

SYSTEM SA

Start certified with OmniPCX Enterprise™



START enables to handle emergency calls, initiate the mobilisations of resources (human and material) and monitor operations.

Integration Overview:

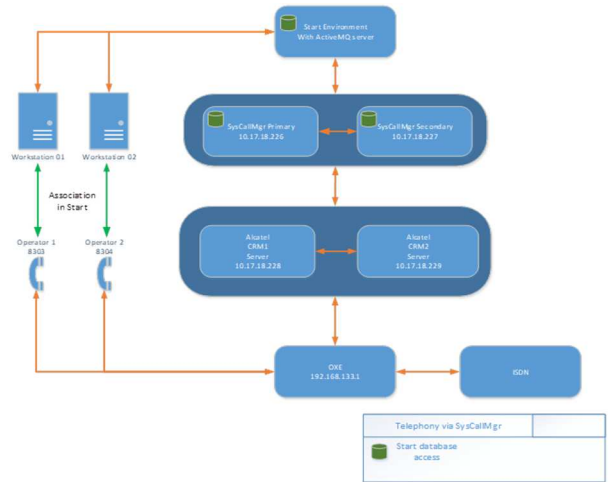
The solution integrates a complete telephone management system that allows to define distribution scenarios and activate them if necessary, in order to optimize the handling of emergency calls according to events.

Integration Details:

The solution includes several sub-systems to handle the processing of emergency calls.

- Command and Control (CAD)
- Integrated Communication Control System and Telephony (ICCS)
- Geographic Information System (GIS) /Gazetteer
- Resource Management
- Predictive Dynamic Cover Tool
- Mobile Data Terminals and Appliance Mobilisation
- Information Management and Reporting System
- Interfaces to key third party systems

The StartOPS environment interconnects with the Alcatel-Lucent Enterprise OXE system through the SysCallManager application. This application connects with the Alcatel CallRoutingManager application. All Systel applications use ActiveMQ and a database (SQL or Oracle) in order to communicate and store information.



For technical support, contact via systnet:
<https://mysystemservices.com/systnetv2>

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Technical Details:

| Environment | |
|---|--|
| Partner | ALE |
| <ul style="list-style-type: none"> Start 4.85 | <ul style="list-style-type: none"> OmniPCX EnterpriseR12.4™ OmniPCX Enterprise R100™ |
| Supported APIs/Protocols | |
| <ul style="list-style-type: none"> Call Routing Manager / TSAPI Premium Server | |

Company Overview:

Systel has been working with public safety agencies for over 35 years, providing Emergency Mobilising and Communications Systems to 62 Fire and Rescue Services in France and abroad.

Systel is a leading supplier to public safety as the company has developed a complete network and telecoms ecosystem, software and infrastructure corresponding to the requirements and resilience necessary for the critical systems of our customers.



CAUTION: This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

However, be aware, this document is associated with an InterWorking Report (IWR) available on the ALE Business Portal which give all possible restrictions and limits.

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