((•)) ENLITE
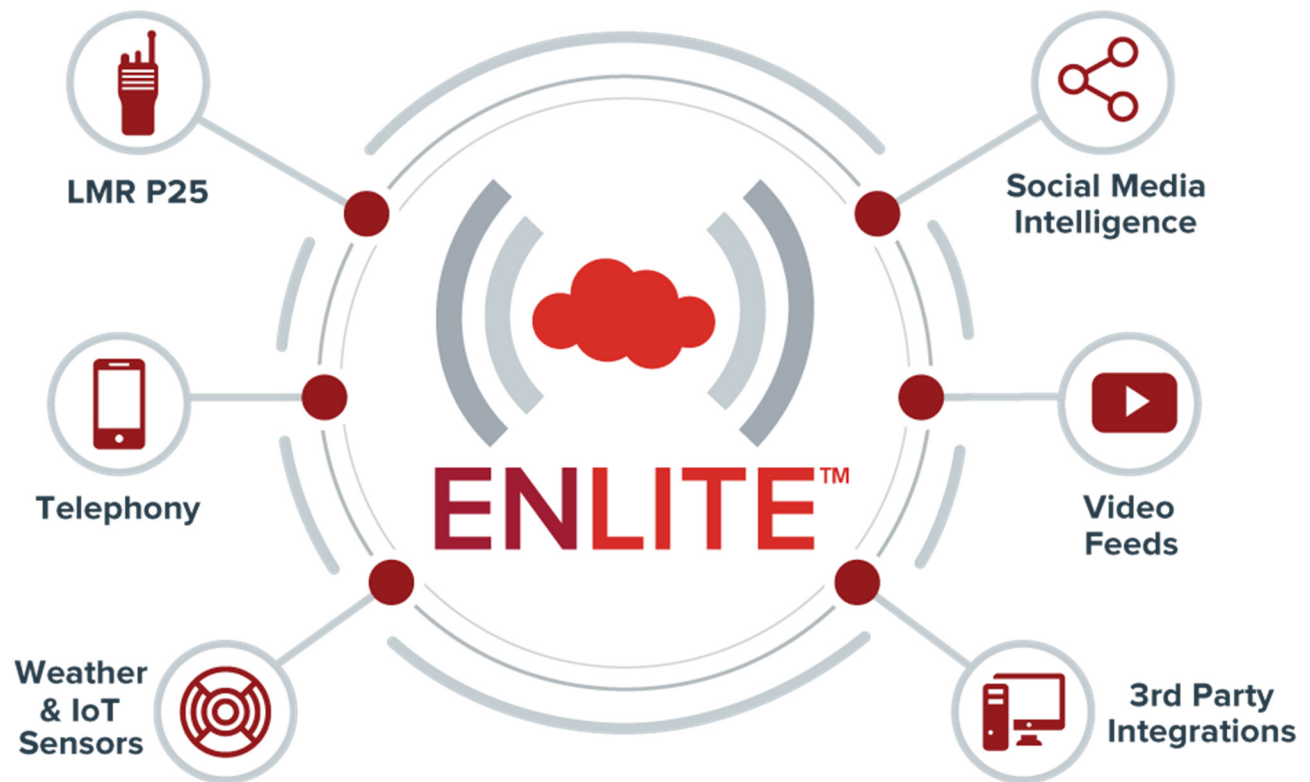Dispatch as a Service

ENLITE™

Enlite™ is a cloud-based public safety grade radio and telephone dispatch console system and intelligent dashboard. It empowers dispatchers by bringing together traditional radio (LMR), digital radio protocols and telephone dispatch communications with all types of information integrations. The integration of inputs, like video & alarm software, social media, mapping and AVL systems, IoT sensors, real-time video and images, integrated archival recording, and instant replay recording make for a uniquely robust platform. Enlite enables you to coordinate radio and telephony communication and enhance situational awareness from wherever the action is.

Intelligent

Dispatchers' ability to develop and communicate situational awareness through a growing wealth of available and configurable data integrations such as social media, CAD, over-the-top service feeds, weather, and video changes the nature of dispatch. Sensors and inputs make available information on a real-time basis which previously was unavailable

and left to estimation. Enlite brings together disparate systems, sources and inputs into a common platform with configurable layout and flexible usability. With enhanced information, dispatchers are better equipped to make decisions and enabled to utilize the full spectrum of resources available to them.

