



INDUSTRY FOCUS: PUBLIC SAFETY & SERVICES

CYBERTECH INDUSTRY OVERVIEW

The public safety sector relies on the performance its communications. These form a vital link in the chain of evidence, prevention and correction. Communications systems in public safety networks also may help support valuable instructional models for future incidents. For their part, as a mission-critical component in these networks, data recording solutions must deliver information that is comprehensive, accurate and tamper-proof.

Whether a public safety organisation relies on TETRA, TETRAPOL or P25 technology, its trunked radio system serves a range of important internal customers. Affiliated services and participants include "blue light" emergency services, public transport operators, and major supporting and complementary industries. Communication systems in any of these sectors may be called on to provide evidence or post-incident analysis for investigative and training purposes, or even to replay a call to a dispatcher. For these reasons, voice and data recording ranks as the number-one application in mission-critical trunked radio systems.

Recording systems must remain secure against unauthorised access or tampering. At the same time, the market's central players prefer off-the-shelf hardware and open systems. Additionally, the information captured must be stored in industry-standard file formats to remain accessible even when the recording equipment becomes obsolete. Beyond voice files, some users also may need to save data, such as SDS messages or the GPS coordinates of field officers. This functionality can bear dramatically on costs in an industry where total cost of ownership is a central consideration. Best-in-breed recording solutions address these challenges and requirements.

CyberTech meets and exceeds the market's challenges in ways that are unmatched in the industry.

CHALLENGE: SYSTEM REQUIREMENTS

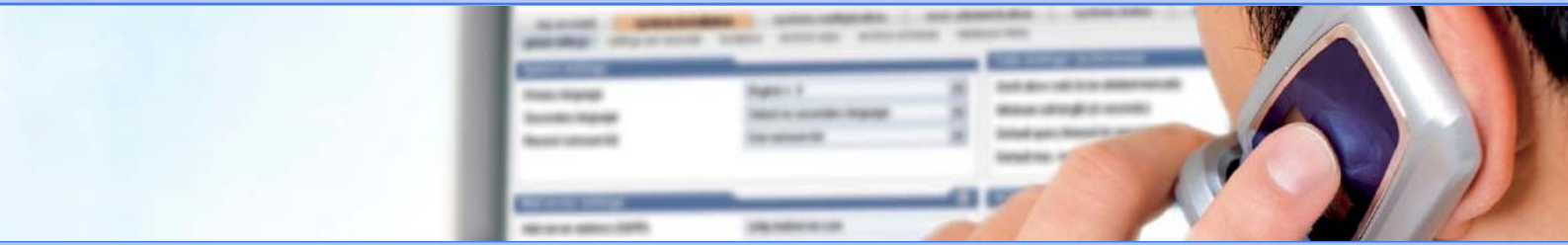
Key considerations for a voice recording system include the types of call to be recorded (group, individual or both), expected peak call rates, long-term archive requirements and the level of redundancy needed. For example, if GPS or automatic vehicle location (AVL) data are recorded with the messages, this can significantly impact long-term storage requirements. Audio storage requirements can be reduced by an efficient speech-compression codec, however transcoding should not be compressed as recording quality may reduce to an unacceptable level.

CyberTech's Incident Replay Application offers call search and replay features that can include last-message recall, incident replay and specific applications for dispatcher assessment. Among the most requested features is the ability to reproduce or retrieve what was said by which party relative to, and distinctly from, other radio or PSTN calls during an incident.

CHALLENGE: RELIABLE EVIDENCE

Security is the key consideration whenever the recordings are likely to be used as evidence in court. Calls must be protected from unauthorised access and tampering using effective encryption, such as 256-Bit Rijndael AES audio encryption. This encryption method was selected by the US National Institute of Standards and Technology (NIST) as the advanced encryption standard (AES). Also state of the art, MD5 fingerprinting can detect whether an original recording has been altered.

The CyberTech voice recording system provides users throughout Europe and the Middle East with a solution for recording calls from an EADS TETRA system. Tightly integrated with the TETRA connectivity server (TCS), the CyberTech recorder captures group calls, individual calls, state messages and SDS messages. All calls are encrypted using 256 Bit Rijndael AES audio encryption, and are proven for authenticity using MD 5 fingerprinting.



CHALLENGE: INCIDENT REPLAY

The CyberTech Incident Replay application is used in control rooms to rapidly search and replay recordings from a variety of communication sources, including radio and telephone, both fixed and mobile.

This intuitive and easy to use application allows control rooms to analyse specific emergency situations where the simultaneous replay of all communications is required to accurately reconstruct incidents. Significant time savings can be achieved in collection of evidentiary information, which can enable faster resolutions.

In addition, operational efficiency is optimised through a clear view into how teams interact. The solution offers training opportunities for new team members who can use it to review real-life scenarios quickly and easily.

PARTNERSHIPS FOR EXTENDED REACH, PERFORMANCE

CyberTech is a member of the TETRA Association (www.tetra-association.com) and has formed strategic partnerships with leading TETRA suppliers, including Motorola and EADS.

CyberTech is a certified partner for Motorola Dimetra Solutions for recording within TETRA wireless radio networks, with several deployments worldwide. CyberTech offers full integration with the Motorola Dimetra Solutions, including an Incident Replay application for evaluating incidents.

CyberTech also is a Portfolio Partner of EADS, and has been a TWISP application partner member since 2003. This solution can be offered as part of the end-to-end EADS system delivery. CyberTech offers full integration with the EADS Mobile Radio Systems. The combination affords a total public-safety communication solution, as well as a better way of preventing and managing incidents.

GLOBAL CUSTOMER BASE

With mission-critical communications recording solutions supplied globally, CyberTech is central to public safety infrastructures that millions of communities count on daily in homes, offices, transport systems and institutions of every type. CyberTech is the solution of choice for a wide range of public safety systems where it is highly regarded for its unsurpassed performance, quality and dramatically reduced costs of ownership and operation.

CyberTech communications recording is widely installed and serves public safety across Europe, the Americas, Asia, and the Middle East. In Asia, where CyberTech supports public safety in a number of major metropolitan regions, many large cities are developing new metro lines. For security and other safety purposes, all radio and ground communications on these lines are recorded. CyberTech has provided the recording solutions used in these control centres.

In the Middle East, CyberTech has deployed recording solutions for homeland security purposes. In Europe, CyberTech is integral to the safety systems maintained by numerous transportation and security organisations. In North America, CyberTech operates an installed base across widely distributed communications centres for local and state police, fire and emergency responders, and federal agencies chartered to protect against terrorist and enemy intelligence threats.

ABOUT CYBERTECH

CyberTech International leads the voice logging and communications recording industry with global operations and offices as a stable and growing data communications provider and a recognised innovator of voice recording and monitoring applications. With products and services that drive efficiencies in the capture, storage, retrieval and playback of voice, radio and data communications, CyberTech offers worldwide a suite of innovative recording technologies that enable organisations to achieve the highest levels of performance, quality assurance and liability protection while supporting existing business processes.

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