



US MILITARY INSTALLATIONS COUNT ON WAVE TO KEEP EMERGENCY OPERATIONS CENTERS CONNECTED AND INFORMED



There is an active shooter on the installation. A major aircraft accident just occurred right outside the installation. A tornado or forest fire is endangering the installation and local community.

These are just a few of the scenarios for which Emergency Operations Centers (EOCs) and military first responders must be prepared, where the situation is fluid, events are moving fast, and decisions must be made quickly, often with limited or incomplete information. Whether the crisis is inside the perimeter or outside in the surrounding community, commanders must have the right tools at their fingertips to instantly facilitate and enable resilient collaboration among first responders, both military and civilian.

CUSTOMER PROFILE U.S. Military Installations

Industry
National Government
Security

Solution Components

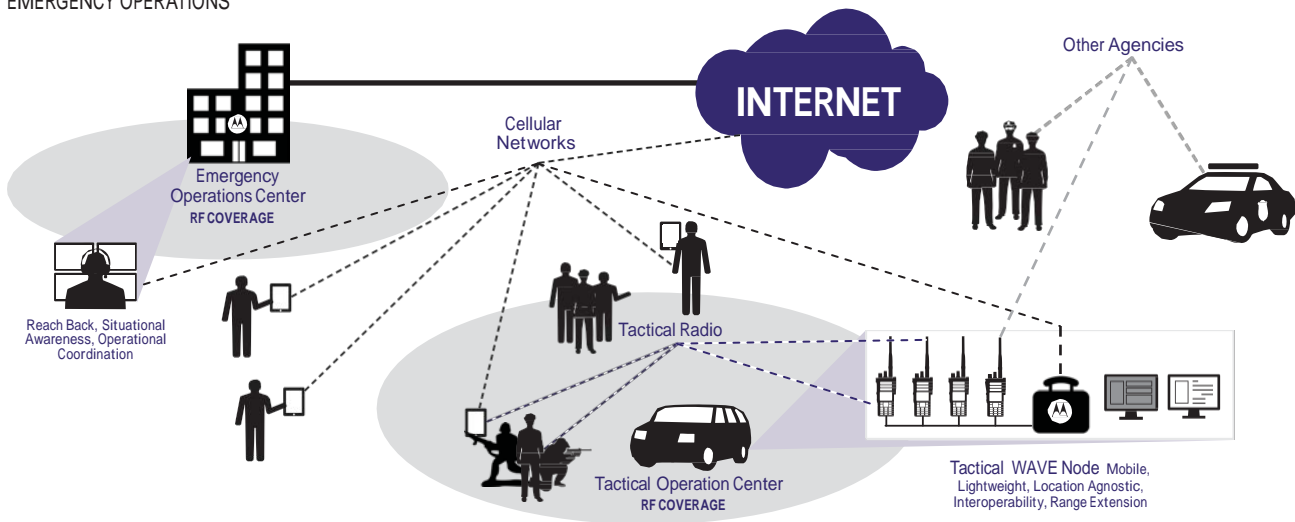
DISA JITC-approved
WAVE configuration and
components for DoD use:

- Wave Management Server
- WAVE Media Server
- WAVE Desktop
- WAVE Advanced Desktop Communicator

Features Interoperability platform securely connects disparate voice and data feeds.

- Desktop Communicator allows PC users to securely talk to smartphones, radios and PTT networks
- Built in softphone provides telephony capabilities directly from the users desktop
- Listen-only Talkgroups allow monitoring of talkgroups don't require user interaction.
- Extensibility panel allows for unlimited UI integration for virtually any third-party rich or web application

NATIONAL GOVERNMENT SECURITY USE CASE
EMERGENCY OPERATIONS



THE CHALLENGE

Following the Fort Hood shooting, the Secretary of Defense mandated that installations take steps to improve force protection capabilities, readiness policies, and training. In response, commanders are stepping back and holistically examining their overall approach. During these types of emergencies, there generally are two key problems: First, getting the initial notifications out across the installation using multiple communications systems that do not interoperate. Second, once the initial warning goes out how do you bring together the right personnel and agencies on and off the installation to start working the crisis when they all use different primary communications devices? For example, some use a computer to do their part, others use radios (LMR/Tactical/Aircraft) that allow communications with a subset of users but not other units or agencies, and yet others use hardline telephones or mobile phones.

A U.S Army installation faced this daunting challenge: If the nature of an emergency required mutual aid with military or civilian first responders acting outside the secure facility, EOC personnel were unlikely to be able to communicate – or coordinate – with them for a timely and effective response.

THE SOLUTION

The U.S. Army base installed Motorola Solutions' WAVE software so that when an incident arises, personnel are able to notify everyone on base, whether on desktop computer, radio, or telephone, and regardless of disparate or proprietary systems. They also can establish communications and interoperability with local civilian first responders and other outside agencies, such as FEMA or the American Red Cross. Because WAVE can operate on any PC or mobile device, if an EOC is disabled for any reason, defense organizations can create a virtual EOC from anywhere, assuring continuity of operations.

WAVE is JITC-certified and extends the functionality and useful life of legacy communications assets by serving as an interoperability platform that securely connects disparate voice and data feeds. The platform includes the Desktop Communicator, which allows PC users to talk securely to smartphones, LMR/tactical/aircraft radios, and telephone networks. The software also includes a built-in "softphone," providing telephony capabilities directly from the user's desktop. Features such as Listen-only Talk Groups allow monitoring of talk groups that don't require the user's interaction. And WAVE's extensibility panel allows for unlimited user interface integration that works for virtually any third-party Web application.

WAVE is fully interoperable with AtHoc and other mass notification solutions, enabling the EOC or command post to send alerts to both emergency responders and personnel not involved with the crisis. WAVE also provides alerts and text messages to cellphones, enhancing and reinforcing current base mass notification systems, providing the flexible communication and collaboration between military and civilian first responders and other emergency organizations needed in times of crisis.

For more information about WAVE Work Group Communications Solution, please contact your Motorola representative or visit www.motorolasolutions.com/wave.

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