By integrating the data sources, the information becomes available for common reporting and, in the future, the application of AI and machine learning. The growth of available information, integration and application of intelligence will open an advantage to agencies allowing for more efficient and effective operation.

Affordable

Enlite is available on a monthly or annual subscription model. Organizations of all sizes can benefit from reduced fixed costs, infinite cloud scalability, and pay-by-need equality, minimizing needed capital equipment expenditures.

Connect Anywhere

Enlite enables communication and information to be shared via WiFi or LTE-enabled laptop, desktop, tablet and/or smartphone from almost anywhere. Enlite is a progressive web app, whereby the dispatcher is working within a web-based browser (such as Chrome) on Android devices (smartphones and tablets) and requires no native application to deploy.

Secure

Enlite adheres to the latest encryption guidelines from NIST and OWASP for securing real time communications over the public Internet and for storing sensitive data at rest utilizing encrypted VPN links. Customers accounts are partitioned within isolated infrastructure, with unique encryption keys. Cloud architecture is engaged that is compliant with individual requirements for data centre security and operations policies. Each system can be configured with independent monitoring and central logging and can be managed according to specific jurisdiction.

NSF
NSF-ISR
Registered to
ISO 9001 and ISO 27001

((•))ENLITE

Enlite's software development methodology includes a fully automated deployment pipeline with automatic vulnerability scans, peer reviews and transparent deployments, adhering to NIST 800-160, ISO 27001:2013 and ISO 9001:2015 standards.

Reliable

Multi, hybrid and multi-location cloud-based architecture minimizes disruption risk through geo-diversity and geo-redundancy. Enlite architecture is configured to ensure high availability and operational continuity, with your existing radio and telephony approaches. Enlite™ leverages a continuous deployment model whereby curated changes are made available to each client without downtime based on various quality and stability metrics.

> **Enlite™ enables better, more timely information to the dispatcher and the field.**

Technology Bridging

Fully integrates with your current on-premises dispatching solution, providing a seamless migration toward cloud technologies now and into the future. Enlite™ will fully support integrated telephone and radio dispatching in a mobile-enabled format. Using InterTalk's Citadel hardware, your dispatching operations are seamlessly integrated with any analog radio communications infrastructure. Enlite™ can also natively integrate with existing digital radio protocols including DMR, TRBO and P25. Enlite™ fully supports telephone dispatching and can integrate with any VoIP or analog-based telephone infrastructure. Enlite's intelligent call-management system supports call queuing, automatic call distribution and can synchronize with many enterprise contact management systems for seamless synchronization of telephone numbers, addresses and other information. In addition, InterTalk's Enlite™ platform can interface with the following:

> **BETTER, MORE TIMELY INFORMATION SAVES LIVES.**

VoIP TELEPHONY Virtually any VoIP telephony system or VoIP telephony provider can be integrated with Enlite™ for call-management. We can also provide on-premises telephony integration to any existing T1, POTS or other telephone technology. Enlite™ features full automatic call distribution and queueing as well as ANI/ALI integration through our technology partners.

LMR/PMR Enlite™ can integrate with your existing LMR/PMR radio system using InterTalk's Citadel IP Radio Gateways. Citadel supports E&M, Vox, MDC1200, GEStar, Fleetsync, 2-tone paging as well as control-head interfacing to many radio systems.

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DIGITAL RADIO Enlite™ can directly connect to your existing digital radio system, including DMR, TRBO and P25 via the console sub-system interface (CSSI) or the Digital Fixed-Station Interface (DFSI). Our standards-based approach allows you to connect Enlite™ to virtually any radio system supporting these protocols, including those made by Motorola, L3Harris, Tait and Kenwood.

User Friendly

Within the Enlite™ system, the layout is fully configurable, based on organizational requirements. The option is available for the user to utilize multiple 'Mission' screens to display the combination of information sources in the layout most advantageous to help them with their overall function while still tracking specific activities. Using Enlite Web Frames, any web presented interface can be displayed within the Enlite screen – for instance, meteorology platforms, weather maps, IP-based cameras, and more. In addition, systems can be integrated at the data center to increase the data seamlessness and cross usefulness.

Whether you are in public safety, utilities, rail, airline or government services, Enlite enables your team to be more informed, more connected and more mobile.

