

# Transforming Mobile Communications

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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 State and Local Government that provides technological leading-edge capabilities in the field and the office.*

# Integrating Voice and Data for Daily Ops

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Government officials are exploring new ways of communicating in order to address budget constraints, security threats, and the requirements of a more connected citizen base. KG Comm-powered PTT offers enhanced instant communications technology to help governmental organizations collaborate with a variety of departments, agencies, and mobile workers to deliver citizen services quickly and effectively. KG Comm-powered PTT interoperates with Land Mobile Radio (LMR) systems and uses the latest cellular networks (including 4G LTE, 4G HSPA+, and 3G) and Wi-Fi - to ensure secure and ubiquitous network coverage and real-time connectivity throughout densely populated urban neighborhoods and remote parks and recreation areas — requiring just one device for PTT, LMR interoperability, and access to mobile broadband data.

## Improved Citizen Services through Integrated Communications

While many governmental 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 governments of all levels (including state agencies and local county/municipal departments) 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 all governmental functions are able to seamlessly communicate using the same infrastructure and improve their ability to deliver citizen services.

## Helping Governments Protect and Serve

Ensuring citizen safety requires that state and local government officials have the ability to stay informed and quickly communicate to large groups in response to emergency situations and security threats. All functions within a governmental organization can leverage KG Comm-powered PTT — department heads, agency personnel, field crews, 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 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 directors, field crews, and emergency responders can be easily reached during crisis situations.



## Agency Directors/Dept. Heads



Government agency directors and department heads 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 and peers using a single device that's interoperable with LMR systems - over 4G LTE, 4G HSPA+, and 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. KG Comm-powered PTT also supports a series of discrete PTT accessories including remote speaker microphones and earpieces that are essential during critical operations.



## Field Crew Supervisors



Field crew supervisors oversee a variety of functions including road repair and overall maintenance of grounds, facilities, and buildings.

Having the ability to reach remote workers at any time and anywhere "to communicate tasks, obtain updates, and resolve issues - is a key priority. With KG Comm-powered PTT, field crew supervisors can stay connected with road crew personnel, park rangers, grounds keepers, and maintenance technicians with the added convenience of GPS location tracking and a centralized contact 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.



## Field & Maintenance Crews



Keeping roadways clear, public areas safe, and facilities clean are key priorities for maintenance crews that need to quickly respond to maintenance requests and potential public hazards.

With KG Comm-powered PTT, field crew supervisors, dispatchers, and maintenance personnel can easily communicate tasks and status updates across a variety of devices including low-cost feature phones, smartphones, Wi-Fi-only handsets, and Windows-based personal computers.



## Driver



Providing safe and efficient transportation to the public is a critical priority for both state and local government.

The ability to seamlessly communicate along bus routes in both urban and rural environments is a key requirement to keep bus drivers connected to dispatchers and response 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 - vehicle mount kits, hands-free/noise canceling/enhanced audio headsets, earpieces, and remote speaker microphones - to ensure safety for both drivers and passengers.



## Dispatchers



The ability to communicate in real time regarding driver location and passenger pick-up and drop-off status can greatly enhance personal safety, increase efficiency, and improve overall productivity.

KG Comm-powered PTT offers a Dispatch Console so that a dispatcher can make PTT calls directly from a Windows PC equipped with a microphone and a speaker, with the ability to monitor group communication activities and determine the location of personnel in the field. KG Comm-powered PTT also offers the supervisory override feature, which assigns pre-emptive talk priority to faculty and dispatcher, or anybody else designated in a supervisory role. These features are essential for communications during not only routine assignments but also emergency situations such as security threats, medical emergencies, or traffic accidents.



# KG Comm-powered PTT for Every Role

Role	PTT Usages	Devices & Accessories
Department Heads	<ul style="list-style-type: none"> <li>Assigning tasks</li> <li>Discrete Communication</li> <li>Emergency Situations</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Latest Smartphone</a></li> </ul>
Field Crew Supervisor	<ul style="list-style-type: none"> <li>Project Planning</li> <li>Assigning tasks</li> <li>Status updates</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Smartphone</a></li> <li><a href="#">Remote Speaker</a></li> <li><a href="#">Microphones</a></li> </ul>
Field Crew	<ul style="list-style-type: none"> <li>Assigning tasks</li> <li>Status reporting</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Feature Phone</a></li> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Remote Speaker</a></li> <li><a href="#">Microphones</a></li> </ul>
Maintenance Crew	<ul style="list-style-type: none"> <li>Status reporting</li> <li>Productivity Apps</li> <li>Receiving work orders</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Feature Phone</a></li> <li><a href="#">Rugged Smartphone</a></li> </ul>
Emergency Response	<ul style="list-style-type: none"> <li>Emergency notifications</li> <li>Status reporting</li> <li>Response coordination</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Feature Phone</a></li> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Desktop PC PTT Application</a></li> </ul>
Medical / Healthcare	<ul style="list-style-type: none"> <li>Status reporting</li> <li>Productivity Apps</li> <li>Receiving work assignments</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Feature Phone</a></li> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Wi-Fi Handset</a></li> </ul>
Facilities Management	<ul style="list-style-type: none"> <li>Status reporting</li> <li>Productivity Apps</li> <li>Coordination</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Feature Phone</a></li> <li><a href="#">Rugged Smartphone</a></li> </ul>
Safety Manager / Inspector	<ul style="list-style-type: none"> <li>Alerts and inspections</li> <li>Status reporting</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Smartphone</a></li> </ul>
Office Employee	<ul style="list-style-type: none"> <li>Field and site updates</li> <li>Organization-wide communication</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Desktop PC PTT Application</a></li> <li><a href="#">Headset Microphone</a></li> </ul>
Drivers	<ul style="list-style-type: none"> <li>Status reporting</li> <li>Productivity Apps</li> <li>Receiving work orders</li> <li>Navigation</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Smartphone</a></li> <li><a href="#">Vehicle/Car Mounting Kits</a></li> </ul>
Dispatchers	<ul style="list-style-type: none"> <li>Dispatch operations</li> <li>Status updates</li> <li>Field coordination</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Dispatch Console</a></li> </ul>
Office Workers	<ul style="list-style-type: none"> <li>Field communication</li> <li>Discrete communication</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Desktop PC PTT Application</a></li> </ul>