN and CommandCentral CRS



### STAY UP TO DATE

- Access the most up-to-date features
- Integrated voice logging and Automatic Call Distribution (ACD)
- Access service performance data in real time
- Multi-channel to improve communication with the public



### BE FLEXIBLE

- Dynamic capacity for backup and spate conditions
- Browser-based access from any approved device
- Secure IP connectivity from any site
- Minimal training required
- Zero downtime for upgrades

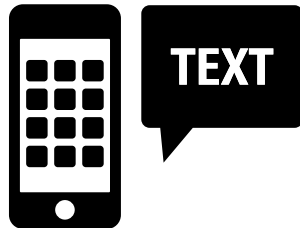
## COMMANDCENTRAL CRS CLOUD SERVICE FEATURE EXPANSION



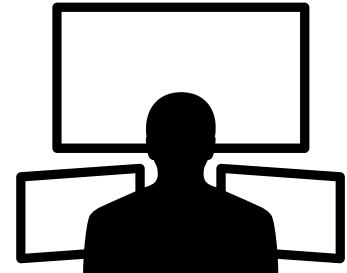
RESOURCE VOICE  
COMMUNICATIONS



ENHANCED  
RECORDING



MULTI-CHANNEL  
COMMUNICATIONS



DEMAND  
ROUTING

..... TODAY .....

## HARNESS THE POWER OF CLOUD TECHNOLOGY

**Affordable storage, rapid processing and immediate access for your mission-critical communications.**

Cloud technology allows public services to use a shared pool of remote computing resources. Located in ISO 27001 certified data centres, these provide secure storage and processing of data to devices and applications on-demand, when you need them most.

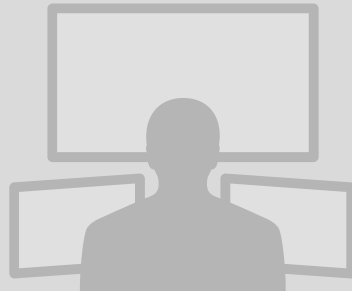
CommandCentral CRS is an easy-to-use solution that requires minimal training and management or service provider interaction. It makes the transition to ESN simple by integrating resource

dispatching, interaction recording, multi-channel communications and demand routing into a cloud-based service.

You can easily access the application via a web browser from any approved device, so you have everything you need in one place, wherever you are.



INTERACTION  
MANAGEMENT



RECORDS  
MANAGEMENT



INCIDENT  
MANAGEMENT



RESOURCE  
MANAGEMENT



INCIDENT  
INTELLIGENCE

..... FUTURE .....



## Only pay for what you need

CommandCentral CRS puts you in control. Centralised and secure hosting means you have the flexibility to rapidly increase capacity on-demand and respond quickly to an escalating or spontaneous incident. During busy periods, you can easily add more operators. When it is quiet, you don't need to pay for unused capacity.

## Global leaders in mission-critical communications

Motorola Solutions creates innovative, mission-critical communication solutions and services that help public safety and commercial customers build safer cities and thriving communities.

In Great Britain we run the Airwave Network and are responsible for the delivery of ESN User Services. This gives us a deep and broad understanding of the fire and rescue service's communications needs and requirements.

CommandCentral CRS provides an effective and efficient way to manage the transition to ESN and ensure the smooth running of your mission-critical communications into the future.



## TRANSFORM YOUR CONTROL ROOM OPERATIONS WITH **COMMANDCENTRAL** CRS

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Commercial  
Service  
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**W:** [www.motorolasolutions.com/commandcentralcrs](http://www.motorolasolutions.com/commandcentralcrs)  
**T:** 0800 731 3496 (UK) or +44 (0) 207 019 0461  
**E:** [presales.info@motorolasolutions.com](mailto:presales.info@motorolasolutions.com)