EASTERN SICILY 112 PSAP

DESIGN AND SERVICES MIGRATION

Sicily covers an area of 25.711 km^2 and is home to 5 million citizens. Its Public Safety and Emergency Management agency needed to design and install a new 112 Public Safety Answering Point infrastructure to comply with European directives. Beta 80 designed and implemented the first operational center in Catania, providing a turnkey solution for both hardware and software infrastructure, creating an end-to-end solution in coordination with Avaya and a leading Italian telco operator. Catania's 112 PSAP geographical competence includes the Region's eastern provinces and a second PSAP located in Palermo is being planned to manage Sicily's western area. The two PSAPs have been designed to provide mutual disaster recovery. Emergency calls migration to Catania's 112 first level PSAP has been accomplished with no service disruption to served citizens.

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> Given the size and its operations, the three-month project implementation time was impressive. The new technologies in place at Catania NUE 112 provide the region with a modernized communications solution to help improve the delivery of services to its citizens.
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> —Nicola Le Mura, Director, Sicily 112

Key Objectives

Plan, design and start up of the technological infrastructure: 30 call taking and management workstations, application servers and client, Voice Recording Systems, Avaya Workforce Optimization IP telephony.

Advanced CTI integration: Call-takers are enabled to monitor incoming call queues for all the four managed emergency numbers. It has been the first queue based integration ever accomplished worldwide.

Integration with local 2nd level PSAP (ems, fire, law): 112 PSAP handshakes with second level PSAPs (EMS, FRS, LAW) with a CAD-to-CAD integration. Beta 80 designed an integrated system for a smooth transition to the new 112 regional system.

The Project

The Challenge

Beta 80, Avaya and a leading Italian telco operator, were entrusted with the Region's first 112 PSAP realization with the specific goal to improve overall emergency services quality as perceived by citizens, including a faster response time and emergency calls management quality. The underlying fault tolerant technological infrastructure and complexity in assuring always-on interoperability with existing 2nd level PSAPs have been our challenges.

Beta 80 and Avaya were chosen because of their vast experience, ability to accomplish complex technical and functional requirements and their proven track record in planning, design and successful implementation of and 1st and 2nd level PSAPs.

Furthermore, Beta 80 CAD suite was considered as the best solution in consideration of the overall requirement demand including being as flexible as needed to be customized to meet the Customer's specific needs.

The Solution

Beta 80, a leading Italian telco operator and Avaya designed an end-to-end solution for the complete management of all emergency operations. Beta 80 oversaw:

- Design, installation and start-up of the technological hardware infrastructure including: 30 Workstations, Server and storage.
- Supply of tailor-made high-performance emergency management software system to provide: Call Handling, Event Management, GIS, Business Intelligence, Reporting, CAD to CAD integration, ANI/ALI, Citizen APP.
- Call-taking integration with Avaya Workforce Optimization.
- Connecting the infrastructure with distributed 2nd level PSAP (EMS, FRS and LAW).
- Ongoing technical support available for a 24/7 assistance and monitoring.

Key PSAP Numbers	
• 3,2 million citizens served	• 30 workstations
• more than 2 million calls per year (average of 5.100 calls/day)	• 10-15 operators per shift

Result

Beta 80 completed the PSAP infrastructure and start-up of the first PSAP in just three months.

The system, together with Avaya Workforce Optimization handles an average of 5.000 calls per day (estimated around 2 millions per year) and is compliant with European Emergency Number functional requirements about caller ID and location, multi-language support and text messaging interface for the hearing and speech impaired.

The project also included a citizen emergency app, developed by Beta 80 and integrated with the CAD system aimed at providing call takers with automatic additional information including calling party's GPS location and citizens with extra features such as silent call.

Avaya Solutions
Avaya Appliance Virtualization Platform
Avaya Communication Manager
Avaya Session Manager
Avaya Application Enablement Services
Avaya Call Management System

About Beta 80 international

As a subsidiary of Beta 80 Group, Beta 80 International LLC oversees all business operations in the U.S. Beta 80 Group is an Italian company founded in 1986 in Milan. It provides high tech solutions based on in-house developed software platforms and services. We have 25 years of experience in developing customizable software solutions for public safety. Today, our iO® CAD covers 27 million citizens and manages 17 million calls each year. Visit our website: **us.beta80group.com**

About Avaya

Avaya is a global leader in digital communications software, services and devices for businesses of all sizes. Our open, intelligent and customizable solutions for contact centers and unified communications offer the flexibility of Cloud, on-premises and hybrid deployments. Avaya shapes intelligent connections and creates seamless communication experiences for our customers, and their customers. Our professional planning, support and management services teams help optimize solutions, for highly reliable and efficient deployments. Avaya Holdings Corp. is traded on the NYSE under the ticker AVYA. For more information, please visit www.avaya.com.