



Intel in Communications

Conferencing System Enables Moscow Police to Instantly Disseminate Critical Information

Whenever the Chief Office of the Moscow Police (GUV D Moscow) had an emergency and needed to give urgent orders to its 360 local offices, it relied on a staff of 24 designated officers to spread the word manually by calling the offices one at a time. GUV D Moscow replaced this slow and antiquated system with a new automated conferencing system from Nevo-ASC, built with open, modular building blocks from Intel and tied to GUV D Moscow's Ericsson PBX. The new system has been a great success, enabling GUV D Moscow to instantly disseminate critical information across the city. Since it uses far less staff time, the new system has also produced significant savings.

Opportunity

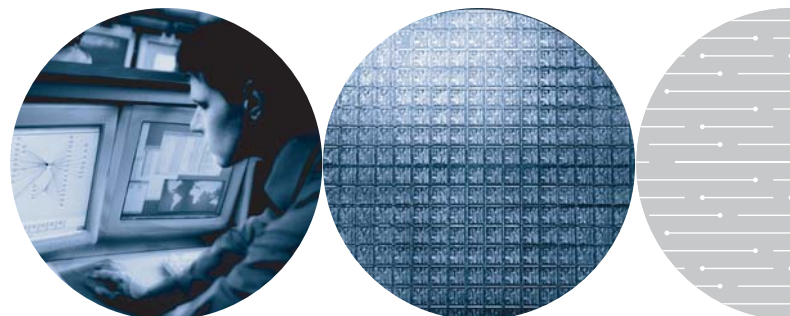
GUV D Moscow manages the work of all police offices serving Moscow, the Russian capital. Whenever there is a police emergency in this city of 10 million people, GUV D Moscow needs to disseminate information and orders to as many as 360 local precincts. To do this, it was relying on a staff of 24 designated officers who would manually dial each local office and simply read the text of the chief officer's orders to a contact person. However, this decidedly low-tech system was tedious, time-consuming, and inadequate to meet the needs of such a large city. It also left no

Close Up

- Chief Office of the Moscow Police (GUV D Moscow) used an antiquated manual system to disseminate emergency information to its 360 local offices.
- New conferencing system from Nevo-ASC, built with standards-based building blocks from Intel and tied to its Ericsson PBX system, lets GUV D Moscow instantly disseminate information to all its offices and follow up with questions and clarifications.
- Conferencing system uses less staff time and produces cost savings. It has become the new de facto communications standard for the Moscow police.

room for interaction, since the contact at the local office was not able to ask questions or get clarification because the GUV D Moscow representative was just reading the chief officer's prepared text.

An automated conferencing system seemed to be the solution, so GUV D Moscow began looking for one that would allow it to instantly and efficiently disseminate critical information to local offices, and then enable the contacts at the local offices to ask follow-up questions or get clarification directly from the chief officer.



Solution

A search led GUV D Moscow to Nevo-ASC of St. Petersburg, Russia, a leading developer and manufacturer of telecommunication equipment and conferencing and call logging systems. Nevo-ASC was able to meet all of GUV D Moscow's needs and more with its Assembly* Conferencing System, which can support conferences with as many as 360 simultaneous participants.

With the Assembly solution, when GUV D Moscow has an emergency or special event that requires urgent instructions to local offices, one conference manager can quickly connect all 360 offices with a simple mouse click. The chief officer can then give live instructions and orders to all offices at the same time, following up by answering questions and giving clarifications. The conference can also be recorded for possible future review, producing a log report that shows which local offices were or were not connected to the conference and exactly when each participant joined. Based on this report, GUV D Moscow can manually use police radio channels to contact any offices that missed the conference.

Technologies

GUV D Moscow's communications infrastructure consists of an Ericsson MD110 Call Center* PBX, which can support up to 1000 networked agents. The Moscow office of Ericsson installed the PBX system and also manages it.

When GUV D Moscow added the new conferencing system, Ericsson thoroughly tested the Assembly solution in its labs to make sure it was completely compatible with the MD110 PBX and that it met all performance and quality standards.

