



Brochure

Avtec Scout

Voice and Radio Dispatch Platform for Utilities



MOTOROLA SOLUTIONS

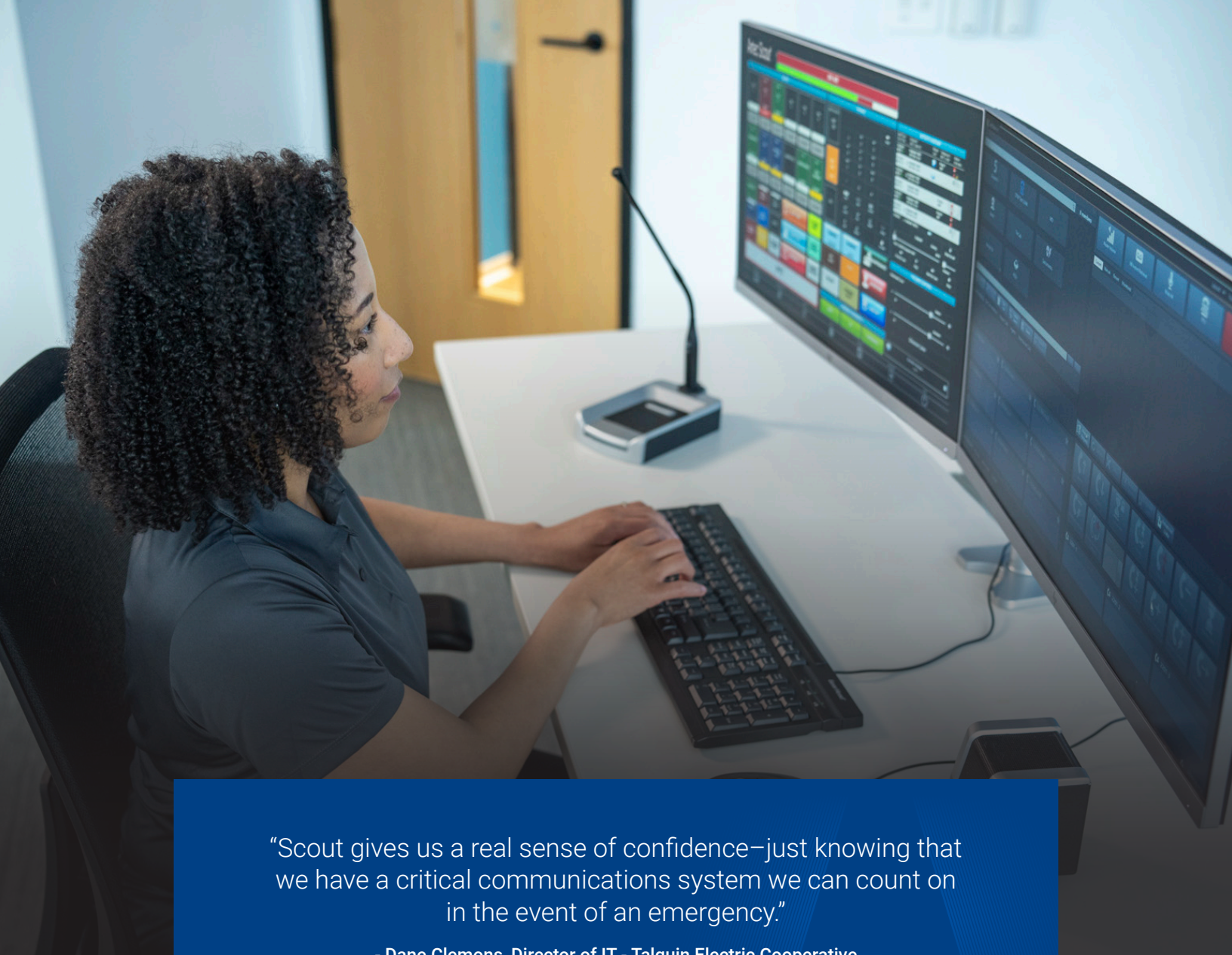
Why Avtec?

For more than 45 years, Avtec has provided business- and mission-critical voice and radio dispatch communication technology and support for some of the most demanding enterprise environments, including energy companies that expect nothing short of a proven, scalable and reliable solution.

