AcomNOVUS
Dispatch Console System

ZETRON®

Zetron's AcomNOVUS does exactly what you want—the way you want it done: Quickly. Effectively. Flexibly. Today. Tomorrow. And every day after that.

It's not an overstatement to say that of all the dispatch console systems on the market, AcomNOVUS is the one that can do the best job of meeting your specific needs.

That's because AcomNOVUS is not only the industry's most feature-rich and flexible integrated IP-based dispatch system; it is engineered for **customization**.

What does this mean to you? Put simply, it means AcomNOVUS **maximizes your control** over the things that matter most to you. **You and your team consult with Zetron engineers to define what you want your system to do:** How your screens work, how your resources appear, and how your operations occur.

And as your operations evolve, so does AcomNOVUS. With its enterprise-class server architecture and high capacity, AcomNOVUS can be **updated and expanded as the need arises** without requiring expensive additional hardware.

The bottomline: With AcomNOVUS's ability to deliver exactly **what you need now** and to also **adapt with you over time**, there's no question— AcomNOVUS is the **best investment** you can make in a dispatch system.

The Proven Power of AcomNOVUS

AcomNOVUS is based on Zetron's Acom System, a proven platform that serves at the center of complex dispatch operations throughout the world. Acom generates some of the **highest rates of customer satisfaction** and loyalty in the industry.

AcomNOVUS takes the Acom platform one step further. It delivers all the capabilities Acom is known for—**high availability, customization, interoperability, and end-to-end redundancy—** in an enterprise-class server architecture that supports the full use of IP technology.

That's why AcomNOVUS is an ideal solution for:

- **Public Safety:** Local, regional, and country-wide dispatch centers serving police, fire, and emergency-service agencies.

- **Transportation:** Rail, aviation, traffic, maritime, and port operations.

- **Utilities:** Public utilities, electricity-generation facilities, energy-distribution operations.

- **National Government:** Security operations, government-sponsored events, border operations.

- **Natural Resources:** Mining, oil and gas platforms, refineries.

The Connections You Need

More Interfaces, More Connections, More Control

Because AcomNOVUS supports more interfaces than any other system, it's able to **interoperate across equipment, departments, agencies, and jurisdictions.** This gives you the vital connections you need during large-scale events and emergencies.

It also allows AcomNOVUS to serve as the **central coordinating point for all of the products and tools in your control room.** Computer-aided dispatch (CAD) systems, automatic vehicle location (AVL) systems, voice loggers, digital input/output devices, video surveillance systems, access control, and voter-control systems can all be **integrated with your AcomNOVUS system**.

Interfaces and technologies AcomNOVUS supports: A broad range of telephony technologies, including SIP, ISDN, and QSig; signaling protocols and radio protocols; standards-based radio interfaces such as Project 25, TETRA, DMR, and NXDN; and interfaces to conventional and proprietary systems and technologies.

Delivering the Security of True End-to-End Encryption

The security of your system is vital to the integrity and continuity of your operations. Acom NOVUS's full end-to-end encryption is designed to keep your communications secure. DES and AES encryption are integral features of the AcomNOVUS interfaces. In addition, AcomNOVUS supports FIPS 140-2 and the use of a Key Fill Device (KFD) or connection to a Key Management Facility (KMF) for Over-the-Network Rekeying (OTNR).

The Bandwidth You Need, When You Need It

AcomNOVUS ensures that IP connectivity is used efficiently and bandwidth is available when you need it most—during critical times and when network traffic is at its peak. That's because the system utilizes a consolidated audio stream to the console that allows an operator to select any or all resources simultaneously without affecting the IP-network bandwidth to the console.

Support for Remote and Mobile Operations

AcomNOVUS allows you to use a laptop or tablet PC with just a USB headset to set up **remote, temporary, back-up, mobile,** and **training positions** quickly and securely. And AcomNOVUS doesn't limit these operations to just a few channels the way other console solutions do. With AcomNOVUS, your mobile and remote operations have **unlimited access** to the **full resource capabilities** of the console system—and at a **fraction of the cost** of a fixed position.

Migrate at Your Own Pace

AcomNOVUS **supports both your legacy equipment** and **new technologies**. So you can keep using your existing equipment as long as you need to and **migrate to next-generation technologies** at **your own pace** and **as your budget allows**.

