Carousel Industries is partnering with Cassidian Communications (formerly PlantCML) to offer robust 9-1-1 call processing applications.

Today’s legacy E9-1-1 infrastructure will not support the NENA i3 NG9-1-1 standard that is under development. Public Safety environments small and large are all faced with the same question… How do we successfully deploy NG9-1-1? Additionally, the role of the traditional 9-1-1 integrator is rapidly changing based on the shift in supporting technologies necessary for NG9-1-1.

Carousel customers view us as their trusted advisor and rely on our industry knowledge and expertise to architect, install and support their mission critical environments, thanks to our long legacy in telecommunications and deep technical expertise in product sets such as IP telephony, data network and call center applications. These skill sets are proving critical for the current marketplace, particularly in that the Carousel approach greatly simplifies the task of migrating to a NENA i3-based solution.

Carousel’s Public Safety Practice solutions portfolio meets the diverse needs of both small and large PSAPS. Cassidian's IP-based Sentinel ® CM, a fully integrated computer telephony solution for large-scale call-centers, leverages Avaya’s telephony engine to provide ACD (automatic call distribution) and skills-based routing functionality to the PSAP. Sentinel CM also provides a host of features that enable PSAPS to process calls and dispatch more efficiently.

Key Benefits Include:
- Familiar user interface for former Sentinel users
- Customizable screens
- Comprehensive wireless call handling
- Information is viewable at-a-glance
- High-level integration with Computer-Aided Dispatch (CAD), mapping, Management Information Systems (MIS), radio, Digital Logging Recording (DLR) and more
- Compatible with enterprise MIS and Geographic Information Systems (GIS) systems

Smaller PSAPS can choose the Sentinel® Patriot®, an IP based soft-switch solution. The Sentinel Patriot can be deployed within a single PSAP or in a hosted environment serving multiple PSAPS. It can also be deployed as a geo-redundant solution to provide smaller PSAPS with a high level of availability.

Key Benefits Include:
- Brings modern, IP functionality to public safety and private security operations
Top Technology Partners

Carousel partners with the top technology companies in the world. Through these relationships, we provide complete end-to-end services and solutions.

- Offers highly flexible configurations to meet specific on premise or remote call processing needs
- Ensures maximum redundancy through the physical distribution of critical components
- Utilizes standard, off-the-shelf servers, routers, etc., for a wide range of performance and pricing options
- Accommodates dynamic “add-in” of new call takers as needs change
- Allows new capabilities to be added or call capacity increased as necessary

Carousel Industries provides 24x7 service and support utilizing our purpose built SmartPoint Monitoring Platform. This service enables us to proactively monitor and manage the critical components within the solution. SmartPoint allows the entire network to be monitored by a single collector platform, ensuring that all anomalies anywhere throughout the system are quickly identified and resolved. In the event of an incident, the monitoring system triggers audible and visual alerts to Carousel technicians and engineers in our Network Operations Center (NOC), a one-of-a-kind, state-of-the-art nerve center for all of Carousel’s services operations. Carousel’s NOC is staffed by dozens of Tier 2, 3 and 4 highly-certified Engineers who are trained to quickly triage any event.

Cumulatively, Carousel’s long-standing expertise with these solutions and services components, in combination with our consultative approach and extensive partner network, empower our Public Safety Practice to provide a uniquely strong level of integration and support for your initiative.

About Carousel

Carousel Industries designs, delivers, and supports the technology solutions that become the foundation of our clients’ businesses. Our unified communications, virtualization, Voice over IP (VoIP), visual communications and data infrastructure solutions leverage our consultative approach, deep technical expertise, and extensive industry partnerships.

Carousel is headquartered in Exeter, RI with over 800 employees working from offices in 17 locations across the US. For more information about Carousel’s Public Safety Practice, contact Dan Grossman, Manager – Public Safety Applications, Carousel Industries at DGrossman@CarouselIndustries.com or 401-583-4442.

About Cassidian (formerly PLANTCML)

A pioneer and trusted leader in mission critical communications, Cassidian®, an EADS North America company, provides key technologies for public safety, federal and corporate markets. Their full-circle security and communications portfolio includes 9-1-1 call center CTI applications for call processing, CAD, mapping and information management, as well as managed services, notification solutions and services and P25 and mobile audio networks. Headquartered in Temecula, California.