

Critical Connect

Easily connect, confidently communicate.

Critical Connect makes communication and data sharing possible when public safety agencies and organizations need to collaborate – even if they're using different devices or networks. With one link to Critical Connect, you can set up and tear down connections in a few clicks from a single web-based interface, making interoperability fast and flexible across LMR, LTE and other broadband networks.



Interoperability made easy

The growing size and complexity of incidents demand effective coordination. Critical Connect simplifies communication and data sharing by allowing you to connect agencies and organizations from a single interface in just a few clicks, regardless of the device or network they use.

Fast and flexible

Legacy interoperability solutions often require significant time for setup and provisioning. Critical Connect is a flexible interoperability solution with a Patch Portal that allows you to quickly set up and tear down connections from anywhere with internet access, establishing a connection in a few clicks rather than a few weeks.

Versatility that conquers unpredictability

You can't always predict which systems or devices you'll need to connect to enable coordination during an event. Critical Connect bridges the gap between different networks, carriers, devices and applications, making it possible for TETRA/DIMETRA LMR and broadband push-to-talk users to communicate and exchange data.

Scale at your own pace

Interoperability systems should evolve with you to support the changing needs of your organization. One link to Critical Connect allows you to scale at your own pace, easily adding more connections up to thousands of talkgroups and simultaneous calls.

Secure, reliable and trusted

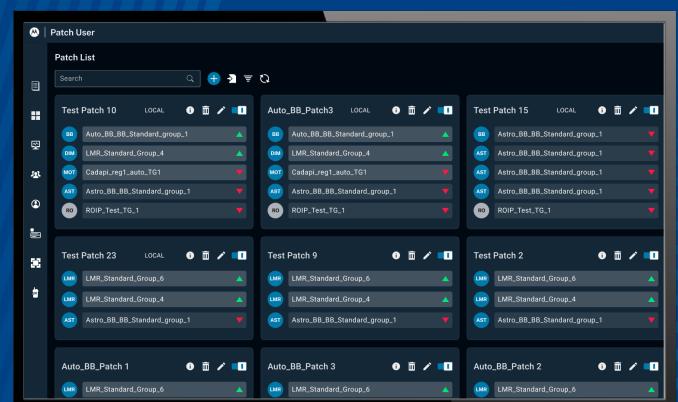
Grounded by nearly 100 years of close customer and community collaboration, Motorola Solutions innovates to improve safety outcomes while rigorously protecting security and privacy.

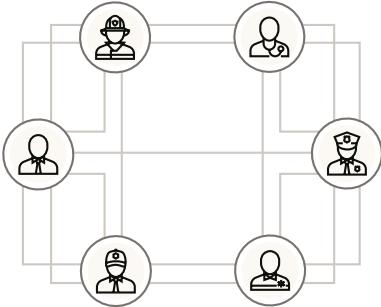
Critical Connect Patch Portal

The Critical Connect Patch Portal is a user-friendly, web-based tool that enables remote management so you can create pre-planned or ad-hoc talkgroups in a few clicks. Choosing from three available user roles, you can easily delegate control and select capabilities for specific users, depending on their role in operations.

How it works

1. Add and name patch tile
2. Select security group
3. Drag and drop your talk groups
4. Turn on patch to create interoperability





Traditional interoperability solutions	Critical Connect
Only offer voice push-to-talk interoperability	Supports voice push-to-talk and "push-to-data" interoperability, including video, messages, location, presence and status
Limited to TETRA standards	Goes beyond TETRA standards, enabling the following features:
Requires a one-to-one dedicated link for every two agencies connected, limiting scalability	Private Calling, Text Messaging, Presence, Location, Group Affiliation, Caller ID, Emergency Alerts, Emergency Calls, User Affiliation and Monitoring, Interoperability with other LMR networks
On-premise complex infrastructure, capital intensive	A single, secure connection to Critical Connect provides standards-based interoperability among multiple agencies, offering built-in scalability
Connection to a new agency can take a long time to set up and provision	Subscription-based, on-cloud interoperability solution makes it affordable and easy to upgrade
Not scalable	A new connection can be easily set up in a few clicks ¹
	Easily grow up to thousands of subscribers and hundreds of LMR systems as you scale.

¹ Dynamic connections can be easily set up and teardown among agencies that share the same Critical Connect system

Additional features:

Advanced capabilities

- Supports broadband push-to-talk through over-the-top WAVE PTX
- Enables super grouping, talkgroup prioritization, grouping/regrouping and zone-based deployment
- Locally redundant and geo-redundant architecture helps ensure service continuity and reliability

Secure solution

- NIST Cybersecurity Framework certified
- All communications are encrypted with AES-256
- Transport Layer Security TLS 1.3
- FIPS 140-3
- 3GPP Mikey Sakke

To learn more about Critical Connect, visit:
motorolasolutions.com/criticalconnect