Scout™

PROVEN TRUSTED RELIABLE

AVTEC

consoles you can count on

A 30-Year, 100% Acceptance Record

ABOUT

For more than 30 years, Avtec has provided radio dispatch consoles for mission-critical operations centers. With the fourth-generation Scout console system, Avtec continues its legacy of providing proven, trusted, and reliable solutions to customers around the world.

PROVEN

Whether considering a replacement strategy for existing radio dispatch consoles, or implementing a new communication center solution, choosing a partner with extensive industry references and a technology solution with a proven track record is critical.

DID YOU KNOW

More than 80 percent of major U.S. railroads and airlines have standardized on Avtec for their business and safety-critical dispatch communications.

More than 100 public safety agencies depend on Avtec Scout consoles to support first response and emergency preparedness. These include: police, fire, emergency medical, university campus security, airport security and emergency response, national port security, federal and local emergency management services, and military agencies.

Nearly 100 Fortune 500 commercial customers, covering transportation, utilities, mining, facility management, and manufacturing use Avtec consoles for daily operational and safety-critical communications.

TRUSTED

There is no better endorsement than having your product selected by multiple industry leading radio solution providers. Accepted for its open architecture, flexible design, and ease of integration, Scout has become the "console of choice" for many major radio manufacturers.

DID YOU KNOW

Scout supports and has certified more APCO Project 25 (P25) Analog Fixed Station (AFSI), Digital Fixed Station (DFSI), and Console Sub-System (CSSI) interfaces with P25 radio manufacturers than any other true IP console system.

Scout offers the most direct IP interfaces into next generation Digital Mobile Radio (DMR) technologies, including: IDAS™, MOTOTRBO™, and NEXEDGE™.

Avtec partners with the leading DMR and NXDN radio manufacturers to offer Scout as part of a completely integrated, turn-key console solution.

While Avtec offers direct turn-key solutions for some customers, many Scout systems have been deployed and are serviced by Avtec's select network of certified channel partners.

RELIABLE

Avtec's track record reflects a 30-year tradition of uninterrupted product support. All four generations of console products remain in service at customer locations worldwide to this day.

DID YOU KNOW

Avtec has a 30-year, 100% system acceptance record.

Eight out of ten customers surveyed gave Avtec an "Extremely Satisfied" rating for Customer Support Services.

Eighty-five percent of Avtec's customers would recommend Avtec to their colleagues.

Scout™, The True IP Console Of Choice

THE SCOUT CONSOLE SYSTEM

Launched in 2008, Avtec's Scout console system is a completely distributed, fully redundant, VoIP platform designed for round-the-clock mission-critical environments. Unlike traditional TDM-based dispatch systems, Scout does not rely on centralized hardware, but instead is comprised of modular IP-based components. This architecture allows the Scout components to be deployed locally and/or anywhere within an enterprise network.

A SCOUT SYSTEM CONTAINS THREE MAIN COMPONENTS:

1 **Scout consoles**

Scout console software offers the most configurable user interface in the industry and operates on non-proprietary PCs and monitors. Console positions also include a voice media gateway plus optional peripherals such as speakers, microphones, jack box interfaces for handsets/headsets, footswitches, and busy-indicator light poles.

2 **VPGate software**

VPGate is a driver-based translator that supports a wide range of proprietary and standards-based communication protocols. VPGates are deployed in a redundant configuration and convert disparate voice protocols -- such as P25, Digital Mobile Radio (DMR), NXDN, and SIP (Session Initiation Protocol) telephony -- into a common language to communicate with Scout consoles. Drivers for new radio systems are added regularly through software upgrades.

3 **Endpoints**

Endpoints are physical (or virtual) resources such as base station radios, talk groups, or telephony circuits. Many newer radios (P25, DMR, NXDN) and SIP-based telephone systems can connect directly to VPGate via IP, without gateway hardware. Legacy radio and telephony interfaces that were not designed for IP environments require analog-to-IP gateways. Avtec's Outpost is available to convert legacy radio interfaces to IP-control; once in the IP network, endpoints can be controlled from any or all console positions via VPGate.

