



Zetron REACH Solutions



ZETRON

Always ready, always on.

Delivering integrated, end-to-end communications solutions that help save lives and enable critical operations.

Remote call handling and dispatch for emergency communications

Facing the new normal

Unprecedented public health crises have turned traditional notions of a “safe work environment” virtually upside down, and Emergency Communications Center (ECC) workstation standards have unequivocally changed, perhaps forever, as a result.

Personnel shortages, physical distancing requirements, and erratic call volumes have all contributed to the need for improved location and schedule flexibility for team members. But none of the omnipresent challenges to affording such flexibility to ECCs have subsided, including constrained budgets, confined work spaces, limited access to next generation and easily remote-enabled technology, among others.

New disruptions combined with nagging legacy challenges are forcing a new normal that ECCs must adapt to.

Staying safe and connected

From incorporating physical distancing, to consistent sanitization, redesigning operational standards is necessary to accommodate new workplace standards. Workstation geo-diversity is the new conventional, so being able to easily mobilize call taking and dispatch positions to other rooms, facilities, or even the private residences of team members on a temporary, permanent or “wait and see” basis, is now critical.

Workstation mobility within “REACH”

Zetron’s REACH Solutions provide communications centers the flexibility to enable core functions to be completed remotely, without costly technology overhauls or application retraining for teams. Taking the capabilities of MAX Call Taking and MAX Dispatch on the go, where and when needed, is what providing REACH is all about.

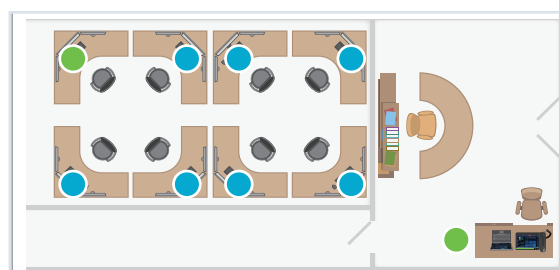
Flexibility is key

ECCs aren’t all the same, nor are their remote workstation requirements. REACH Solutions don’t corner customers into a “one size fits all” remote working scenario.

Configurability to easily adapt to the specific wants and needs of each agency has always been a hallmark of MAX Solutions, and may now be more important than ever. ECCs must get creative to meet evolving workstation needs, which means different things for different agencies.

Common scenarios for emergency call handling and dispatch diversity now include:

The Conventional Communications Center



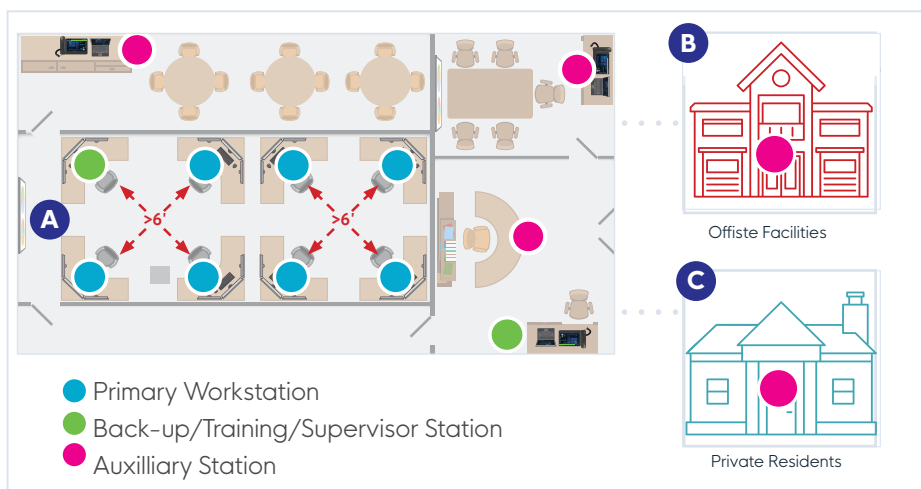
- Primary Workstation
- Back-up/Training/Supervisor Station

Physical distancing and remote working requirements were not requirements of the conventional communications center.

A Distancing and Retrofitting Inside the Center

Maintaining at least 6' of distance between shared multi-shift consoles hasn't always been a given. Creating safe working environments for in-person teams now requires spreading things out, which may or may not be feasible given available space. So existing workstations are being repositioned, from a few feet, to a few rooms away from their traditional positions. Fortunately, this can typically be accomplished with little impact by simply moving physical assets and connections.

Expanding the ECCs Operational Footprint



B Back-up, Auxiliary and Temporary Facilities

Back-up centers and off-premise building space are trending as new part- or full-time locations for auxiliary workstations. Whether for flexibility or contingency, there often isn't enough room to maintain new distancing standards in the main communications center. So back-up centers and auxiliary workstations in other buildings are more now more prominent. Utilizing space in offsite facilities may also benefit from existing network connectivity, security and IT support, so full or partial console positions can generally be set-up as physical extensions of the main center with less risk of failure.

C Remote Private/Residential Locations

The need for call handling and dispatch capabilities from the private homes of team members is a swelling reality. But doing so without putting service continuity in constant jeopardy, or creating significant degradations and limitations to the functionality, security, and/or access for remote team members has traditionally made it risky, costly and effort-intensive to make it a durable or enduring operational reality for most agencies.

While Zetron's MAX Solutions have long met the needs of scenarios A and B, REACH Solutions were developed to bring flexibility, functionality and continuity to workstations set up in private residences as well.

Making the right connection made easy

Whether utilizing the REACH Remote VPN or a different means for connectivity, remotely accessing the same highly configurable and user-friendly MAX Call Taking and MAX Dispatch applications used at the communications center consoles has never been easier.

Connectivity requirements and preferences often vary based on individual agency policies, procedures and support capabilities, so Zetron REACH solutions are flexible and configurable to accommodate different connection types for remote workstations. No matter the preferred connectivity option, Zetron's REACH solutions make the critical communications systems used by emergency services personnel available, when, where and as needed.

REACH remote VPN package



- Optional accessories can include external keyboard/mouse, monitors, foot switches, microphones, and more.
- Other REACH packages and components available based on connectivity preferences/requirements
- REACH Solution components have a small and light physical footprint, enabling a remote workstation to be quickly and easily packed, transported and deployed where and when needed.

Zetron's REACH Solutions provide flexibility for emergency services professionals to work remotely, safely and efficiently while ensuring not a single call goes unanswered or any critical field communication is missed, through the new normal, or whatever challenges the next emergency brings.

Remote emergency communications within REACH, visit www.zetron.com/REACH for more information.

Why Zetron?



Zetron Services and Support

Zetron offers unparalleled customer service, training and support through Zetron's Connected Care plan. Services include telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training.



Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.



About Zetron

Zetron is a leading provider of communications technology and services that help save lives and enable critical operations. Zetron solutions are highly interoperable, configurable, and scalable, offering unrivalled choice, flexibility, and value. Our customers are located on all seven continents and across a variety of industries, including public safety, federal government, transportation, utilities, natural resources and more. With an exceptional reputation for high quality and reliability earned over decades of experience serving both public and private sectors, Zetron delivers solutions that are purpose-built to be always ready, always on — anywhere that uninterrupted mission critical communications are non-negotiable. For more information visit www.zetron.com and connect with us on [LinkedIn](#), [Facebook](#), [Instagram](#), [X](#) and [YouTube](#).

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