

## OVERVIEW

# MANAGED SERVICES for assured communications

## BENEFITS

- Uses OPEX vs. CAPEX budget
- Accelerates recovery
- Assured interoperability
- Leverages local human resources
- Continuous readiness
- Accessible to more users
- Facilitates mutual aid
- Cost-effective and sustainable

## Outsourcing Assured Interoperable Communications and Response Experts

CommsFirst delivers highly mobile, field-tested, resilient communications capabilities for all-hazards events—manmade or natural. Under all-inclusive pre-event contracts, our highly trained teams deploy on demand to enable response and recovery personnel to communicate, collaborate, and locate resources and experts—regardless of the state of local infrastructure.

Within minutes of arriving on-scene, we provide and operate uniquely integrated communications and power systems so emergency responders can share critical information among themselves and with others anywhere in the world.

Managed Services plans are available with customized service level agreements to meet specific requirements including coverage areas, response times, functional capabilities, training, readiness levels, and operational procedures.

## Why a Managed Services Model?

- Operable *and* interoperable communications can be assured independent of local infrastructure integrity. Towers and repeaters *will* fail from attacks by Mother Nature or man, and their generators will run out of fuel. The on-demand deployment of experts and mobile IP-based technologies combat these frequent obstacles.
- Full voice, data, and radio interoperability is achieved within minutes of the response team's arrival.
- Pre-positioning cutting-edge technologies with access to trained on-demand personnel can help to accelerate meeting DHS's vision for emergency communications: *"Emergency responders can communicate as needed, on demand, and as authorized; at all levels of government; and across all disciplines."*
- Preparedness is improved without having to purchase expensive equipment or needing to keep pace with rapidly evolving technologies. We maintain, upgrade, and ensure a high level of readiness so you don't have to.
- Operational versus capital equipment budgets can be used because CommsFirst owns and maintains all equipment, eliminating the need to manage procurement issues and ongoing training challenges.
- Municipalities can maximize efficiencies by sharing a Managed Services plan and eliminating the need to carry expensive assets on their balance sheets. Sharing outsourced services delivers vital access to communications operability at a fraction of the cost of procuring a single mobile communications platform.

## Let us Worry About It

Our assets, our people, and our expertise are standing by to bounce you back. When a disruption occurs, share critical information, take care of your people, and return to business as usual.



**CommsFirst Managed Services are Expressly Designed for the Early Critical Hours of Response and Recovery.**

## How it Works

- 1 Define your recovery needs.
- 2 Subscribe to a Managed Services plan.
- 3 Call us when something happens.

Within 4 to 48 hours\*, our experts will deploy with mobile and portable solutions that provide:

- Satellite backhaul and wireless capabilities for voice, video, and data communications when the local infrastructure is unavailable
- Land mobile radios and interoperability solutions for connecting with other organizations
- Independent transportable power systems to keep everything running
- Streaming video, videoconferencing and surveillance to keep remote decision-makers in the know

For swift decision-making, you can rely on:

- Real-time local and remote collaboration
- An at-a-glance situational awareness dashboard for incident commanders
- Smart alerts for incident data and looming secondary threats
- Fusion of data from environmental, biometric, and security sensors
- Quick access to subject-matter experts and other recovery resources
- Instant language interpretation and translation

\*Service level agreements start at 4 hours from time of notification.

The following resources are available to help you prepare for, respond to, and recover from virtually anything that gets in your path. Please contact us for specific service level agreements and pricing.

