



Application Report DX64 Radio Dispatch

RAPID RECALL RADIO DISPATCH

Customer Profile

- The NSW Rural Fire Service is the world's largest fire service with over 70,000 volunteer members.

Application

- To deploy a reliable radio management system that enables operators to playback recorded conversations.

Business Benefits

- More reliable communications through rapid recall facilities.
- Increased operational efficiencies.
- Future proof.
- Integrated radio and telephone communications

Products Used

- DX64

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→ Customer Overview

The NSW Rural Fire Service is the world's largest fire service providing emergency services to over 95 percent of NSW. The organisation operates a newly established communications centre in Homebush Bay that houses an impressive state of the art communications control room. During the time in which this new facility was built, the organisation conducted a review of their entire radio communications system.

→ The Challenge

The NSW Rural Fire Service communications centre is understandably a hive of activity during the fire season and quite frantic during major incident periods. It is crucial that this operational centre is geared and capable of immediate operational action. When the organisation conducted a communications review some key requirements became apparent including a system with high reliability, radio and telephone integration and recordable logging capabilities with playback facilities.

→ Solution

Omnitronics supplied a DX-64 system to meet their operator interface and control requirements. The DX-64 was configured to incorporate 20 radio channels, 16 telephone lines, 4 media source channels and 32 operator positions. A standard feature of the DX-64 is the Rapid Recall facility. This enables the NSW Rural Fire Service to record calls to the operator's PC hard drive allowing the operator to playback or recall conversations. Operator's can now confirm specific details to ensure the correct dispatch of personnel and equipment.

The DX-64 Graphical User Interface (GUI) was customised to suit the clients' requirements including their own trademark colours and various operator screens to suit their specific requirements. As the organisation grows so too can their current radio communication system including statewide networking of systems, remote channel access and disaster recovery which are all accessible via the existing WAN infrastructure.



→ Conclusion

This system provides the NSW Fire Service with a highly efficient, customised and reliable radio communications management system that caters for the high demands placed on their operations.

