



## Twisted Pair Instrumental in Haiti Earthquake Response

### WAVE Critical Communications Software Provides a Lifeline During Initial Relief Efforts

In the immediate aftermath of the 2010 Haiti earthquake, communication systems and physical infrastructures were crushed, paralyzing search and rescue operations and delaying efforts to provide medical attention to those in need. While many foreign relief volunteers and International Non-government Organizations (INGOs) began deploying portable hospitals and shelters and providing basics such as clean water and security for lost or orphaned children, others looked at ways to provide a critical communications capability for first responders, using software to connect the country's few remaining communications systems.

#### THE CHALLENGE

In life-and-death emergency response scenarios, communications systems are required not only to coordinate the array of people managing the response, but also to ensure the safety of everyone involved. While many of the larger foreign relief volunteer organizations and INGOs deployed to provide life-saving assistance are equipped with small mobile communications networks, these systems are not robust enough to support the larger response effort. Because of this, communications interoperability between responders is always a high priority for those first on the scene.

Haiti's fixed communications infrastructure was severely damaged by the earthquake and early efforts by on-scene communications specialists focused on salvaging whatever equipment they could; unfortunately there was very little left to salvage. The U.S. military was quick to restore Haiti's two-way radio networks, but these were not available to the majority of on-site organizations. A handful of satellite phones also were available, but these too proved woefully inadequate during the initial emergency response. The available systems and devices were only a fraction of what was needed to accommodate relief efforts and didn't begin to touch on the life-line communication so desperately needed by Haitians looking for families, medical attention, food and shelter.

Before relief efforts could ultimately succeed, communications specialists had to create a more effective communications infrastructure, one that tied together

#### THE RESULTS

##### Rapid Communications Delivery

The lightweight Fly-Away tactical communications kit, provided by TracStar and equipped with WAVE critical communications software, provided much needed network capability, creating a satellite connection to the mainland to assist with relief response coordination and news dissemination.

##### Critical Communications Interoperability

Because of WAVE's unique ability to seamlessly connect all of Haiti's remaining communications assets, as well as those brought on-scene by responding relief agencies, volunteers, and INGOs, disparate communications systems were able to interoperate, allowing for a more organized response effort in the days and weeks following the earthquake.

##### System Ease of Use

Haitian doctors managing emergency care at the main St. Francis de Sales Hospital in Port-au-Prince were able to quickly learn about and coordinate ambulance operations from laptop computers running the WAVE Dispatch Communicator.

##### Enhanced Coordination and Collaboration

Not long after it was established, demand for connectivity to the TracStar/WAVE communications network had increased beyond initial expectations. Haitian government departments sought access to the network to communicate with its citizens and organize central relief efforts.



*Fly-Away Communication Solutions Include Lightweight Antennas and Controllers*

all of the communications systems from the various organizations on the scene. For this reason, they turned to WAVE, the standard for critical communications interoperability. The deployment of a WAVE-enabled mobile communications system significantly helped with these efforts, allowing aid workers to collaborate on search and rescue efforts and medical support.

## THE SOLUTION

TracStar is a portable communications service provider. Its customers, who come from the defense, government and public safety markets, favor the company's Fly-Away kits for tactical communications on the move, whether at a supported base or in the field. Twisted Pair's WAVE software is a key component of TracStar's Fly-Away kits, providing critical communication applications and interoperability for secure, real-time communications anywhere on any device. Knowing that it could provide much-needed assistance, TracStar initiated its own rapid response effort to get critical voice and data communications flowing in Haiti once more.

TracStar immediately deployed a full-fledged satellite pack, including receivers and servers along with other technologies required to provide full tactical radio communications. This new network soon served as the communications backbone for Haiti's hospitals as well as for the country's Ministry of Culture and Communication. TracStar's satellite technology, in conjunction with Twisted Pair's WAVE software, addressed the critical need for secure and reliable communications between multiple organizations, big and small. The solution extended urgent communications capabilities to mobile workers and facilities, including temporary critical care stations, physicians deployed at rescue sites, ambulance drivers, field and rescue workers, and first response volunteers such as those from The American Red Cross and other INGOs.

