



Aculab and Capita: Prosody S confers major advantages for Capita

CAPITA

Partner:	Capita Communication and Control Solutions
Solution:	Integrated communication control dispatch
Industry:	Public safety
Requirement:	Resilient conferencing of multiple media formats

The challenge

Capita Communication and Control Solutions is one of the major application developers providing public safety solutions to emergency services around the world.

Integrated, mobile command and control solutions for emergency services are based increasingly on next generation, IP-based technology. Those need to be able to interconnect and bridge conference users, regardless of the originating network – be that TETRA, TDM, 4G/LTE or IP.

In public safety, the need is for the deployment of networks shared by all emergency services, for reasons of economics, autonomy of operation during routine communications, and the ability to fully interoperate with other services during emergency situations.

Capita’s telephony software requirements included:

- Conferencing and call recording APIs
- Conferencing of multiple media formats
- Media transcoding
- Licensed software stack – non-hardware solution
- Scalable – small to very large command and control rooms
- High availability and call continuity
- Resilient, IP-based, distributed architecture
- Dual-redundant SIP signalling platform

The solution

Aculab’s dual-redundant SIP stack found an eager advocate in Capita’s development team. This was fundamental to the realisation of Capita’s control room solution design.

Aculab and Capita:

Prosody S confers major advantages for Capita

What Capita said:

"Aculab's Prosody S solution has been a key enabler in our ability to deliver a fully virtualised software based version of our market leading DSX Integrated Communication Control Solution.

Our respective development teams worked closely together to ensure that Prosody S provided an appropriate toolkit of resilient media processing and control functions to enable us to deliver a solution appropriate for this demanding emergency services application.

This work resulted in a highly reliable SIP control and media processing engine that has now been in service across our customer base for a number of years.

Aculab is a very responsive company to work with and committed to helping us develop our control room communication solutions."

Dave Collins

DSX Product Manager

Capita Communication and Control Solutions

For more information

To learn more about Aculab Cloud and Aculab's extensive telephony solutions visit:

www.aculab.com

EMEA

+44 (0) 1908 273802 | sales@aculab.com

AMERICAS

+1 781 352 3550 | sales@aculab.com

All product names, logos, and brands are property of their respective owners

The outcome

The new resilient DRSS, together with Prosody S call conference and recording APIs, and an inherent transcoding capability, meant that Capita was able to engineer a gateway solution that can interconnect and bridge calls to/from first responders and dispatchers regardless of originating equipment – TETRA terminals, PBX extensions, public contacts or IP-based endpoints.

Furthermore, Aculab's redundant SIP signalling enabled Capita to establish a uniquely resilient platform, offering call continuity even in the absence of a failed node, a crucial capability in public safety deployments.

Capita's integrated command and control room solutions have since been deployed successfully to police forces and fire services throughout the United Kingdom.

Many thousands of channels of Prosody S software have been licensed in critical, emergency services environments, underpinning Capita's highly available, redundant and resilient public safety communications platform.

About Capita

Capita Communication and Control Solutions has been supporting Public Safety for over 35 years delivering mission-critical communications and Command and Control Solutions with a strong focus on providing agencies with the means to manage operations to optimum levels resulting in improved performance and greater public satisfaction in their services.

Capita's solutions will support our clients in whichever direction they choose with flexible commercial models, flexible and modular deployments and a deep knowledge of business process - from Contact Management and Control Room operations to mobility, agile working and support services to ensure the frontline remains effective and efficient.

About Aculab

Aculab is an innovative company that offers deployment proven technology for any telecoms related application. Its enabling technology serves the evolving needs of automated and interactive systems, whether on-premise, data centre hosted, or cloud-based.

Over 1000 customers in more than 80 countries worldwide, including developers, integrators, and solutions and service providers, have adopted Aculab's technology for a wide variety of business critical services and solutions.

Aculab offers development APIs for voice, data, fax and SMS, on hardware, software and cloud-based platforms, giving a choice between capital investment and cost-effective, 'pay as you go' alternatives.