CASE STUDY

Empowering Public Safety with Smarter Emergency Communications Infrastructure

INDUSTRY: PUBLIC SAFETY/GOVERNMENT

- **Region:** Southeastern United States
- **Lines Replaced:** Fire panels, security systems, intercoms, fax, SCADA, and general voice
- **Departments Served:** Statewide police and fire
- **Deployment Footprint:** Dozens of locations across multiple jurisdictions
- **Connectivity:** Cellular failover with support for remote management
- **Compliance:** NFPA 72, ADA, and local code adherence
- **Transition Time:** Rapid deployment, minimal on-site disruption

BENEFITS

- **Increased reliability for emergency lines and monitoring systems**
- **Full code compliance, including life safety and fire code requirements**
- **Rapid rollout schedule supporting time-sensitive infrastructure upgrades**
- **Improved visibility and control via centralized cloud-based management**
- **Drastic reduction in outages and related service calls**

AT A GLANCE

Challenge

Emergency communication systems can't afford downtime. Yet aging copper lines introduced critical vulnerabilities for police and fire departments across the Southeast. These life safety systems needed a fast, code-compliant replacement with zero disruption to operations with absolute reliability.

SOLUTION OVERVIEW

Aging copper lines put critical emergency services at risk. We replaced outdated analog infrastructure with a modern, code-compliant POTS line replacement solution across multiple police and fire departments in the Southeastern U.S. The result: a more resilient, future-ready network with no disruption to essential services.

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THE CHALLENGE

In the Southeast, public safety agencies have faced several analog telephone (POTS) infrastructure failures that disrupted emergency operations. As telcos continue to decommission copper lines, emergency services have been left vulnerable. Traditional analog systems—many still in daily use—can fail without warning, jeopardizing life safety systems and essential communication. In the Southeast, multiple police and fire departments faced outages caused by degradation.

Analog line failures have direct consequences on emergency response. Outages force 911 centers and public safety agencies into reactive measures: rerouting calls to distant agencies, using ad-hoc radio messages to dispatch officers, or reverting to manual alarms. Even short disruptions can delay aid. In one case, officials noted that the workaround introduced a time lag (calls had to be answered by one center, then relayed to local dispatchers), delaying response times and burdening surrounding agencies with extra call volume.

Budget constraints, compliance requirements, and legacy devices made replacements challenging. Departments needed a fast, dependable, and compliant alternative to traditional POTS that does not disrupt day-to-day operations.

OUR SOLUTION

We delivered POTS line replacement services to support emergency communications infrastructure at local and statewide police and fire departments across the Southeastern U.S. The solution was purpose-built for mission-critical environments, ensuring reliable performance for life safety systems, security, elevators, intercoms, and other essential services.

Each location was equipped to support fire alarms, security systems, elevator lines, and SCADA applications with cellular connectivity and cloud-based failover. By using certified hardware and infrastructure compliant with NFPA 72 and other public safety codes, departments were able to meet regulatory demands while boosting operational uptime. The solution also includes centralized management features—allowing remote reboot, firmware updates, and real-time diagnostics to reduce truck rolls and ensure system visibility across all locations.

THE BOTTOM LINE

By modernizing outdated infrastructure with a reliable, compliant POTS replacement solution, emergency services across the Southeast can now operate without fear of line failure. The transition eliminated analog outages, reduced maintenance costs, and provided the foundation for long-term digital transformation in public safety.

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