The Look You Want, the Operations You Require

A UI Designed by and for You

The AcomNOVUS UI is designed to give you the look and feel you want and your organization requires. For instance, you can create:

- Colors, buttons, icons, text, images, sound effects, or localized language displays that **suit your particular requirements, location, dispatchers, or agency**.

- Screens that mimic your previous dispatch console UI and **reduce training times.**

- **One-click** operations that simplify tasks and reduce response times.

- **Screens that support dispatchers with physical disabilities**. This can include larger displays for the visually impaired, colors modified for those with color blindness, or specialized visual alerts for those who are hearing impaired.

Flexible Access from Anywhere

AcomNOVUS's support for profile-based logins gives users **great flexibility when it comes to accessing the system**. This can be critically important during disaster-recovery operations or situations where different systems are deployed or interagency access is required. A single console position can log in to any one of a number of AcomNOVUS systems simply by using a different login profile. Profiles can reflect available resources, dispatch functions, duty shifts and schedules, supervisory and maintenance roles, and training exercise simulations.

Easy Screen Modifications

AcomNOVUS consoles can be **modified quickly and easily** in response to unexpected incidents, emergencies, or dispatchers' changing needs. Utilizing a simple drag-and-drop procedure, dispatchers can dynamically add resources or remove them from their screens as the situation demands.

Flexible Call Management

The AcomNOVUS Call Management feature allows you to **determine how calls are viewed, prioritized, and handled**. Call Management can be configured to:

- Show only the calls you're interested in or display a history of current calls in the system as soon as you log in.

- Prioritize, sort, and color-code incoming call queues.

- Indicate when another console operator has answered a particular call or how many times a particular field user has sent in a call alert.

- Track all radio, telephony, and digital I/O activity in the system and present this information through customizable Call Stacks to any connected console.

- Allow dispatchers to acknowledge, answer, call back, or end any call directly from the stack. This gives dispatchers control of all their calls from one simple display.

Call Views and Staffing Analysis

When you use the AcomNOVUS Areas of Interest and Call Stacks features together, you can **track call activity to make sure your staffing levels match your current call needs**. For instance, you can track the number of operators logged into a particular role, how many are available to take calls, and how many calls are waiting to be answered, and then adjust staffing levels accordingly.

Smart Audio Routing

With the AcomNOVUS system's flexible audio routing, **any audio input source to the console can be directed to any audio output**, and audio levels can be automatically adjusted based on the operator's console selections. This can be done without making expensive, hard-coded software changes. This feature is especially useful if your audio-routing requirements are not met by the defaults normally set by a console supplier's equipment.
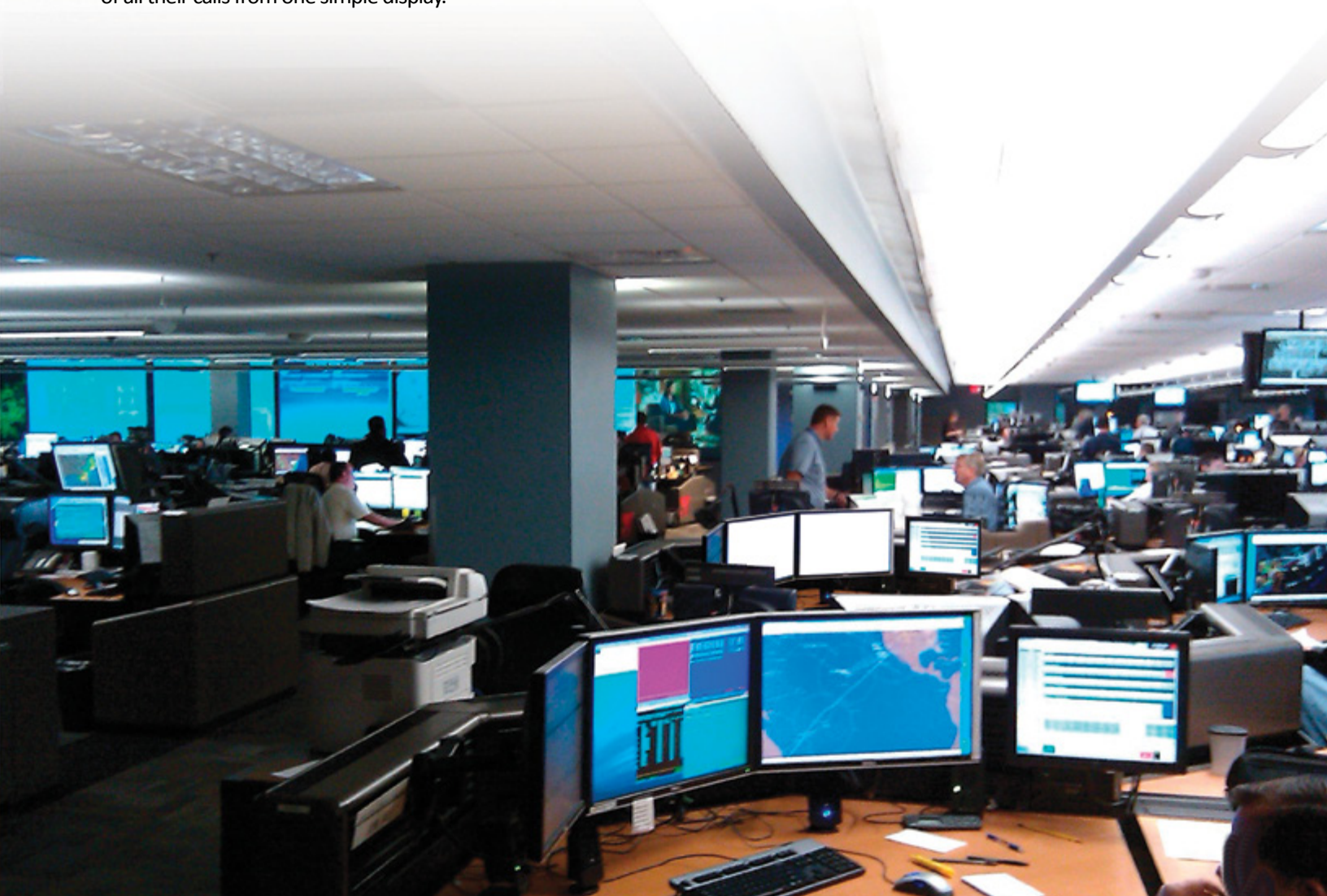
The AcomNOVUS Platform

