



Successful incident response means being prepared for any scenario and having the right technologies to complement the plan.

MITEL

Emergency Response Solutions – Command and Control in Disaster Recovery and Incident Response

The Problem

Disasters can strike in many ways and at any time with communications obstacles all but inevitable.

Incident commanders and first responders need to be prepared to act quickly, working together to execute processes and plans that ensure efficient incident response through a joint and well-coordinated effort. Communications challenges include maintaining reliable lines of direct contact between decision makers and incident responders, rapidly and simultaneously reaching people in different locations with different devices, accessing appropriate information for timely and informed decision making, monitoring response progress, and having the right set of technologies to execute the response plan.

The Solution

The Mitel® 5560 IPT is a ruggedized device designed to assist emergency and disaster recovery organizations to better coordinate rapid responses during disruptive events – from security breaches to natural and man-made disasters. Combined with the Mitel 3300 IP Communications Platform (ICP), it ensures timely communications by enabling incident personnel immediate two-way call access to the command structure and the ability to effectively participate in critical processes – reaching the right people at the right time – from any location. Interoperability with the PSTN and internal landline communications along with any third-party integration requirements further ensures first responders and commanders can operate on the fly to save lives and preserve property.





Ideal for those operating in disaster recovery (DR) sites the 5560 IPT delivers:

Features

- Rich PBX functionality
- Multi-line prioritization enables rapid connection to command and control
- Line sharing to cover for each other within teams, irrespective of location
- Supports up to two handsets for simultaneous communications
- Operates in single or dual phone mode
- HTML toolkit provided with each set for simple customization
- No hook switch
- Common dial control
- 32 hard line keys with navigation keys for multiple customizable pages – provides access to 96 lines, speed dials, and feature keys
- Six float keys provide at-a-glance notification of ringing lines on any page
- Rugged aluminum enclosure is impact resistant
- Compact design requires minimal desktop space and preserved line of sight
- ACD, queues, hunt groups

Benefits

- Improved coordination and management of incident response with two-way real-time communications.
- At-a-glance prioritization of incoming calls. Enhanced frontline reporting capabilities for field personnel, including search and rescue crews, EMS teams, firefighters, and hazardous materials disposal teams.
- Improved joint communications between supervisors and dispersed responders under the harshest conditions.
- Immediate access to the right people at the right time for informed and timely decision making in the command and control structure
- Customization options so as to incorporate existing devices, processes, and infrastructure and optimize the full range of integration possibilities.
- A ruggedized device built to survive in high-activity, high-stress environments.
- The ability – with pre-configured 5560 IPTs supported by Mitel's distributed architecture – to easily add new locations anywhere – within the county, state, and country, and at remote sites and command posts.

Resiliency and Redundancy for Rapid Response

It is not enough to simply connect responders and incident commanders. Resiliency and redundancy are central to any emergency contingency plan. Mitel's resilient 3300 ICP ensures reliable communications when PBX-based lines are out of order.

The 3300 ICP is an integral element of the Mitel networked business portfolio of products providing enterprise IP-PBX capability plus a range of embedded applications including standard unified messaging, auto attendant, ACD and wireless. Operating across virtually any LAN / WAN infrastructure, the 3300 ICP provides seamless IP networking allowing for full-feature transparency within distributed environments by supporting networking standards such as Q.SIG, DPNSS, and MSDN. The 3300 ICP provides organizations with the opportunity to IP enable their legacy PBXs, protecting existing investments while delivering all the advantages of a converged infrastructure.

Distributed Call Control: Distributing users across multiple systems can limit the impact of a system failure. Mitel Enterprise Manager, together with synchronous data service, allows a network of 3300 ICPs to be managed as a single entity to simplify management across a highly distributed solution.

Resiliency: Critical users can have an appearance on more than one call control platform allowing the IP device to establish communication with a designated alternative (located within the VPN) if the primary device is unavailable. In addition, the 5560 IPT provides dual LAN (with PoE) connectivity providing resilient data and powering options.

Redundancy: The 3300 ICP accommodates additional power supplies, fans, and hard disks to further reduce the possibility of a platform failure.

Take YOUR Planning to the Next Level

Successful incident response means being prepared for any scenario and having the right technologies to complement the plan. Providing a faster, more informed, and more efficient incident response takes your incident response plan to the next level of readiness.

Call Mitel at **1 866 641 8082**.



Global Headquarters

Tel: +1(613) 592-2122
Fax: +1(613) 592-4784

U.S.

Tel: +1(480) 961-9000
Fax: +1(480) 961-1370

EMEA

Tel: +44(0)1291-430000
Fax: +44(0)1291-430400

CALA

Tel: +1(613) 592-2122
Fax: +1(613) 592-7825

Asia Pacific

Tel: +852 2508 9780
Fax: +852 2508 9232

www.mitel.com

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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