



CASE STUDY



Pike County / City of Troy

THEIR STORY

Significant upgrades in technology for Pike County and Troy Police and Fire called for similar progress in their ability to keep public safety vehicles connected 24/7. The MiFi devices they had been using for Internet connectivity didn't interface with CAD technology and only stayed on for about four consecutive hours before needing to be charged — just half of a standard eight-hour patrol shift. Even then, the batteries were being strained beyond their limits.

Every time a vehicle would lose its connection, the MiFi devices had to reboot. In the field, with emergencies and dangerous situations often unfolding at a moment's notice, downtime is never acceptable.

Additionally, given the rigors and unpredictable pace of emergency services, the cruisers and fire trucks needed broadband devices that could easily withstand constant jostling and a wide range of environmental conditions.

"We could never have gotten this off the ground without Pinnacle. They have been an excellent partner in moving the ball forward to help us bring in technology so we can better service the public."

*Randall Barr, Chief of Police,
City of Troy*

From a management perspective, the county's IT team sought remote cloud management capabilities that would allow them to streamline processes and conserve vital public funds. For the safety of their officers, the police department also needed active GPS enabling real-time tracking, and they wanted it built into the broadband device instead of being forced to use two pieces of hardware.

OUR STORY

Pike County and the City of Troy chose Cradlepoint's ruggedized COR IBR1100 routers with Enterprise Cloud Manager PRIME as the solution to their wide-ranging connectivity and security needs.

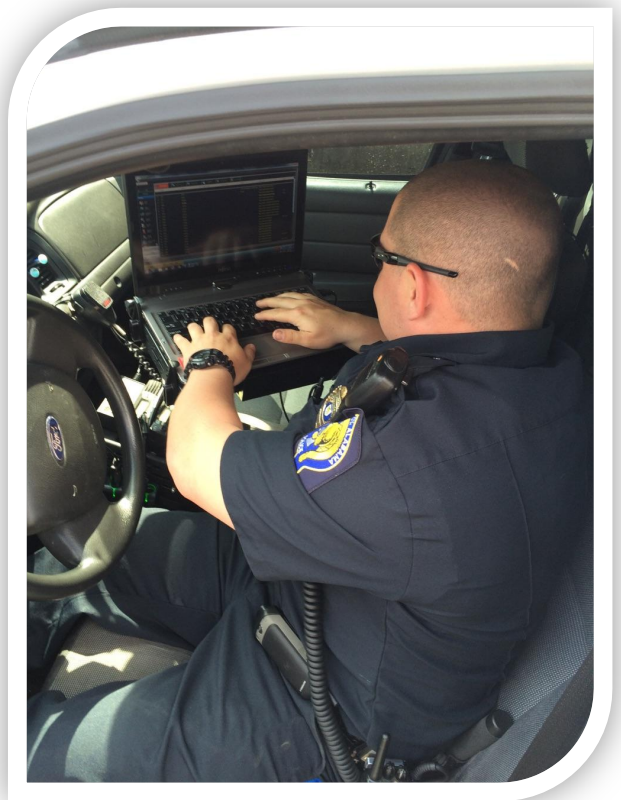
"The IBR COR1100 provided the most cost-effective option among devices that met all of the departments' needs," said Troy Chief of Police Randall Barr. "Also, the man-hour savings that come from remote cloud management added a lot of value for us."

Always-on, 4G LTE connectivity through Cradlepoint devices allows these public safety agencies to take full advantage of CAD technology. Critical information entered into one end of the CAD interface instantly shows up on the other end — saving valuable time.

With the benefit of active GPS, dispatchers are more efficiently protecting the community by tracking the location of public safety units in real time. When a call regarding a burglary, kidnapping, or medical emergency requires immediate assistance, dispatchers can now more quickly determine and send out the officers who are nearest the scene of the emergency.

Active GPS also provides an added layer of protection for the officers themselves. If an officer is in a life-threatening accident on the road, his or her cruiser can be found from headquarters at a moment's notice, and their colleagues can be sent out immediately in response.

The value of being able to see our officers and vehicles in real time is a huge benefit to our organization, said Capt. Danny Barron of Troy Police



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MOBILE
DATA



DATA
CENTER



VIDEO SURVEILLANCE
AND PHYSICAL SECURITY



INTERACTIVE
AUDIO/VISUAL



DOCUMENT
MANAGEMENT



INTERNETWORKING



DEVICES AND
COMMODITY ITEMS



MANAGED
SERVICES

Pinnacle NetworX has a culture of listening to end uses and collaborating on a solution.