The AcomNOVUS architecture's modular structure can accommodate over 2,000 interfaces and hundreds of IP console positions. This makes it suitable for small, medium, and large operations, as well as operations that expand over time. It can also support mobile or remote operations that take place over a laptop or tablet PC.

AcomNOVUS comprises the following basic components: the **AcomNOVUS Dispatch Console,** the **AcomNOVUS Core**, and **Conventional Services Gateways and Radio Gateways**.

The **AcomNOVUS Dispatch Console** is the point through which dispatchers interact with connected resources. The console software and USB-connected Media Dock or USB headset in mobile applications provide the essential tools dispatchers use to communicate with personnel in the field.

Console

Core

IP Network

Gateways
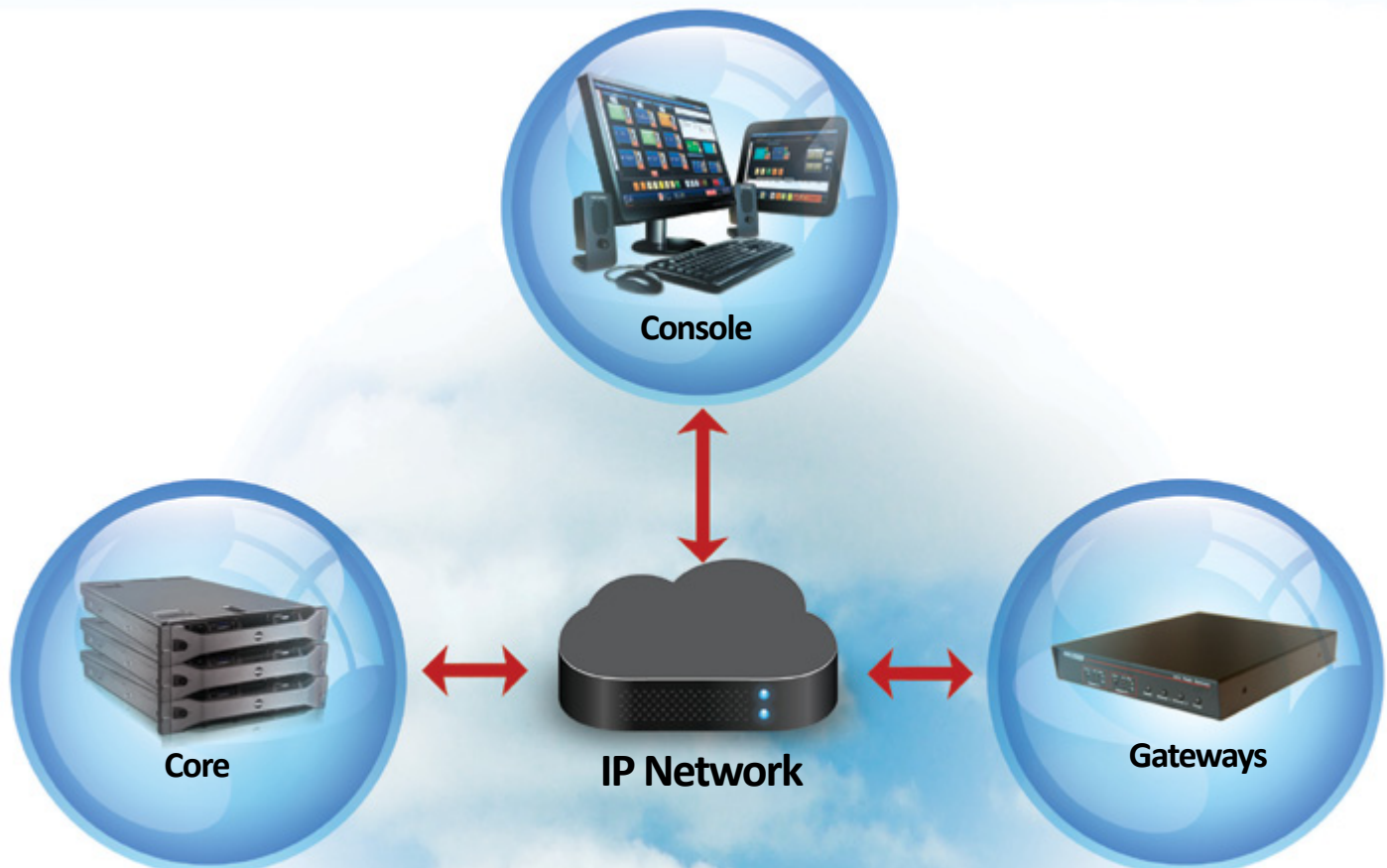
The **AcomNOVUS Core** is based on commercial-grade server technology. It utilizes a cluster arrangement with stacked switching equipment to provide a completely redundant solution that keeps your communications up and running reliably at all times. It is highly energy efficient, has a "small footprint," and can be either centrally located or separated for geographical diversity.

Conventional Services Gateways and Radio Gateways provide the interfacing capabilities for a multitude of digital and analog radio and telephony technologies. Gateways can be deployed locally or at remote radio sites.

The Performance You Expect

High Availability

Because AcomNOVUS delivers the industry's **highest levels of availability**, it **stays up and running** and your communications get through, even if a fault condition occurs.

Tools That Make Installation Easy

Advanced configuration-management tools make AcomNOVUS **easy to install, configure, and maintain**. Plus, they allow you to administer the system remotely from anywhere on the network.

Built-in Diagnostics for Optimal Performance