The Assembly conferencing solution was built with a variety of open, modular telecommunications building blocks from Intel:

- **Intel® NetStructure™ DM/T1200-4E1 Digital Telephony Interface Boards** — These provide a powerful set of advanced call processing and telephony networking features for creating large-scale switching solutions for enterprise and public networks.
- **Intel® Dialogic® D/320SC Voice Board** — This 32-port voice processing board connects to network interface boards.

- **DCB/320SC Conferencing Board** — This audio conferencing board provides application developers with an optimal feature set for chat line applications.

The solution also included:

- A standard server based on the Intel® Architecture from a vendor in Taiwan
- The Microsoft Windows* 2000 operating system
- Microsoft SQL Server*

The Assembly system is connected to the Ericsson MD110 BPX with 12 E-1 trunks. It also has IP connectivity for the manager's monitor.

Results

With its new conferencing system in place, GUV D Moscow is now able to deliver emergency instructions to all 360 of its local offices simultaneously, saving both time and human resources. Since GUV D makes, on average, at least one conference call per day, the efficiency benefits and cost savings of adding the conferencing system have been significant. This way of handling remote meetings has become the de facto standard for the Moscow Police. Besides the central office, four local offices of the Moscow Police have installed smaller systems that handle up to 30 conference participants each to serve their local tasks. Local offices have also installed conference bridges to handle remote meetings efficiently.

About GUV D Moscow

GUV D Moscow is the Moscow Chief Police Office, serving and protecting more than 10 million people in the Russian capital. For more information, visit <http://guvd.spab.ru>.

About Nevo-ASC

Founded in 1989 in St. Petersburg, Russia, Nevo-ASC develops and manufactures telecommunication equipment and conferencing and call logging systems. The company has developed computer telephony solutions since 1997 and is now a leader in the Russian computer telephony market segment, with installations at major Russian government and industry accounts. For more information, visit <http://www.nevo-asc.spb.ru>.

About Ericsson

Ericsson is helping to shape the future of mobile and broadband Internet communications through its continuous technology leadership. Providing innovative solutions in more than 140 countries, Ericsson is helping to create the most powerful communication companies in the world. For more information, visit <http://www.ericsson.com>.

About Intel

Intel, the world's largest chipmaker, is also a leading manufacturer of computer, networking, and telecommunications products. Intel® telecom products offer developers, service providers, resellers, and communications system owners what they need to succeed in the world of converged voice and data communications. This includes a broad range of high-performance, open communications building blocks, a global network of solutions providers, and comprehensive support and consulting services. Ranging from silicon to software protocols, boards, middleware, and communications server platforms, these open, high-performance building blocks are available at various levels of integration to meet converged communications needs from the enterprise to the public network. They can enable a broad range of converged Web services including Internet voice browsing, IP-enabled contact centers, voice portals, unified messaging and communications, and more. For more information, visit <http://www.intel.com/go/telecom>.

To learn more, visit our site on the World Wide Web at <http://www.intel.com>.

1515 Route Ten
Parsippany, NJ 07054
Phone: 1-973-993-3000

INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH INTEL® PRODUCTS. NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN INTEL'S TERMS AND CONDITIONS OF SALE FOR SUCH PRODUCTS, INTEL ASSUMES NO LIABILITY WHATSOEVER, AND INTEL DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF INTEL PRODUCTS INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY PATENT, COPYRIGHT OR OTHER INTELLECTUAL PROPERTY RIGHT.

Intel products are not intended for use in medical, life saving, life sustaining, critical control or safety systems, or in nuclear facility applications.

Intel may make changes to specifications, product descriptions, and plans at any time, without notice.

Performance tests and ratings are measured using specific computer systems and/or components and reflect the approximate performance of Intel products as measured by those tests. Any difference in system hardware or software design or configuration may affect actual performance. Buyers should consult other sources of information to evaluate the performance of systems or components they are considering purchasing. For more information on performance tests and on the performance of Intel products, reference <http://www.intel.com/performance/resources/Limits.htm> or call (U.S.) 1-800-628-8686 or 1-916-356-3104.

Intel, Intel NetStructure, Intel Dialogic, and the Intel logo are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

*Other names and brands may be claimed as the property of others.

