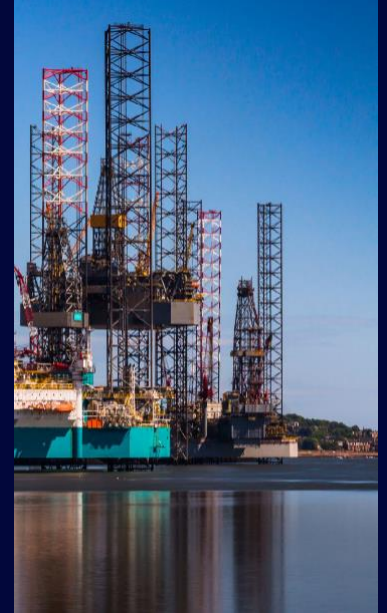


# DSX – Integrated, Secure Communications



Delivering mission-critical voice and data communications



# DSX

## Integrated Communication Control Systems (ICCS)

The DSX Integrated Communication Control Systems (ICCS) provides the mission-critical communications hub of Capita's Control Room product range, designed to provide single touchscreen control to a host of integrated subsystems.

As the UK market leader in its field, the Capita DSX range of solutions has a pedigree stretching back to 1991 with the introduction of the first generation DS1000 system and is a product range which has continually developed to meet the evolving needs of our customers.

Designed to meet the demanding needs of providing resilient and secure communications the DSX has been deployed in projects worldwide to support Emergency Services, major sporting events, oil & gas production facilities and critical national infrastructure.

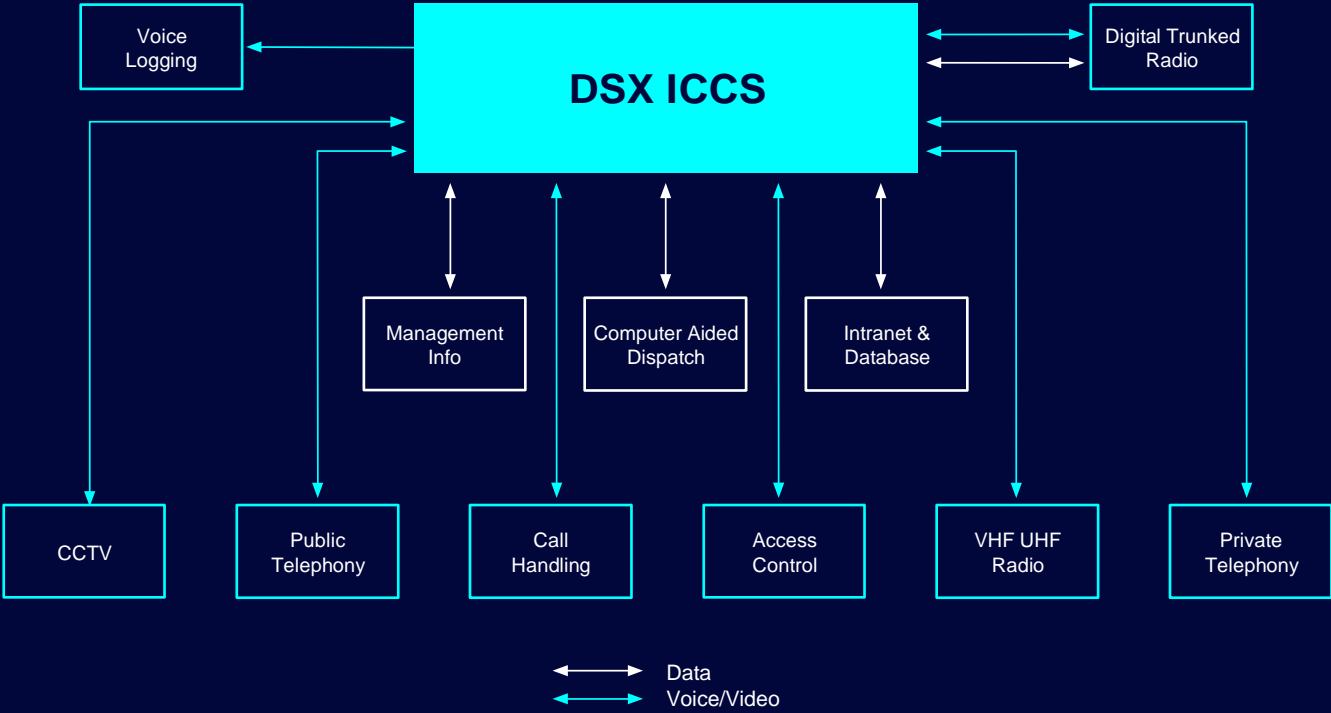
The DSX ensures that users can efficiently manage radio and telephony voice communications whilst being able to easily access other subsystems. These may include digital trunk and analogue PMR radio systems, call handling systems, digital and analogue telephony, CCTV, voice recorders, intercom systems, door locks and alarms.