TracStar and Twisted Pair brought a fully operational, reliable front-line communications capability to the Haitian disaster relief response in near real-time. This meant that INGOs, foreign relief agencies, local Haiti officials and public safety responders were able to communicate their urgent needs and respond with immediate relief where it was needed most. The communications architecture also offered mobile communications capabilities to doctors, disaster site volunteers and rescue crews, providing a channel to coordinate with hospitals and humanitarian organizations on-the-go and on-site for faster access to medical and other critical resources.

In addition to disaster response communications, this new communication system gave INGOs the ability to articulate to a global audience the horror they were witnessing and to request the donations they desperately needed to keep their efforts afloat. Together, TracStar and Twisted Pair allowed disaster relief organizations to give the world an understanding of the devastation that Haitians were experiencing. The TracStar/WAVE solution opened a critical line of communication that was necessary for meaningful rescue, medical response and global engagement.

## WAVE SOLUTIONS FEATURES

### Uniquely Capable

WAVE is the first and only complete suite of mobile workforce communication applications built on a critical communications interoperability platform that can be installed on-premise and in the cloud to drive new levels of efficiency and customer satisfaction. WAVE is easy to use, straightforward to integrate and exceedingly mobile.

### State-of-the-Art Technology

Forget the old world where critical communications were just voice on single-purpose handsets. Forget the days of complex and proprietary systems and heavy-duty, expensive hardware. WAVE's unique software architecture sets it apart from yesterday's hardware-based proprietary alternatives.

### Secure to the Core

WAVE solutions provide the security and ruggedness required for sensitive voice and data communications, with full redundancy and fail-safe capabilities. Customers can build and operate secure, highly scalable solutions that provide users the secure access to people, information and systems that are critical to their activities.

### Proven and Trusted

WAVE has been extensively deployed and battle-tested by military customers worldwide, cited as a game-changing technology by public safety customers, and selected for business-critical operations by commercial organizations in industries such as transportation, utilities and energy.

## Let's Talk

We work closely with the public sector, the defense industry, and commercial entities around the world. How can we help you?

[twistedpair.com](http://twistedpair.com)  
[info@twistedpair.com](mailto:info@twistedpair.com)  
+1 (206) 442-2101

## ABOUT TWISTED PAIR

Twisted Pair is the recognized leader in critical communications. Our WAVE software empowers your mobile workforce with critical communication applications for secure, real-time collaboration anywhere on any device. Built upon a battle-tested communications interoperability platform, WAVE delivers voice, video, location, presence and other forms of data deployed as an enterprise product or cloud-based service throughout commercial, public sector and defense organizations. WAVE has been proven in thousands of the most complex deployments around the world to help integrate and control a truly unified communications system so that office-based and mobile workers can simply talk, make decisions and act.

### CORPORATE HEADQUARTERS

3131 Elliott Avenue  
Suite 200  
Seattle, WA 98121 USA  
(T) +1.206.442.2101  
(F) +1.206.812.0737  
(E) [sales@twistedpair.com](mailto:sales@twistedpair.com)

### EMEA

Davidson House  
Forbury Square  
Reading, RG1 3EU  
(T) +44.118.900.1110  
(F) +44.118.900.1111  
(E) [sales.emea@twistedpair.com](mailto:sales.emea@twistedpair.com)

### APAC

2 St Peters St  
Glenelg East, Adelaide  
South Australia, 5045  
(T) +61.(08).8376.5905  
(F) +61.(08).8125.6570  
(E) [sales.apac@twistedpair.com](mailto:sales.apac@twistedpair.com)

© Copyright 2011 Twisted Pair Solutions, Inc. WAVE is a registered trademark of Twisted Pair Solutions, Inc. Wide Area Voice Environment, WAVE Desktop Communicator, WAVE Dispatch Communicator, WAVE Mobile Communicator, WAVE Communicator for Microsoft Lync, WAVE Communicator for Microsoft SharePoint, WAVE Web Communicator and WAVE IP Phone Client are all trademarks of Twisted Pair Solutions, Inc. All other trademarks mentioned in this document are the property of their respective owners. All rights reserved. Specifications are subject to change without notice.