



LEONARDO CYBER & SECURITY SOLUTIONS

MCCR

MISSION CRITICAL CONTROL ROOM

The enhanced generation
of dispatch

Leonardo evolves its control room solutions with an enhanced dispatch that exploits new technological trends and implements the real needs of mission critical operators



A control room today is a highly organized working environment; having quick access to the necessary information and on field resources helps control room operators add value to the process.

Operators do not simply need more data, they need the right data presented in the most effective way; they do not request more functionalities, they request advanced features that make operation more efficient, simplifying and optimizing their work.

Mission Critical Control Room (MCCR) is the Leonardo enhanced dispatcher solution enabling agencies and organisations to manage day-to-day operations and above all co-ordinate emergencies much more effectively.

We built our new solution by experiencing the operation of the control rooms, collecting and understanding what could make operators work more effective and efficient to improve the safety of their environment.

The result is a platform for the real needs of mission critical control rooms supplying a complete set of communication features: voice, messages, data and video communications, subscriber management facility, access to supplementary services and integration with localization services.

KEY FEATURES

- Full virtualized architecture deployable both on premises or on Cloud
- Scalable dimensionally and technologically for the requirements of today and tomorrow of each single agency
- Able to integrate and connect resources that use different technologies (TETRA, DMR, Analog, PSTN, Broadband) with a high improvement in the level of coordination
- Fully web, accessible anytime and anywhere from a single or multiple screen workstation, touch screen table or tablet in fixed, mobile or distributed control room.
- MCCR Human Machine Interface (HMI) supplying a real situation awareness on a cartographic view and a complete set of communication features
- Innovative, multi-language, user-friendly interface, with high operational immediacy, flexibility and customizability
- Cyber secure-by-design and compliant to CIS (Center for Internet Security).

FUNCTIONALITIES AND SERVICES

MCCR is designed and built with a wide-ranging set of advanced and smart features for communication, resource management, command and control of on field personnel and for the most effective and efficient control room operation.

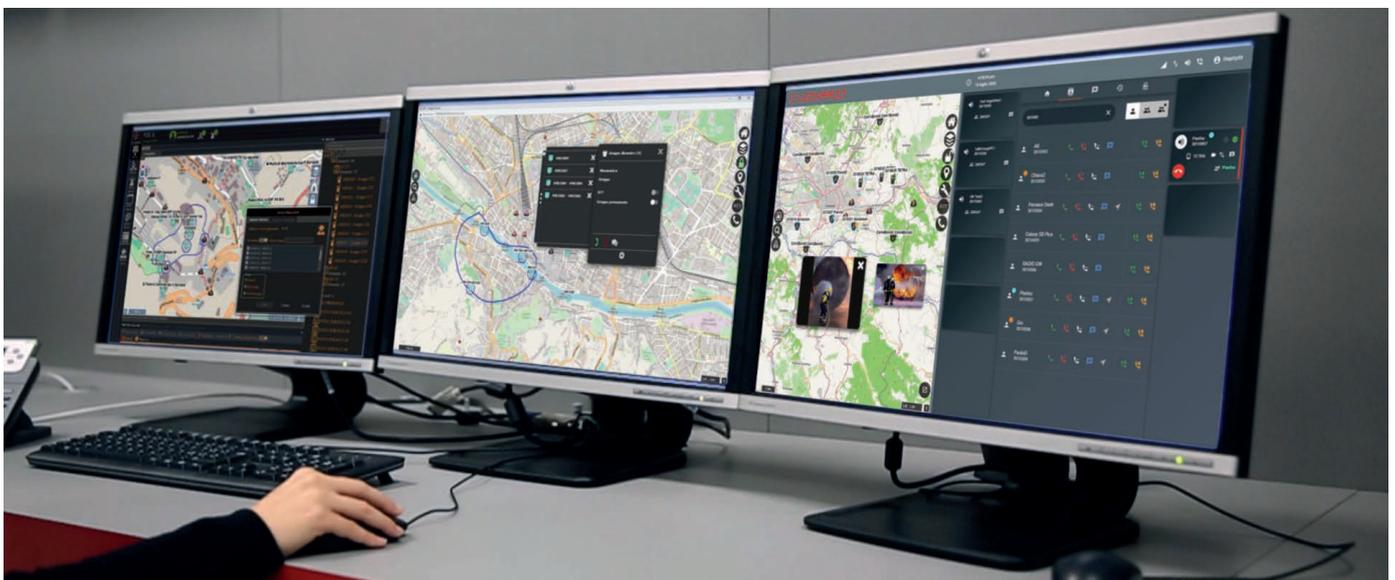
GEO-REFERENCED ENVIRONMENT FOR ADVANCED SITUATION AWARENESS

- Cartographic map where all resources (on field officers with mobile terminals, point of interest, CCTV cameras) are geo-localized and traced. Cartographic map is not only for visualization, but also for a quick command and call towards the resources.
- The operator can click or tap directly on the map to call an operator, send a message or stream a video from a camera; he can also draw a circle around a group of resources to communicate with them.

COMPLETE VOICE AND MESSAGE SERVICES FOR GROUPS AND INDIVIDUAL USERS

- Address book with single or group resources and the necessary commands for calling, sending call me back status, sending messages, info and location on the map.
- Search and filter functionalities help operators to interact with the desired resources.
- Chat based on short data service with simple functionalities to help operator to access quickly to the right chat and send or read individual or group text messages and exchange multimedia file.
- A complete call management set of services in the PMR (Private Mobile radio) domain.
 - Telephonic Services
 - Voice speech calls (individual calls, group calls)
 - Packet Data
 - Short Data Service (individual SDS, group SDS, free text messages)
 - Simultaneous group voice communications service
 - Supplementary Services
 - Priority, pre-emptive and emergency calls
 - Subscriber database services (Group patching, Database browsing, Dynamic Group Number Assignment-DGNA)
 - Ambient listening
 - Discreet listening.

Presence services complete the set of functionalities helping operators to identify devices registered on the network, on call, origin of an emergency call.



UNIQUE CAPABILITY TO INTERCONNECT USERS ON MULTI-TECHNOLOGY NETWORKS

- Dispatchers will be able to communicate and connect seamlessly through our multi-vector server with standard narrowband communication systems (TETRA and DMR), analogue systems and broadband networks (via smartphone app).
- Communicating on a wide range of different systems, MCCR ensures that all your teams stay connected and cooperate with each other. MCCR is designed and developed to integrate also next generation systems.
- Calls recording on the local operator workstation
- Call history with search and playback functionalities
- Communications privacy (where required) is ensured by voice encryption.



VIDEO STREAMING FROM CAMERAS AND MOBILE DEVICES

- Not only voice callings and messages, but also video streaming from on field devices allowing room staff to have a real perception of any critical situation to take the right decision at the right time
- Streaming video management from mobile cameras on devices or fixed cameras
- Individual and group video streaming.

MCCR comes with an integrated multifunctional audio device that hosts plugs towards audio accessories available for Dispatching operators as external loudspeakers, PTT-switch pedal, headset, handset.



MCCR is the next generation solution for mission critical environments that will allow increasing your operational performance, coordinating and optimizing resources, improving response times in emergencies, making the most of the capabilities of your operators.

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