

Brochure

# Critical Connect

Interoperability made easy.



**MOTOROLA** SOLUTIONS



The size and complexity of many incidents, whether natural or manmade, require a coordinated response by multiple agencies and organizations. Seamless, cross-jurisdictional voice, data and video communication is crucial for collaboration to protect life and property during events.

Legacy interoperability solutions can take significant time and effort to set up and provision, requiring you to dedicate a separate network interface for each system you want to connect to. As a result, they cannot adjust quickly as your interoperability needs change – but the growing size and complexity of incidents demand effective coordination. Being able to quickly set up and manage interoperable push-to-talk (PTT) communications between different networks and applications can significantly impact outcomes.

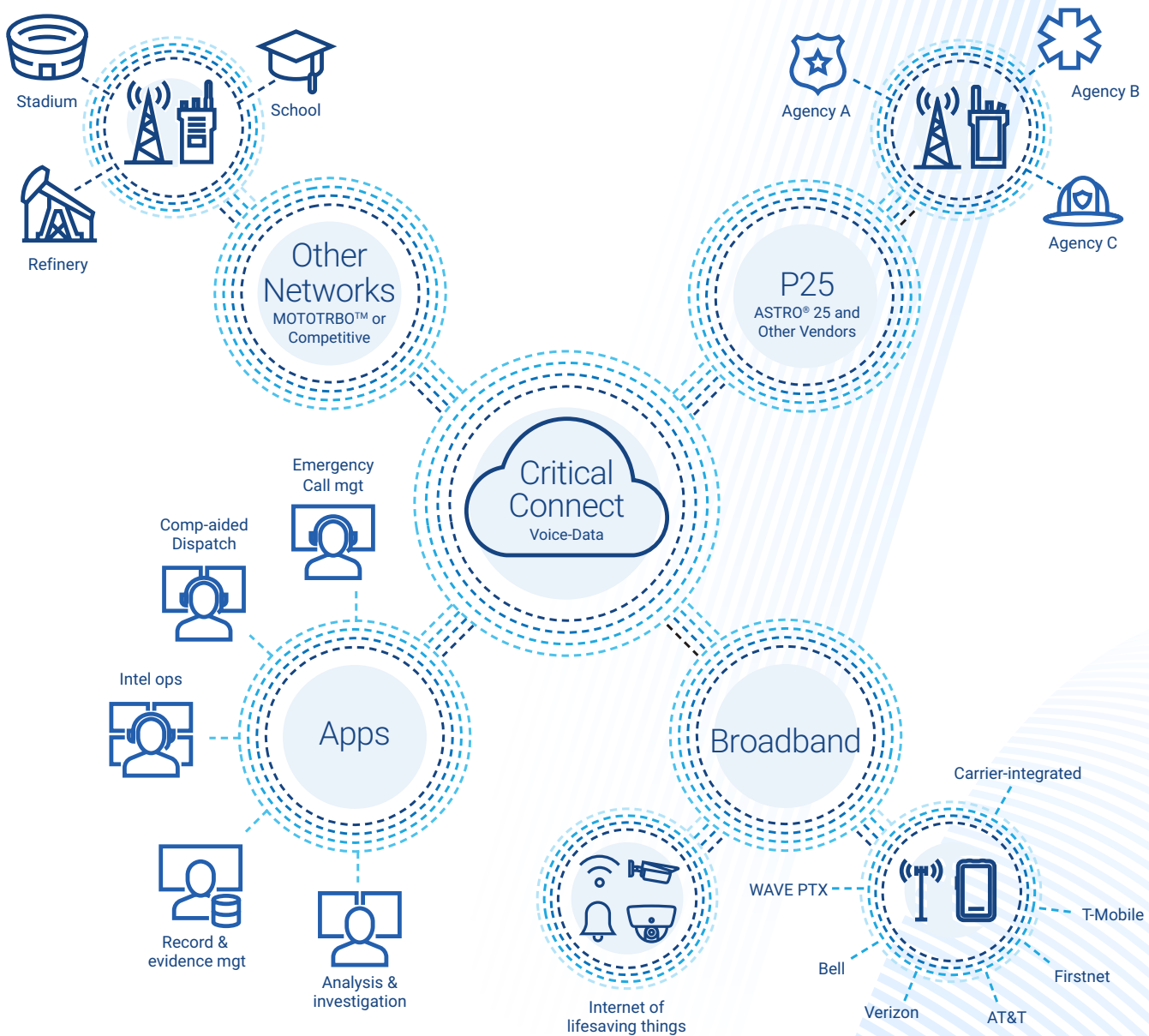
Critical Connect fills this void by providing cloud-based interoperability between land mobile radio (LMR) systems, broadband PTT and applications to eliminate barriers and unify communications. A single, secure network connection provides standards-based interoperability with internal groups and external organizations, reducing both the cost and complexity of interoperable PTT communications.

