



Welcome to the Dawn of the EC3
The Future of Emergency Communications Has Arrived.

EC3 benefits:

- Enable citizens to contact current PSAPs by VoIP, voice, e-mail and other means
- Facilitate greater inter-agency and multi-jurisdictional collaboration
- Allow other entities such as hospitals and trauma centers to interoperate with current PSAPs to fulfill emergency services
- Improve emergency response to natural disasters, terrorism and other unexpected occurrences

Is Your PSAP Ready for the Future?

The citizens you serve are communicating in new ways. But while their personal communications now include text messages, e-mail, images and videos, public safety access points (PSAPs) remain mired in the past, unable to handle the challenges of multimedia communication in a wireless, mobile society.

To meet emerging communication demands, PSAPs require new technology — technology with greater capacity, efficiency and reliability. Enter the EC3.

The Cisco/IPC-Positron Citizen-to-Authority Emergency Communication and Collaboration Platform is designed to strengthen PSAPs immediately through cost-effective integration that leverages their legacy equipment. The platform is also flexible enough to evolve over time into fully realized, IP-based Emergency Communication and Collaboration Centers – the EC3.

Today’s Emergency Communications vs. The EC3

Today’s Emergency Communications	The EC3
Limited to single media (inbound voice)	True multimedia platform (voice, video, and other means)
Island of legacy technology	Collaborative environment
Single point of failure	Distributed environment
Lacks capacity to scale economically	IP-based technology reduces cost
Long call setup times	Call delivery over IP dramatically reduces setup time
High barriers to interoperability	Standards-based platform enables collaboration
Multiple vendor technologies drive up cost and risk	One Point of Engagement drives efficiency and reduces risk

[Table 1.]

Close the Gap Between Your Citizens' Technology and Your Own

With the Cisco/IPC-Positron platform in place, your PSAP can always answer the call — regardless of whether your citizens are trying to reach you by VoIP, video, e-mail or SMS messaging.

The platform, which can evolve into a fully realized EC3, begins by delivering a mission-ready, integrated IP-based capability featuring these benefits:

1. **Convergence:** Through VoIP technology, the Cisco/IPC-Positron platform allows voice, video and data to be transmitted together simultaneously. The converged communications platform integrates easily with legacy equipment for a cost-effective deployment and is designed to scale easily to meet your future demands.
2. **Collaboration:** Improve your inter-agency and multi-jurisdictional collaboration with a fully integrated and IP-based emergency communications system. The platform also offers sole-integrator benefits including single contract, single point of maintenance, integration of applications and legacy equipment, and broad savings across hardware and network costs.
3. **Reliability:** The Cisco/IPC-Positron platform mitigates communication disruptions, offering improved survivability and the ability to self-heal with no single point of failure. The IP-based platform is a proven alternative to public switched telephone networks (PSTNs) that are susceptible to downtime during natural disasters and other unforeseen events, and cannot manage text messages, e-mail, video and other common forms of communication.
4. **Leadership:** The Cisco/IPC-Positron platform is a proven solution from two market leaders. The platform combines Cisco's worldwide IP networking and unified communications leadership and Positron's established leadership in the provisioning of fully integrated, end-to-end public safety solutions for emergency call handling and dispatching.



“The infrastructure of the nation’s current 9-1-1 system has essentially not changed since the first 9-1-1 call was made in 1968 ... The basic infrastructure is decades old and cannot handle the text, data, images and video that are increasingly common in personal communications and critical to future transportation safety and mobility advances.”

— **U.S. Dept of Transportation**

Source: Research and Innovative Technology Administration, http://www.its.dot.gov/ng911/ng911_faq.htm

“Enhanced technology and heightened awareness of the public safety and homeland security benefits of emergency call centers have raised the bar of expectations both within the public safety community and of the citizens that rely on 9-1-1 services.”

— **Linda K. Moore, Analyst in Telecommunications and Technology, Policy Resources, Science, and Industry Division**

Source: CRS Report for Congress: Emergency Communications Safety Net: Integrating 911 and Other Services, Sept. 1, 2005

Begin Your Evolution to the EC3

The EC3 is the future of citizen-to-authority emergency communication and collaboration services, offering the enhanced capabilities and increased change capacity necessary to accommodate current and future emergency services operations.

Cisco and IPC-Positron have made evolving to the EC3 a safe and secure investment. Cisco Capital provides the most competitive financing rates, flexible payment schedules and equipment migration options for the Cisco integrated network solutions that can transform your agency. Ask your Cisco account manager, channel partner or Cisco Capital representative how to get started. For more information, please visit www.cisco.com/go/cisocapital.

IPC Capital offers a wide range of products including both operating and capital leases for customers large and small. Specialty products include low-cost, tax-qualified lease financing for state and local government. IPC Capital also offers an equipment remarketing service for your use when you have surplus equipment.

IPC Capital representatives are located throughout the U.S. Please contact your IPC Capital at (877) 669-2637 for financing of your next equipment purchase.

Learn More

For additional information about the Cisco/IPC-Positron Emergency Communications and Collaboration Platform, contact your Cisco representative, email EC3@cisco.com or visit: www.cisco.com/go/government



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