Your dispatchers are the first point of contact 24/7/365 when power demands change. The complex juggling act they perform relies on a wide range of radio, telephony and broadband technologies to ensure safe and reliable service to an increasingly demanding and expanding customer base.

Avtec Scout's suite of radio dispatch solutions provides your operations and control centers with the integrated, high-quality voice communication you require.





“Scout gives us a real sense of confidence—just knowing that we have a critical communications system we can count on in the event of an emergency.”

- Dane Clemons, Director of IT - Talquin Electric Cooperative



Proven

Rigorously tested and designed with a redundant architecture, delivering exceptional audio quality and ensuring reliability in mission-critical environments.



Scalable

Whether you need a single radio dispatch console in a remote storm center or dozens in a primary control room that covers multiple sites and regions, Avtec's Scout Enterprise suite lets you mix and match different tiers to meet your exact requirements. Easily add capacity and capabilities as your needs change.



Highly Configurable

Replicate a legacy screen or adjust it to meet new workflow demands with a configurable interface that increases efficiencies and helps to minimize errors. Integrate with third-party technologies you already use, including leading radio, telephony and broadband/LTE solutions.



Enhance Your Communications

Reducing costs while ensuring high levels of customer satisfaction and employee safety has never been more paramount. Avtec's Scout Enterprise suite of radio dispatch solutions provides your control centers with the converged, high-quality voice communication you expect with:

Mission-critical reliability

Whether your teams are in the field restoring service or in the control room rerouting power, Scout Enterprise radio dispatch consoles provide reliable, integrated voice communications with:

- Built-in redundancies for high availability and stability.
- Exceptional audio quality.
- Optional ScoutCare™ and ScoutCare Plus™ licensed, post-warranty software support and maintenance programs, both of which offer 24/7/365 US-based expert support.
- Optional Avtec Protect security patching service.

Ease of use

Help your team work more effectively with an easy to use system:

- Reduce training time with a graphical user interface (GUI) that can be configured for each dispatcher's workflow.
- Set up screens in portrait mode to allow for more screen pads.
- Use custom colors for easy recognition and faster response.
- Configure Simple Network Management Protocol (SNMP) messages to notify system administrators of alarms and events.

Integration flexibility

You need the freedom to select the right communication tools for the job based on what is most efficient and effective for your teams. Avtec Scout's single-source code platform allows you to:

- Integrate legacy and next generation radio, telephone and broadband/LTE technologies in both fixed and mobile dispatch environments.
- Scale your dispatch operations to meet your needs today, with the ability to easily expand when requirements change.

A commitment to cybersecurity

Today's hackers target third-party applications as a pathway to gain access to your primary control systems. Avtec's Scout dispatch consoles are:

- NERC CIP and NIST 800-53 compliant.
- Rigorously tested for vulnerabilities prior to each software release.



ScoutCare, ScoutCare Plus & Avtec Protect

ScoutCare and ScoutCare Plus provide post-warranty software and hardware maintenance for your system. It includes the latest features, updates, and bug fixes, as well as training and US-based 24/7/365 technical support. ScoutCare Plus adds hassle-free upgrades with user-defined options, such as choosing exactly how and when updates are completed. Avtec Protect is our optional security patching service.



The Avtec Advantage



Choose your equipment

Avtec Scout can run on commercial-off-the-shelf (COTS) PCs and use standard USB peripherals or Avtec's professional USB audio peripherals, making it easy to meet your organization's exact IT procurement and maintenance requirements.



Security

Avtec is committed to providing ongoing updates that include the latest security patches and features to address ongoing cyberthreats. Scout consoles are compliant with multiple standards-based frameworks.



Exceptional audio quality

Improve collaborative decision making with clear and consistent audio quality.



Dispatch from anywhere

Deploy your system to meet all of your voice and radio dispatch needs, including fixed, remote and mobile configurations.



Training

Avtec's robust training program gives your team the knowledge and confidence to fully maximize your investment.





One platform. Unlimited possibilities.

Avtec Scout voice and EMA radio dispatch consoles integrate all your communication center needs, whether simple, highly complex or somewhere in between. Discover how our solutions can adapt and scale to any environment. Feel confident in your ability to protect people, assets and livelihoods with the most efficient communications system.





To learn more about Avtec Scout radio dispatch consoles, visit:
www.motorolasolutions.com/AvtecScout



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