Due to the integrated nature of the system, based on the use of open standards and XML messages, it is easy to cross connect the different types of communications in a seamless manner. Something that is not easily possible with separate telephone and radio solutions.



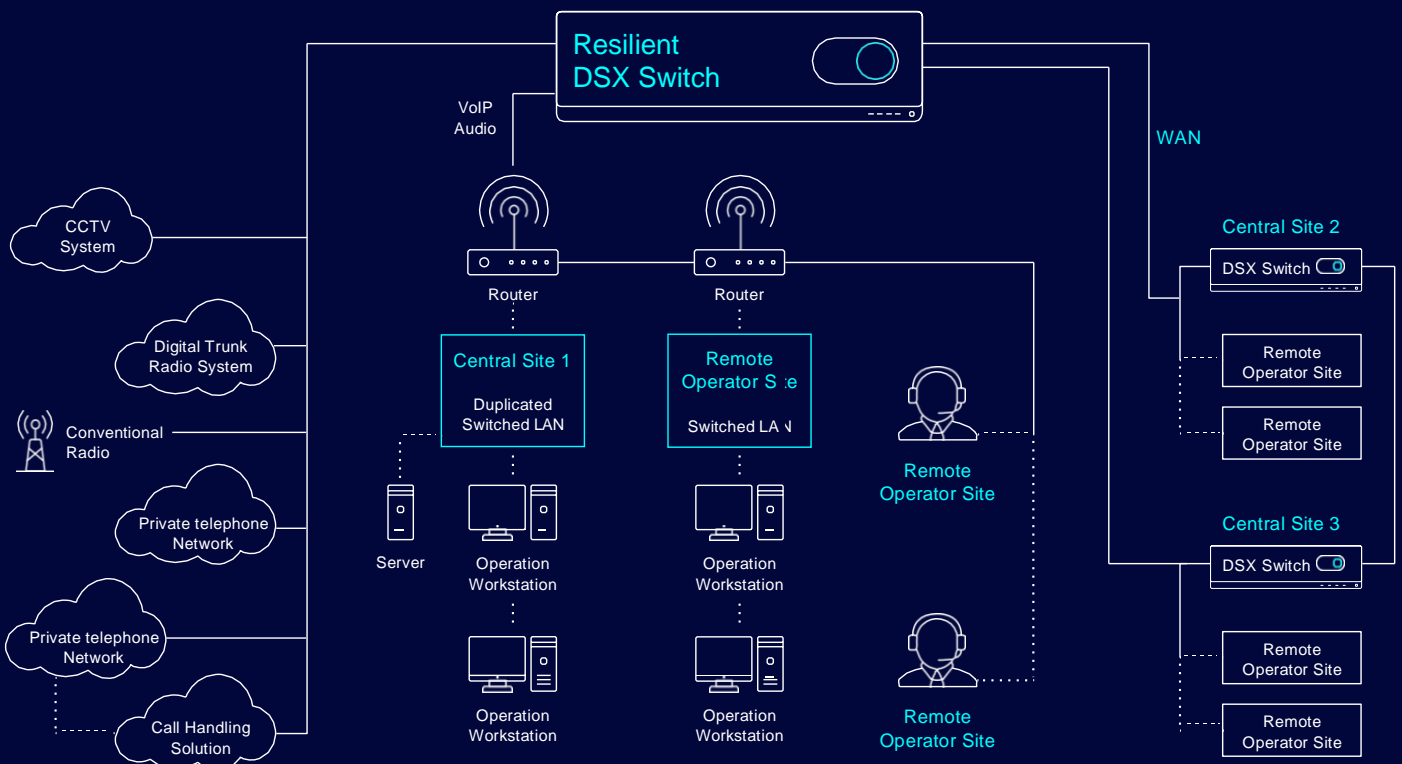
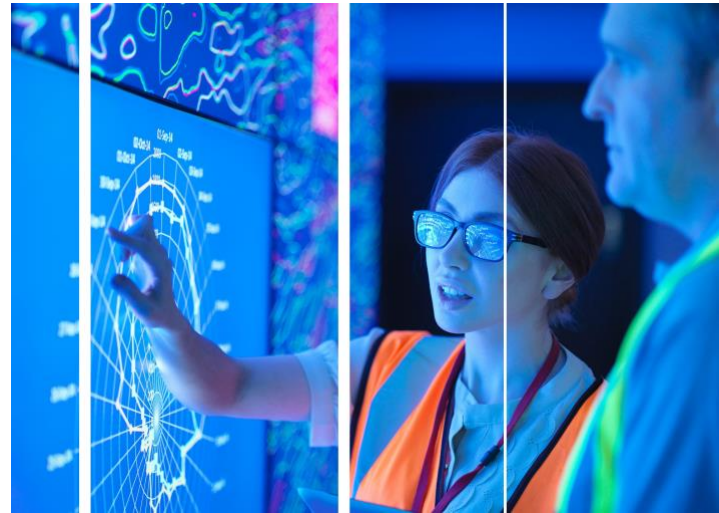
Over 130 DSX systems are now in use with UK based customers in Police, Fire, Ambulance, Coastguard, Military and Highways England installations.