The AcomNOVUS built-in IP-diagnostic tools and web-based system-management capabilities **simplify system maintenance** and **error diagnosis**. They also monitor and report on the health of the network to ensure that it's running efficiently. This helps keep your system performing optimally and your **cost of ownership low**.

When it comes to your AcomNOVUS system's design, implementation and support, **Zetron has your back.** From start to finish—and beyond.

Services That Support You

Zetron's highly trained professionals work with you from your system's inception through its design, implementation, and support phases to ensure that it's **designed, installed, configured, and maintained** to meet your current and ongoing business requirements. This protects your investment and ensures that your system is running optimally to deliver the reliability and functionality you need—**on time** and **on budget**.

Because every communication center is unique, **we also work with you** to determine your **training and support needs**. If something unexpected should occur, **Zetron personnel are available and ready to help you**. Zetron service options include:

Project Management
- Project scope, schedule, budget, matrix management of Zetron resources, and on-site project management of sub-contracted resources as needed.

Project Engineering
- System consultation, design engineering.
- System and third-party product installation, integration, optimization, commissioning, and upgrade; cutover support.

Maintenance Service Plans
- Technical telephone support during business hours.
- Emergency after-hours telephone support.
- Software upgrades.
- Software maintenance.
- Repairs of defects in materials or workmanship with established turnaround times.
- Factory onsite services, including software installation and upgrade support, and local onsite response.

Training
- Onsite technical and operator training to help ensure that your system is being properly used and maintained.

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