At its core, Enlite is a Progressive Web App delivered from a highly available web server cluster located in your jurisdiction. It uses secure SSL/TLS iFrames to integrate any HTTPS available content and secure SIP gateways using WebRTC over SSL/TLS to provide real-time audio and video through an InterTalk Vantage ILS. It is backed by a highly available and secure SSL/TLS 1.2 HTTPS API.

Analog Radio and Physical Telephone integrations leverage the Vantage Resource Sharing Gateway and InterTalk Citadels hosted on premises while purely digital radios and digital telephones like DMR AIS, P25 CSSI and VoIP can be integrated with no on-premises equipment at all except your IP enabled Digital Base Station.

User Experience (UX)

The Enlite Dispatch UX is responsive to the screen size of the devices it runs on – be that a small smartphone screen in portrait mode or a giant 8K Television and everything in between. Individual screen configurations (termed "Enlite Missions") can be preconfigured using the built-in What You See Is What You Get (WYSIWYG) editor and then made available to other dispatchers according to a granular permissions system. Dispatchers can have a locked-down strategic mission for monitoring an area and then can launch new tactical missions that are focused on more complicated operations when the need arises.

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Cloud or On-Premises Infrastructure

InterTalk Enlite is a "Cloud Native" application delivered to a modern Google Chrome or Microsoft Edge browser as a Progressive Web Application from a web URI. The web infrastructure can be hosted either by your organizational on-premises datacenter or by a "Hyper Cloud" provider like Amazon AWS or Microsoft Azure depending on your individual jurisdictional and data homing requirements.
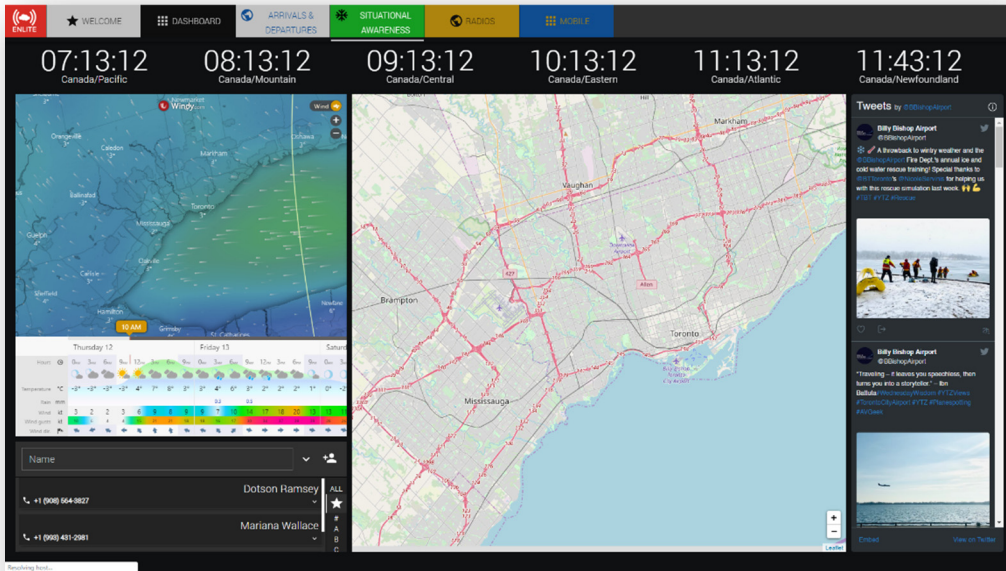
Each cloud service that composes Enlite achieves its high availability goals by having appropriate geo-distribution and appropriate service redundancy along with automated monitoring and alarming. Each service module is containerized, load balanced and deployed using automated scripts.

If your agency does not permit the use of cloud-based systems, Enlite has been architected for deployment as an on-premise enterprise system housed in servers controlled by the end-user customer.

