TWISTEDPAIR
Rethink Critical Communications

Orlando Sanford International Airport Operates and IP Crash Phone Powered by WAVE®

When Only Total Reliability is Acceptable for Airport Critical Communications

Orlando Sanford International Airport faced regular failures of their crash phone system. The problem was compounded by extended repair delays and the recurring costs of leased line services and an external maintenance source. By leveraging the efficiencies of non-proprietary, standards-based software, a new WAVE-powered crash phone system provided the airport with a reliable and cost-effective solution that could be maintained and optimized using internal resources.

THE CHALLENGE

Sanford Airport Authority (SAA) had long been waging a campaign to keep Orlando Sanford International Airport's outdated crash phone system up and running. Above all else, a crash phone must be absolutely reliable. It's the critical piece of equipment behind a coordinated emergency response.

The crash phone system at SAA was old and relied on a network of analog phone lines. If the six miles of old cable buried under the airport grounds got wet, the best they could hope for was static on the line—the worst-case scenario was a complete outage.

Confronted with the recurring failures, SAA continued an ongoing regimen of daily testing. Unfortunately, when the system did go down, maintenance was out of their hands—SAA had to coordinate repairs with the local telecom company. In addition to an ongoing maintenance contract, outages also meant a downtime of at least four hours before anyone even looked at the system. At times, the crash phone was nonfunctional for a day or longer. In the interim, SAA relied on radio as a backup system, which was a much less effective means of communication for a group conference call.

It was clear that SAA needed a new system that offered near-infallible reliability. They also wanted to use existing hardware and manage and maintain the system with in-house personnel to cut down on maintenance fees. Given the state of their existing crash phone, they needed a solution fast.

WAVE SOLUTIONS FEATURES

Proven Reliability
Fully redundant architecture with no single point of failure ensures maximum system uptime

Internal Control
Simple, software-based system provides for complete management by in-house personnel.

Seamless Integration
Nonproprietary, standards-based solution works with existing hardware infrastructure.

Cost Effectiveness
Delivers measurable cost savings by leveraging existing equipment and eliminating leased line services and maintenance contract with local telecom company.

Easily Scalable
Supports interoperability with almost any communications device, including phones, two-way radio system and PCs. Scales to an unlimited number of users.

The WAVE solution was easy to install, easy to use, and will be easy to expand. . . . We can now handle issues ourselves, with the immediacy they demand.

— *Jerry Crocker*
IT Director,
Sanford Airport Authority

THE SOLUTION

SAA opted for an innovative new IP crash phone solution presented by VoiceInterop of Boca Raton, Florida. VoiceInterop, whose crash phone technology is powered by WAVE software, provides voice and video interoperability solutions for homeland security, aviation, mass transit, utilities and commercial B2B applications.

One of the chief factors leading to the selection of VoiceInterop's WAVE-based system was easy integration with existing hardware. As a standards-based software application capable of working in any Windows environment, WAVE is unique among its peers. Every other industry solution requires investment in proprietary hardware, driving up costs and hindering scalability.

At the time, SAA was already employing an Avaya PBX system, consisting of an S8700 Media Server and Definity Servers, to manage internal communications. With the capacity to support a range of analog and digital interfaces, the most sensible and cost-effective solution was to leverage the full capabilities of the Avaya system with WAVE. Avaya Labs had previously tested WAVE for compliance with the Avaya Communications Manager, their call processing software, so it was known that the Avaya system and WAVE would integrate perfectly. Plus, with WAVE as the solution's core component, it would be possible—better yet, easy—for SAA to avoid recurring maintenance costs and control the management of the crash phone system using internal personnel.

Once SAA selected the VoiceInterop solution, the system was fully installed in less than three months. Originally, the crash phone had three legs, connecting to ARFF, Airport Operations and 911 dispatch. WAVE helped SAA connect disparate communication devices by linking their conventional channels with four trunked Motorola two-way radio talk groups, all utilizing the same network resources. And as they grow, the WAVE-based system gives SAA a virtually unlimited capacity for expanding the number of call participants, regardless of the type of voice or data communications equipment.

"The WAVE solution was easy to install, easy to use, and will be easy to expand," says Jerry Crocker, IT Director at SAA. "As a software-based system, it's much more efficient than any of the hardware solutions we looked at, and it integrated seamlessly with our existing infrastructure. Most importantly, we can now handle issues ourselves, with the immediacy they demand."

Let's Talk

We solve complex communications issues every day. How can we help you?

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THE RESULTS

Proven Reliability

To overcome regular outages caused by the age of the system, weather, and power surges, a fully redundant architecture with no single point of failure ensures maximum system uptime.

Internal Control

Because WAVE is an intuitive, software-based system, Sanford avoids excessive downtime and reliance on local telecoms for maintenance. The systems is now completely managed by in-house personnel.

Cost-Effective Integration & Scalability

WAVE's non-proprietary, standards-based solution works with existing hardware infrastructure, removing the burden to purchase expensive new equipment and scaling to an unlimited number of users.

WHAT IS A CRASH PHONE?

A crash phone operates like a conference call, but in reverse. Instead of different parties calling in to a single point, a single call simultaneously goes out to a number of recipients.

An airport's crash phone is one of the most important pieces of emergency equipment. When an event occurs, air traffic control personnel in the tower simply pick up the phone to connect instantly with a combination of first responders and airport operations staff.

ABOUT WAVE

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 that 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 worldwide. Proven in thousands of the most complex deployments around the world, WAVE helps you integrate and control a truly unified communications system so that office-based and mobile workers can simply talk, make decisions and act. WAVE has a Certificate of Networthiness from the U.S. Army and is on the NATO Approved Fielded Products List.

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