

## LSZ Burgenland SUCCESS STORY

The safety center Burgenland is the central integrated control center of the emergency organisation in Burgenland. It provides the emergency medical service (emergency call 144) and Burgenland fire brigades (emergency call 122). The population is also informed about the doctors and pharmacists stand-by duty by the number 141 and it's the single contact point for disasters.

- Three redundant locations
- A unified system for different interface types
- Simple operation through integration into the operator interface of the control center
- Redundancy of records and data, as well as georedundancy

### Smart Communication

Voxtronic entwickelt sichere Kommunikationsprodukte und Lösungen für Unternehmen mit hohen Sicherheitsanforderungen und Organisationen mit kritischer Infrastruktur im Bereich öffentliche Sicherheit, öffentlicher Verkehr, Militär, Marine, Finanzdienstleistern und Industrie unter Verwendung neuester Technologien.

„Technical systems, such as voice documentation, serve on one hand comfort and on other hand quality of service. Our employees appreciate the protection against unjustified allegations.“

DI Adorjan Walter, Head of Control Center Rescue Service



Safety Center Burgenland

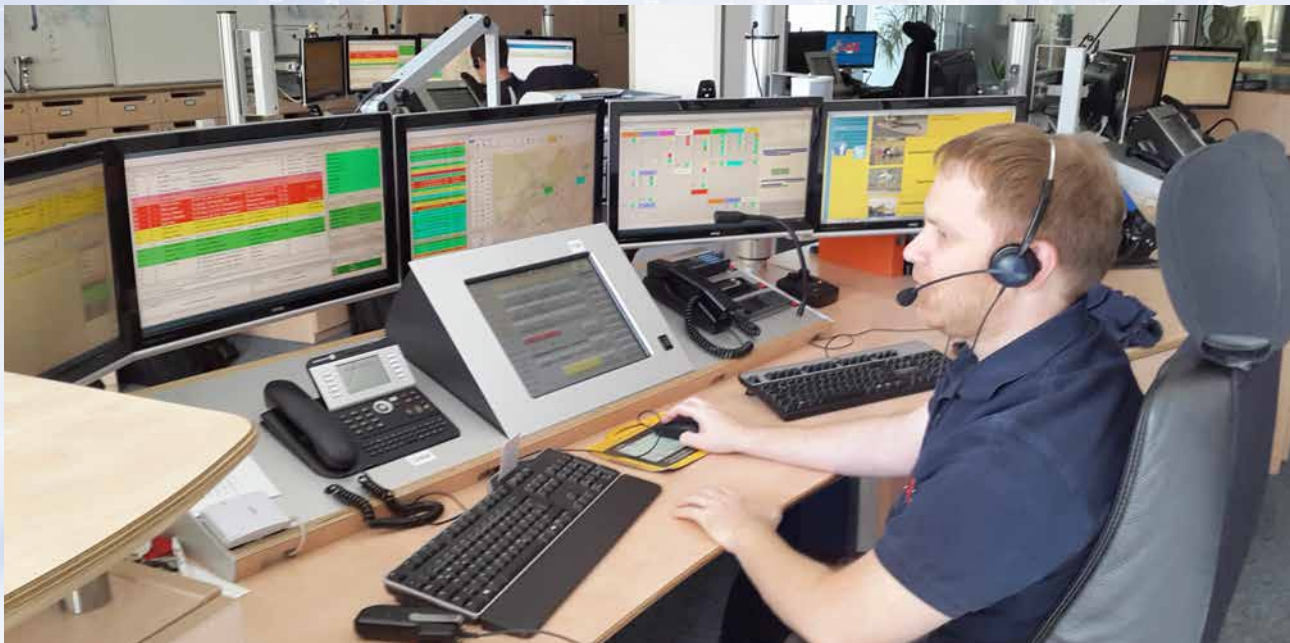
## Requirements

Integration of a consistent and permanent voice documentation (recording of voice and metadata) in 3 locations with a total number of 27 workstations.

The Landessicherheitszentrale (LSZ) in Eisenstadt is the main location.

In case of extreme events (disasters, large-scale emergencies), the LFV site is the first emergency authority.

The third location in Oberwart (LSSOW) is the last emergency authority in case LSZ and LFV sites are no longer operational due to an extreme event.



Dispatcher

- Connection of different types of interfaces
- Redundant recording of signal sources
- Integration into the control system (ELS) to enable direct playback calls
- Embedding and operating of the short term documentation into the user interface of the dispatcher via touchscreen



Supervisor

## Solution

Due to the flexible design, the extensive and versatile connection possibilities of voxlog® professional, the project could be implemented in the interest of the customer.

All three sites are built redundant and ensure access to a joint replicated database.

The main challenge was to implement a voice documentation with many different interfaces at these three redundant locations.

These include connections to digital radio (TETRA), analogue radio (4m and 2m), ISDN, as well as digital and VoIP telephone sets from Alcatel-Lucent.

A connection via CSTA to an Alcatel-Lucent PBX and a link to the control system of the company Swissphone complement the solution.

The recording of microphone and loudspeaker of all dispatcher workstations through a VoIP gateway of the company Selkom ensures an additional redundancy.



Data backup is performed by voxlog® professional as well as on the customer-oriented SAN (Storage Area Network).

Thanks to the user-friendly integration of the short-term documentation „Instant Recall“ into the user interface of the control center, a fast and efficient operation by the dispatcher is guaranteed. Individual playback of the recordings can be carried out either via the PC loudspeaker or the VoIP telephone.

In case of a system warning, a visual signalling, as well as an automatically generated e-mail and an automatic telephone call to the supervisor will be performed.

## About us

Voxtronic develops secure communication products and solutions for enterprises with high security requirements and critical infrastructure, organisations in public safety, public transport, military, maritime, financial services and industry, using the latest technologies.

Voxtronic automates communication processes and provides:

- Conference and Public Address Systems
- Gateways for special applications
- Solutions for secure documentation of communication processes
- Systems for reliable alerting and information
- Dispatching solutions for safety-critical applications

Our products and solutions increase the security of critical information, reduce the complexity of operations, improve the quality of business processes, and expand application capabilities.

Voxtronic has experience in realtime applications with large data volume, professional interface design and integrated systems. The company is certified according to quality, environmental and security standards (ISO 9001, ISO 27001 and ISO 14001).

As originally Austrian company Voxtronic is now represented in several major European countries and offers its products internationally. The headquarters is located in Vienna.

## Certificates

- ISO 9001
- ISO 14001
- ISO 27001

**Voxtronic.**

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