ON-PREMISE DEPLOYMENT

CLOUD DEPLOYMENT
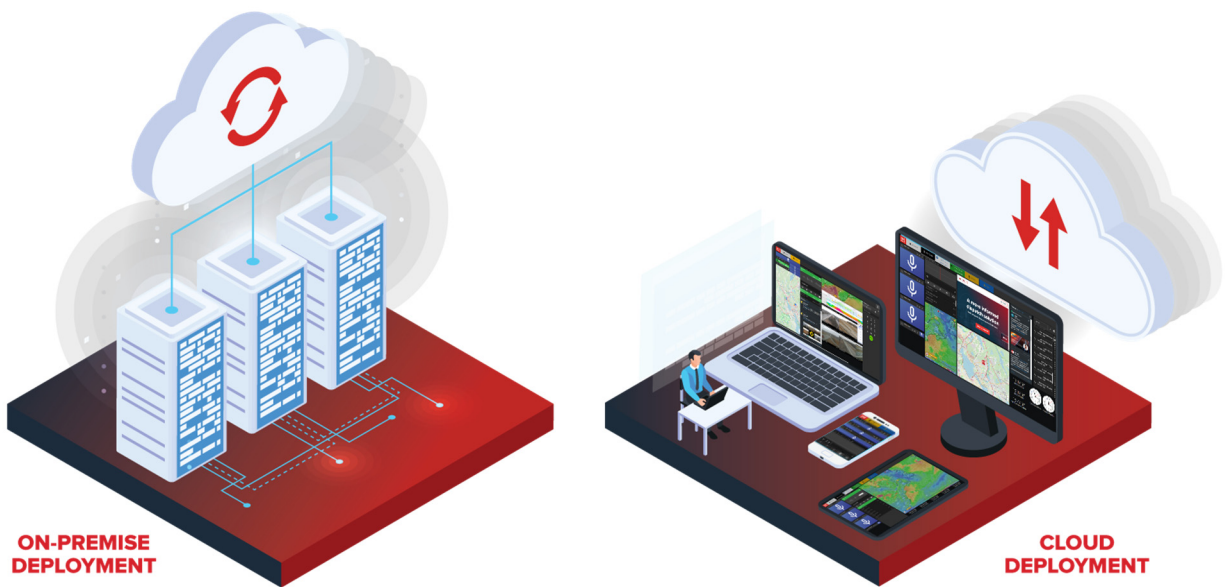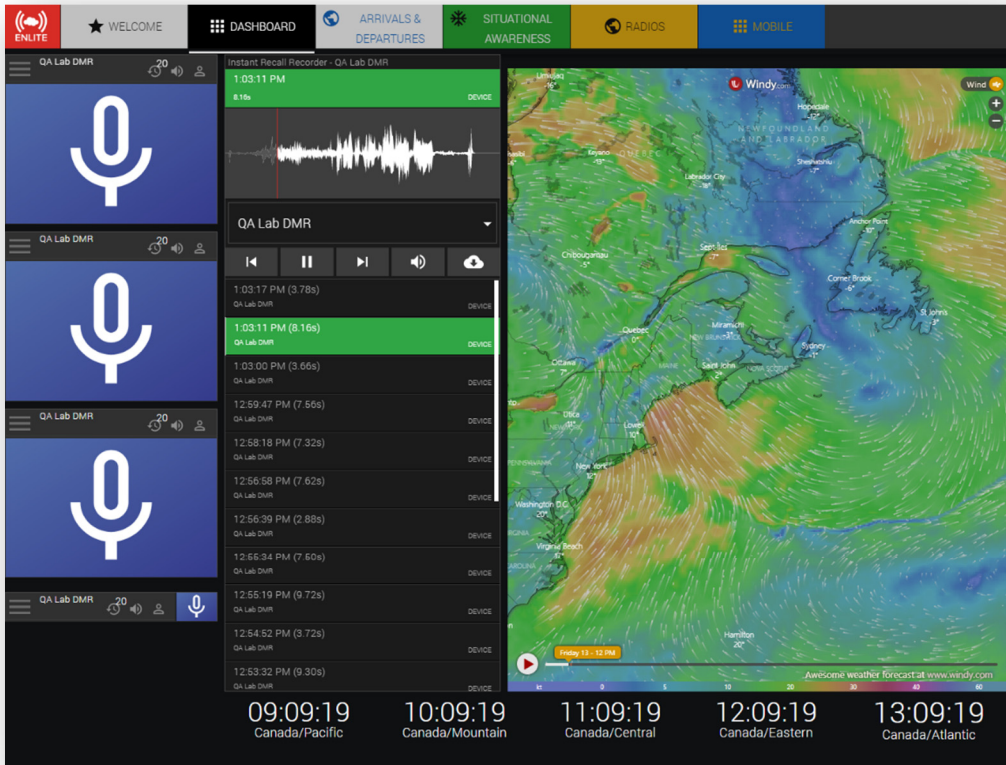
ENLITE™ USER EXPERIENCE (UX)

INTER**TALK**™