From a single interface, you can connect agencies and organizations in just a few clicks – regardless of the device or network they use – to enable the real-time exchange of voice, data and video, and improve collaboration.

“Emergency incidents can occur anywhere and do not respect jurisdictional borders. When this happens, responders from more than one agency have to respond and work together. Agencies set themselves up for failure and put lives at risk when interoperability is not carefully considered and built into the purchase and implementation of equipment and programs they utilize to communicate, both with the public and with other agencies.

– Steve Lesse, What Does Interoperable Mean in the Real World?, APCO International.





## Versatility that conquers unpredictability

You can't always predict which systems or devices you'll need to connect to enable coordination during a major event or natural disaster. Critical Connect bridges the gap between different networks, carriers, devices and applications, making it possible for P25 LMR and broadband PTT users to communicate when responding to complex incidents.

Using virtual connections, Critical Connect eliminates the significant number of backhaul links required by ISSI 8000 and other traditional interoperability solutions. One physical link from your ASTRO 25 network to Critical Connect provides interoperable communication with other ASTRO 25 networks, AT&T's EPTT, Verizon's PTT+, Verizon's Group First Response, T-Mobile Direct Connect and WAVE PTX broadband PTT services, as well as MOTOTRBO networks and other LMR systems.





## Taking interoperability beyond voice

Critical Connect takes interoperability to the next level by enabling data communication, making it possible for P25 LMR and broadband PTT users on different networks to share location and messages for more efficient responses.

Control room applications – such as call handling, dispatch and situational awareness – can leverage Critical Connect's single point of connectivity and common APIs to access voice, data and video communications from various networks and devices.



# Critical Connect in action

## Situation

Multiple agencies are required to respond to a large-scale event that spans across multiple jurisdictions.



## Response

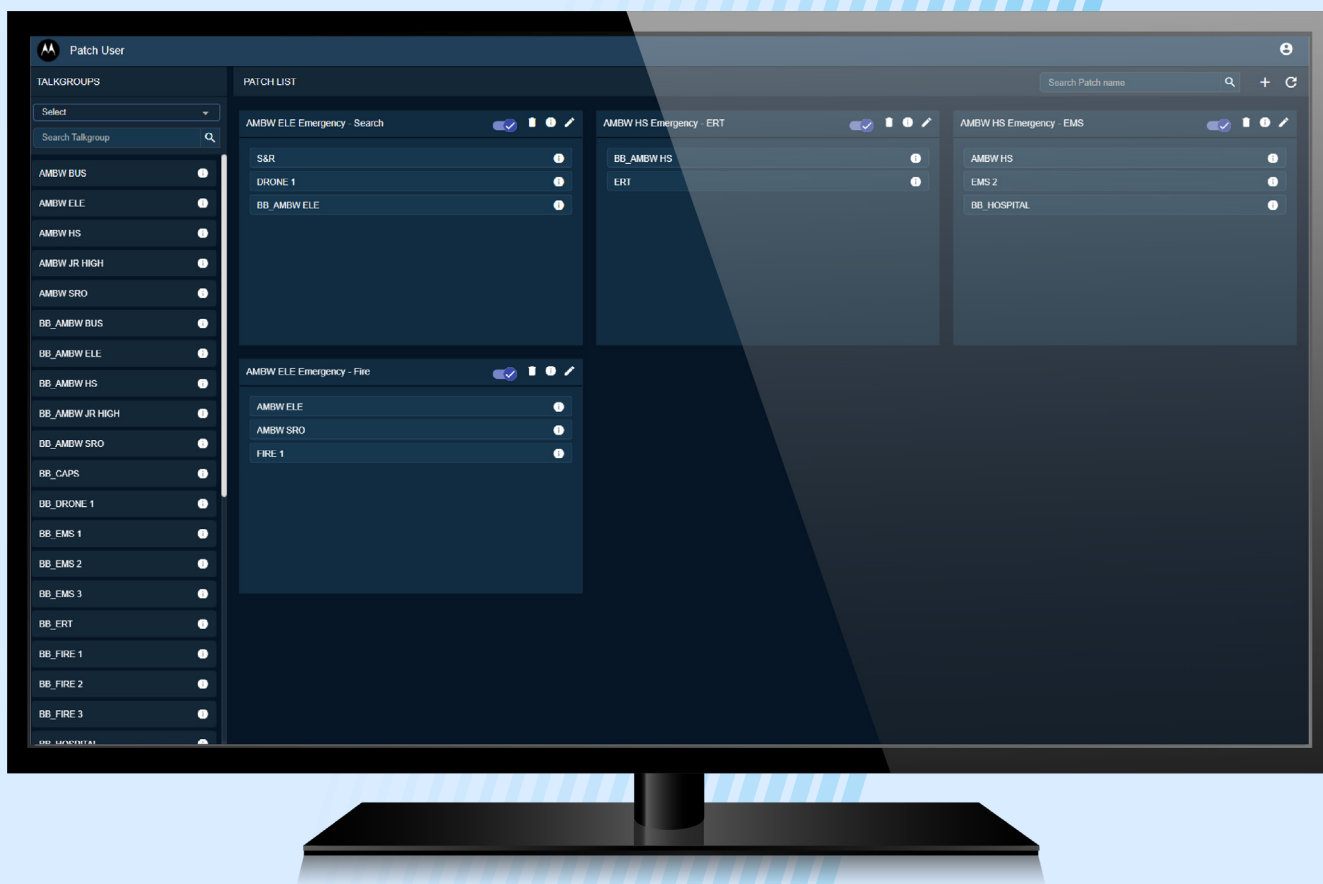
In the control room, situational awareness applications leverage Critical Connect to access key information, such as location and presence, for personnel from each responding agency. With this information, a single map is created to display the position and status of all responders at the scene.



