

KG COMMUNICATIONS

# Changing the Citizen Experience

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21st Century Integrated Communications

Presenter

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*This document describes a new, integrated approach to voice and data communications for the Public Safety Sector that provides technological leading-edge capabilities in the office and on the scene.*

# Improved Citizen Services through Integrated Communications

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Public safety organizations have primarily used LMR systems for mobile communications. While LMR is a proven mission-critical instant voice solution, it has the shortcomings of limited coverage, very low data capacity: inadequate interoperability, and very high cost. While many public safety agencies are leveraging advanced communications technology, others are still challenged with fragmented legacy voice and data communications systems including old PBX/Centrex, intercom/paging, regular cellular voice, and two-way radio systems. KG Comm-powered PTT delivers a complete communications solution for public safety agencies of all levels by integrating instant voice calling, group communications, regular voice, broadband data, productivity applications, and administrative processes—all onto a single robust mobile platform. KG Comm-powered PTT runs on a broad range of mobile handsets and a Windows PC so that public safety employees are able to seamlessly communicate using the same infrastructure and improve their ability to serve and protect citizens.

## Helping Governments Protect and Serve

Ensuring citizen safety requires that public safety officials have the ability to stay informed and quickly communicate to large groups in response to emergency situations and potential security threats. All functions within public safety organizations can leverage KG Comm-powered Push-to-Talk—agency heads, rescue personnel, patrol officers, emergency responders, and dispatchers—to communicate instantly with a broad range of devices and purpose-built PTT accessories for hands-free use in dynamic environments and mobile conditions. Support for LMR interoperability ensures timely communications and cross-agency collaboration regardless of mobile communications networks used. KG Comm-powered PTT provides a Web-based corporate administration tool that enables dynamic creation or updating of contacts and talk groups that are synched to devices wirelessly and in real-time, so that agency officials, rescue workers, and emergency response teams can be easily reached during crisis situations. In addition, KG Comm-powered PTT allows public safety agencies to reserve crowded LMR frequency spectrums to people who need them most.



## Agency Directors/Leaders



Public safety agency directors and department leaders are faced with numerous economic, social, and political pressures while still being responsible for cost-effectively delivering services to the public, improving operational efficiencies, and keeping citizens safe.

Having the ability to quickly communicate, obtain information, and make decisions are critical to all of these performance metrics. With KG Comm-powered PTT, agency directors and department heads can seamlessly communicate with their staff, public safety workers, and rescue personnel using a single device that's interoperable with LMR systems—over 4G LTE, 4G HSPA+, 3G cellular networks, and Wi-Fi.



## Emergency Responders



Emergency response and public safety personnel need the ability to quickly connect across a variety of state and local communications systems that are vital to protecting the public against serious incidents and security breaches including cyber terrorism, bomb threats, random shootings and hostage situations.

With KG Comm-powered PTT, emergency responders can report and address emergency situations in real time. With sub-second call set-up time and presence indicators, first responders are able to see who is available and instantly connect during a crisis. Support for LMR interoperability provides agencies belonging to different jurisdictions with the ability to communicate seamlessly when cross-agency collaboration is needed. KG Comm-powered PTT also supports a series of discrete PTT accessories including remote speaker microphones and earpieces that are essential during critical operations.



## Rescue Workers



Rescue workers encompass a variety of personnel including fire fighters, emergency medical technicians (EMT), and police/fire/ambulance drivers.

Having the ability to reach remote workers at any time and anywhere — to communicate status, obtain updates, and resolve issues — is a key priority. With KG Comm-powered PTT, emergency dispatchers and agency directors can stay connected with rescue workers with the added convenience of GPS location mapping and a centralized contact/group management tool which supports contact lists of up to 1000 users and up to 100 groups, with up to 250 group members. The supervisory override feature of KG Comm-powered PTT allows field crew supervisors to take the call floor any time so that important messages are communicated immediately.



## Law Enforcement



Providing the public is a critical priority for law enforcement personnel such as police officers, sheriffs, and security personnel.

The ability to seamlessly communicate in both urban and rural environments is a key requirement to keep law enforcement workers connected to dispatchers and rescue personnel, especially in the case of an emergency. KG Comm-powered PTT also supports a broad range of devices and accessories designed for mobile environments—ruggedized smartphones, vehicle mount kits, hands-free/noise canceling/enhanced audio headsets, earpieces, and remote speaker microphones—to ensure safety for law enforcement personnel and their passengers.



## Correctional /Probation Officers



The ability to communicate in real-time regarding the status and transport of law offenders, prisoners, or parolees can greatly enhance personal safety, increase efficiency, and improve the overall productivity of the criminal justice system.

KG Comm-powered PTT enables correctional /probation officers to use a single smart device for both PTT and real-time access to mobile data using 4G LTE and Wi-Fi networks. This capability provides officers with an efficient communications tool while working with offenders who are given probation instead of jail time, who are still in prison, or who have been released from prison. It is no longer necessary for officers to carry a portable LMR radio for just PTT and a smartphone or tablet for mobile data.



## KG Comm-powered PTT for Every Role

