

Opelika, Alabama

CUSTOMER PROFILE

Cistera Networks Helps Alabama Municipality Improve Public Safety and Streamline Emergency Response Time



Business Situation

As technology evolves, forward-thinking local and state governments are seeking solutions that will help them more effectively and efficiently respond to emergency situations and other crises. Internet Protocol (IP) Communications can deliver powerful application solutions to streamline communication between public safety organizations and administrative decision makers, creating a seamless framework for instantaneous communication. The result is a more organized and improved response to address the unforeseen – when seconds count.

Solution

Opelika deployed Cistera’s Event Alerting and Notification (EAN) solution including:

“The power of Cistera’s advanced solutions allows us to disseminate important information citywide at unprecedented speeds, which makes a real difference during emergencies.”

JOHN FINDLEY
IT Director
City of Opelika

- **RapidBroadcast™**: an enterprise-level application engine that utilizes IP phones to instantly transmit text, voice or pre-recorded broadcasts to fire, police, and rescue personnel and city services
- **ZoneController™**: integrates IP Communications with overhead speaker systems, enabling simultaneous paging across both IP phones and overhead speakers for mass communication

To maximize the functionality of the entire solution, Opelika also applied a component of Cistera’s Quality Assurance and Compliance solution (QAC):

- **CallCenterRecord™**: offers high-quality, continuous call recording and playback capabilities for quality assurance and compliance purposes; the system archives each call for easy reference

Customer Profile: Opelika is one of Alabama’s fastest-growing cities. With a population of approximately 25,000, it is ranked as one of “America’s 50 Hottest Cities for Business Expansions and Relocations” by Expansion Management magazine.

Challenge: Opelika, located 100 miles southwest of Atlanta, is a visionary community that sought an IP Communications platform to quickly link both data and voice with communication devices city-wide and improve response times. The city also needed a solution that provided auditing and compliance capability.





Benefits

The advanced capabilities delivered by Cistera Networks provided Opelika with powerful tools to enhance service and security. From police and fire, to administrative services, they all are connected on a single platform that enables interagency cooperation and coordinated emergency response efforts. Additional benefits included:

- Improved city-wide emergency and safety communication and response
- Capability for simultaneous broadcasting to multiple devices without latency (echo)
- Improved quality assurance and compliance capabilities

About the City of Opelika

Opelika, a city of quaint charm and rich in heritage, enters the new Millennium with a promising future. Recently named along with sister city Auburn as one of the country's newest Metropolitan Statistical Areas, Opelika is growing by leaps and bounds while maintaining a high quality of life for its 25,000 residents. The City of Opelika, with a \$53 million budget, carefully guides the community's growth with a variety of services and programs. It remains one of the few cities to provide low-cost electric power through a municipally-owned electric department. (www.opelika.org)



“Cistera’s recording and archiving capabilities are tools we can use to ensure that the city is properly meeting the needs of our citizens and visitors.”

JOHN FINDLEY
IT Director
City of Opelika

Cistera Networks is a leading provider of enterprise communications platforms and services. The company blends powerful application infrastructure with industry-specific business processes, to deliver the benefits of voice, video and data convergence to the user. Cistera’s industry-leading platform delivers the most reliable, scalable and secure application services for IP-based network environments. Its broad portfolio of application services enables users to improve customer service and satisfaction, increase productivity and collaboration, improve responsiveness to critical incidents and to provide a safer environment.

Based on open standards and a proven server technology foundation, the award-winning Cistera *ConvergenceServer* has a single unified administration which delivers the lowest total cost of ownership in the industry. It enables customers to create robust and scalable environments that are flexible enough to adapt to their changing needs by scaling up to support from fewer than one hundred to thousands of users, and scaling out to support multiple sites, making it ideal for a broad range of organizations.

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