Give your operations team the critical communications tools they need

BT Command offers a high-capacity communications console for dispatch operations professionals. It combines collaboration, telephony and radio communications in a single platform – giving your operators the visibility and information they need to make the best possible decision, fast. They can contact the right people immediately, improving effectiveness, resulting in better outcomes, greater efficiency and improved field force safety.

Whatever business you're in, you need to keep on top of costs, make sure your people are safe and give your customers and clients what they want. Equipping your operations team with the best possible solution will cut response times, reduce the time your people need to do their jobs and make sure they have access to the people, knowledge and information they need.

Trouble is, most companies are struggling with aging – and sometimes conflicting – legacy platforms. Old technology is expensive to maintain, time-consuming to repair and can struggle to keep up as you evolve. You end up with an outdated patchwork of proprietary systems, separate networks and legacy technologies that affect operational performance, reduce efficiency and increase costs.

This can have an impact on the safety and security of your people. But the newest digital technologies can deliver a superior architecture and user experience, while combining voice and data cuts costs, reduces complexity and makes it easier to manage and expand your network.

Improve operations room effectiveness
Our command and control solution brings your communications tools together in one place – radio, telephony, video and Skype (and recording systems) all in a single integrated operating environment for greater operational efficiency and flexibility. With comprehensive situational awareness, operators can visualise, prioritise and action communications through a rich, high-capacity user interface (UI) so the right information is securely delivered to the right person at the right time.

Your operations team will receive information in real-time from different sources, and have the tools to process the information, present it in an easy to understand way, tailored for different roles, and deliver it to the device of choice.

And by making sure field staff have immediate communications with managers or dispatchers and access to experts when they need it, Command improves their effectiveness and safety.

With an integrated platform, you'll also benefit from have early warning alerts of system so you can proactively manage resources to fix faults.

A unique opportunity to look at the bigger picture

- **get the most from your operators –** by combining radio, telephone and mobile technologies

- **deliver an effective enterprise solution –** across voice and collaboration tools with radio and LTE mobile to create an integrated critical communications console

- **get a complete operations solution –** including:
  - end user device and peripherals, remote sensors and alarms
  - global connectivity, cloud computing, security and mobility
  - advanced console functionality, analytics and a comprehensive service suite

- **and do all of this securely –** our Command and Control solutions come with a dedicated global security practice to protect mission critical connections

Transform your critical communications

Our solution provides an intuitive user interface which transforms the way organisations and communities protect people, property, and critical infrastructure.

With our highly responsive and adaptive IP environment, disparate communications and information silos of traditional networks no longer exist. Legacy PBX systems, radios, and servers are transformed into a single intelligent network. The right information is securely delivered, to the right person, in the right format, at the right time.

The high-capacity purpose-built applications and devices on our platform mean your dispatch professionals can easily communicate and collaborate with anyone on any device over any type of network.

Incoming calls, radio and video streams can be distributed via a variety of sources, including cellphones, IP phones and consoles, smartphones or tablets. And the sofware-based communications platform is easier to deploy, expand and manage.

One size doesn't fit all

We provide a range of devices and applications to support the differing needs of your operations team, including our TouchPro console, PC-based console (FlexPro) and mobile console (FlexPro) so your teams can collaborate effectively wherever they are.

And if you prefer a consumption (OPEX) model, our cloud-based solution will migrate the core of our Command solution to the cloud.

Our Command implementation teams will design, project manage and install your solution. We'll then work with your own IT support team to develop and deliver support services that neatly dovetail into your own IT support arrangements, simplifying support processes and reducing costs.

Why choose BT?

We're the only global partner that can deliver an end-to-end solution from our own portfolio, providing connectivity, communications and security to support critical operations.

We're not just a vendor. We're a service provider and an operator of critical communications solutions in our own right, supporting control rooms for airlines, airports, electricity companies and other utilities, as well as emergency services for over 25 years. Our critical communications services include:

- UK ESN (Emergency Services Network)
- Redcare Alarm monitoring and Management
- BT One Cloud, BT Connect, BT Security.

Our Command solutions are configurable, reliable, turnkey end-to-end solutions. They change the way mission critical communications are delivered, moving users from a CAPEX on-premises model to a cloud-based consumption model. And include 'lifecycle' services with service assurance built on an ITIL framework that dovetails seamlessly into our clients' own IT support arrangements.

Our Command solutions can stand alone or can become a fully integrated element of the unified communications environment, enabling rich collaboration between your operations teams and clients. It can be reliably delivered through our One Cloud, which has over 750,000 live endpoints globally. They provide in-built security, compliance, surveillance and analytics – with the flexibility to meet your specific policies and jurisdictional constraints.

What could BT Command do for you?
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