## Result

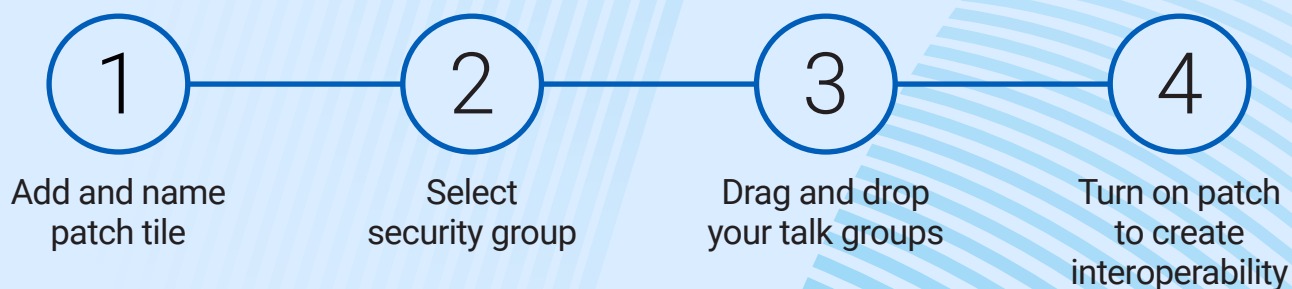
A new level of interoperable multimedia communication that enhances safety, situational awareness and operational efficiency.





## 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.






## Fast and flexible

Legacy interoperability solutions often require significant time for setup and provisioning, with rigid connections that can't adjust as fast as you need them to.

Critical Connect empowers you to quickly set up and tear down connections from anywhere with internet access as your needs change. Select your desired agency or carrier partners within the Critical Connect Patch Portal and establish a connection in just two clicks—not two months.



## 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, supporting thousands of talkgroups and hundreds of simultaneous calls. You can easily add more connections to Critical Connect to meet new communication requirements as they come up.





# WAVE PTX adds options for carrier-independent broadband PTT

WAVE PTX for public safety, our carrier-independent broadband PTT service, is available to Critical Connect customers who want to implement a “bring your own device” policy for their PTT users.

WAVE PTX delivers interoperable broadband PTT communications across any commercial broadband or Wi-Fi data network. With an offering tailored for critical communications, WAVE PTX provides access to the MCPTT-based features required to enhance safety and improve situational awareness for mission-critical users.

## The basic WAVE PTX for public safety service includes the following capabilities:

- Group and private PTT calls
- Real-time presence
- Location services
- Text messaging
- Push videos, images and files
- Background calling
- Voice message fallback
- Communication history
- Soft or hard PTT buttons

## Choosing the SafeGuard Package for your WAVE PTX subscription adds critical communications features, including:

- Emergency calling and alerting
- Remote user check
- Ambient listening
- Discreet listening
- User enable/disable
- Location-based temporary groups





## 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.

We build broadband PTT that is unbounded by coverage, area, network technology or device type, helping you communicate effectively, whenever and wherever. With proven solutions used by hundreds of thousands of public safety and commercial customers daily, we are proud to be in a position to provide the combination of network technologies, devices and interoperability necessary to enhance the service you provide to your community.

Backed by the Motorola Solutions mission-critical ecosystem, our portfolio transforms the broadband experience. Combined with command center software, video intelligence and analytics and world-class services, our ecosystem is the technology lifeline your mission depends on. Our mission is to never stop advancing.

## NIST Cybersecurity Framework Certified

Motorola Solutions practices are based on the NIST Cybersecurity Framework's holistic, risk-based approach functions: Govern, Identify, Protect, Detect, Respond and Recover.

## Secure Solution

All communications are encrypted with AES-256.

To learn more about our security framework, refer to our [cloud security white paper](#).





To learn more, visit:  
[www.motorolasolutions.com/criticalconnect](http://www.motorolasolutions.com/criticalconnect)



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<sup>1</sup> April 2018 GAO Report, EMERGENCY COMMUNICATIONS, Increased Regional Collaboration Could Enhance Capabilities

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