The DSX is the only ICCS solution that is currently being used to fully support countrywide operation in the UK, by agencies such as British Transport Police, the Maritime and Coastguard Agency and RAF Search and Rescue.



# DSX Architecture

Central to the deployment of a DSX is a fully resilient switch. This coupled with fully resilient network and duplicated server architecture provides a system design which ensures the highest levels of availability. A modular approach means that it is easy to integrate control of other systems such as CCTV and Voice Recording solutions into the operator console.



# Key Benefits

## Efficient call logging

Through the integration of communications operators are presented with automatic pre-populated fields and a call history minimising the time taken to gather and validate information. User configurable call collection presentation and the option to introduce secondary questions allow the operator to ascertain full incident details and manage the most appropriate response.

## Radio and message logs

All inbound and outbound communications are recorded in the message logs providing an easily accessible audit of messages. The radio log records day to day radio communications. Each log entry records the medium the message was received on, the time the message was received and its duration, who transmitted the message and who the recipient was, and of course the free format text of the message. If required all radio transmissions can be immediately reviewed and replayed through the integrated Voice Recorder facility.

## Safety broadcasts

Safety broadcasts can be configured to provide automatic announcements.

## Integrated communications

Integrated communications make it easy for operators to take calls and work with resources including automatic selection of talk group. Full control of telephony and radio is supported along with the ability to replay both telephony and radio voice calls from the incident and radio log.

## Management information

Enhanced reporting packages to show control room activity, operational performance, system loading and optimisation.





# Key Functionality

## Radio functionality

- Analogue and digital radio networks including TETRA, Marine, Aero, PMR
- Advanced “pooling” techniques to provide operational and resilience
- Full group / individual call functionality
- Emergency alarm reporting short data functionality requirements
- Control of radio management functions
- Customer wide alias database

## Telephony integration & management

- One-touch dialing with hot key support and directories
- Comprehensive extension management facilities
- Automatic call distribution, with flexible call queuing
- Integration with call handling solutions e.g. Siemens HiPath ProCenter, Nortel CC6, Cisco UCM
- Commercial, satphone, immarsat, hotlines

## Fully integrated Browser

- CCTV Presentation
- Presentation of any customer web-based information

## Subsystem integration

- PA / intercom
- Integrated instant replay voice recording radio alarm display
- Ancillary equipment control
- Access control
- CCTV camera control
- Public address general alarms
- Equipment / sensor fault reporting

## Networking

- Systems can be networked to access resources remotely providing improved resilience
- Operators can connect to a DSX system via local LAN or via fixed or dial up WAN connections

## Supervisory

- Control room activity overview
- Monitor calls and operators
- Intrude to assist in critical situations
- Override if the situation is critical

## System Management

- System configuration fully manageable
- User profile configured features
- Multi-agency and multi-skilled role-based configuration

## Example user interface screenshots





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