Avtec Scout

Voice and radio dispatch platform for healthcare
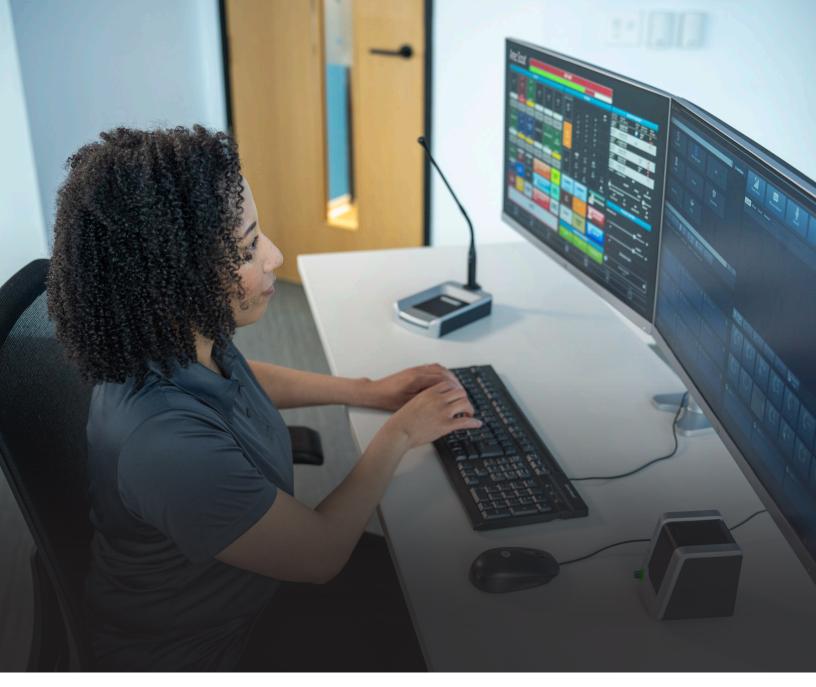
MOTOROLA SOLUTIONS

Why
Avtec Scout?

For more than 45 years, healthcare systems have put their trust in Avtec and its mission-critical dispatch communications technology.

In today's healthcare environment safety and security are paramount, yet becoming a growing challenge to maintain. Increasing demands, as well as changes to organizational structures due to mergers and acquisitions, have real impacts on response efforts and day-to-day operations. Still, one thing remains constant — the critical role of communication in protecting patients, staff and visitors. The need for fast, accurate and secure communication has never been greater.

Safeguard your campus and protect the lives of your patients, staff and visitors with Avtec's scalable, software-based voice and radio dispatch communications platform.

Proven

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

Scalable

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 patient and staff safety has never been more paramount. To respond to these demands, Avtec Scout™ can help dispatchers mobilize critical resources and share vital info through:

Integration flexibility

Your security team may use another radio system than your facilities staff, and the hospitals within your system may have varying phone systems. With Avtec Scout, it's possible to connect them all. Consider Avtec Scout's ability to support:

- Your choice of communications tools — legacy and next generation radio, telephony and broadband/ LTE technologies — in both fixed and mobile dispatch environments.

- Communication within and across buildings and campuses to expedite incident response and ensure operational continuity.

- Air-to-ground communications and coordination with area first responders (e.g., connect EMS personnel using radios with emergency doctors on phones).

Mission-critical reliability

Our mission-critical dispatch consoles connect your resources to put plans into action. Whether dispatching staff for a natural disaster, managing an active shooter situation or coordinating an emergency surgery, Avtec Scout consoles have the capabilities you need:

- Built-in redundancies and automatic failover for "always on" availability.

- One-touch access to critical resources for streamlined communications and operational efficiencies.

- The ability to view camera footage directly at the console.

- Console pads to sound alarms, communicate via intercom and emergency phones, open or close a door, and more.

Commitment to security

The need to protect sensitive information has added a tremendous burden to IT personnel, who must thoroughly vet every system that touches your network. Our robust security protocols help ensure that our solutions meet your network, infrastructure and cybersecurity requirements. This is accomplished through:

- Established cybersecurity practices.

- Compliance with the security controls of the National Institute of Standards and Technology (NIST) Special Publication 800-53.

- Constant hardening and rigorous testing for vulnerabilities prior to each software release.

- Security audits by independent, unbiased experts.

Flexibility

With healthcare mergers and acquisitions on the rise, be confident in Avtec Scout's ability to always meet your needs. Its flexible design easily accommodates expansion, integration with the latest technologies, and adjustments to your workflow requirements with:

- A single-source code platform allowing you to build your system to your needs today, with the ability to easily expand when requirements change.

- The ability to mix and match four different models, ensuring your dispatchers have the right console for their job.

- Mobility to dispatch from another location via laptop or tablet in the event of evacuation or other emergency situations.

- Reduced training time via a highly configurable graphical user interface (GUI) that can be set up for each dispatcher's workflow.

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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 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.
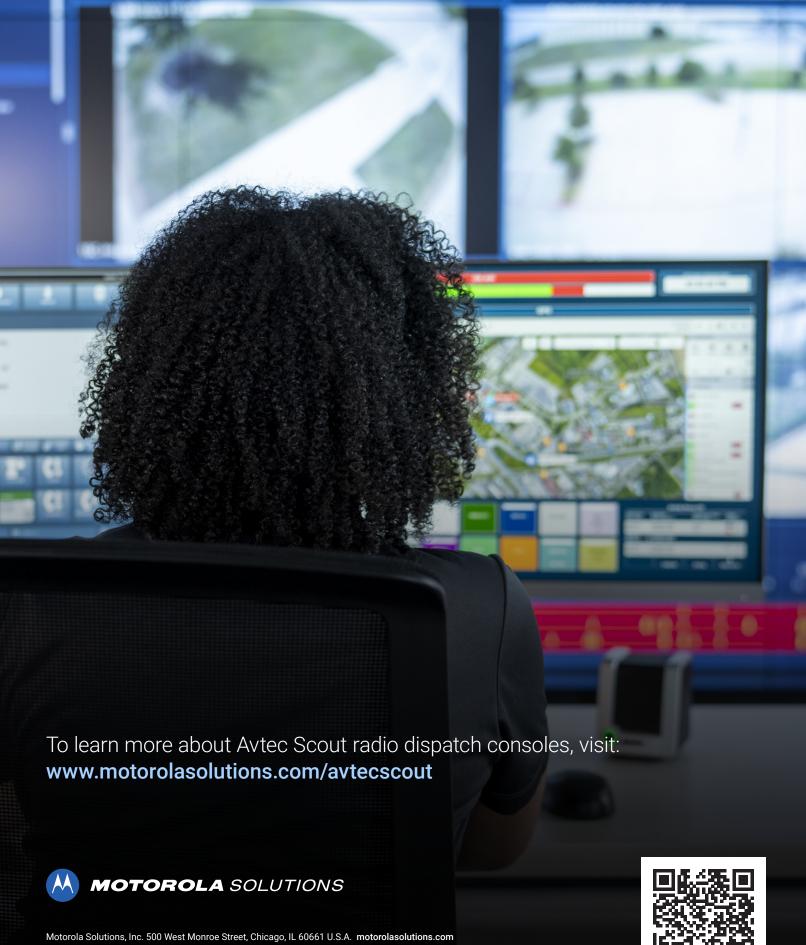
One platform. Unlimited possibilities.

Avtec Scout 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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