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THE PATHWAY TO DISTRIBUTED CONSOLE SYSTEMS

Legacy dispatch systems fostered a single-site approach to communications. Historically, these TDM or hybrid TDM-IP systems required centralized backroom equipment, were dependent on copper leased lines, and made disaster recovery planning hardware-intensive and costly. Each agency or site within an organization was an isolated island, unable to easily share resources.

Scout's pure IP console technology has helped migrate many dispatch centers to a more distributed architecture while maintaining operational continuity and seamless functionality across multiple centers. Geographical separation of consoles and radio interfaces with Scout provides a natural immunity to emergency events that can impact a communications center. Scout's distributed architecture eliminates the need for costly duplicate standby backroom equipment while providing failover through WAN (Wide Area Network) connectivity. Scout's redundant wireline support for the latest digital radio systems provides customers with the flexibility to choose from multiple radio solutions vendors. Direct Ethernet connectivity removes the need for hardware-intensive control station interfaces for high-density environments, while wireless interfaces supported feature-rich connections to adjacent agency radio systems, for interoperability. Avtec VPGates support simultaneous control of both trunked radio and conventional interfaces, which enables a simplified migration strategy to new radio systems. Scout offers both wireline and wireless interfaces to most leading radio systems and provides the enhanced feature set traditionally only available with proprietary consoles.

In summary, Scout modernizes dispatch communications by using VoIP technologies, reduces the cost of ownership by leveraging existing networks, reduces risk by decentralizing system components, and provides customers with a choice of radio technologies via VPGate's simultaneous support of multiple vendor radio protocols and connection options.

SCOUT ROADMAP

When compared to alternative systems available today, Scout offers significant advantages in connectivity, configurability, ease of administration, and resource sharing over wide area networks. Ongoing investment in development, to support even more robust distributed capabilities, will empower large organizations to tie together their command centers and enable mutual aid between neighboring public safety agencies. Avtec devotes more engineering hours to a single platform than any independent console company. This ensures customers benefit from regular, feature-rich upgrades that bring new features, enhance dispatcher productivity, and provide more customer choices for connectivity. Console users want systems to deliver 100% uptime with multi-site failover in the event of natural or man-made disasters. Avtec's ongoing investments in Scout's evolution demonstrates our commitment to deliver the best true IP dispatch console solution available.

Scout™ with Frontier™ A Milestone In Enterprise Dispatch

SCOUT CAPABILITIES EXPAND WITH FRONTIER

The difficulty of managing multicast IP traffic across shared wide area networks and the inefficient use of limited bandwidth are major challenges for many organizations. Avtec's Scout with Frontier™ is application-aware software that connects multiple Scout dispatch systems using standard Ethernet networking infrastructure. Scout with Frontier reduces the network configuration complexity and bandwidth by automatically providing a unicast path between Frontier-enabled locations across the WAN, gating audio packets to only those consoles with active endpoints to reduce bandwidth considerably compared to multicast-only systems.

The concept behind Scout with Frontier™ is to allow remote Scout consoles or entire dispatch centers, to access another site's resources without requiring multicast traffic to be passed across the wide area network. Scout with Frontier™ is actively in service supporting up to 16 sites over a multi-state WAN, today. This is a major milestone in offering large-scale, enterprise-ready dispatching solutions and just the beginning of Scout's future enterprise capabilities.

SO WHY SCOUT ?

Scout is a proven true IP console solution that is trusted by end-users, leading radio manufacturers, and channel partners alike. With hundreds of Scout systems in service, Avtec's Scout dispatching system is a demonstrated, highly-reliable, mission-capable platform. Scout's flexible, driver-based protocol interface enables it to easily support both current and traditional radio technologies, with drivers for new systems introduced through regular software upgrades. With Scout, Avtec continues to extend its 30-year record of providing **consoles you can count on**.