

Key Interoperability Equipment Factors

Many factors drive a successful procurement. Customers should consider:

- **My Requirement** – What exactly is the problem I hope to solve?
- **Cost Versus Quality** – Buying quality usually saves money overall. Be aware of low cost product promises; JPS can provide customer advocates to describe their satisfaction with products and services, ask all vendors for the same.
- **Life-Cycle Costs** – Equipment that costs more, but lasts longer, can be a better bargain.
- **Total Cost** – Is what I pay up front the total cost - or are there hidden costs that will make a huge difference over time?
- **Installation** – How much does it cost to install? What documentation is available?
- **Support** – What support is available and what does it cost?
 - **Technical Help** – Does the vendor have a free 24/7/365 technical support line?
 - **Maintenance Plan** – Does the vendor require me to buy a maintenance plan?
 - **Software Updates** – Does the vendor provide free on-line product software updates - again available without a maintenance plan?
 - **Spares** – Should I purchase a reasonable set of spares?
 - **Training** – Would my team benefit from training – if so, what is the cost? Ask if the vendor provides free training at their facility.

With all these factors, the decision-making process can be frustrating, but the wrong decision could prove costly. JPS recommends you consider asking any Interoperability Product Vendor:

- Can the product detect speech in noisy signals including HF, AM, and single sideband?
- Does the product offer noise reduction? Noise reduction improves intelligibility and reduces strain on anyone listening to the noisy signal.
- Does the unit provide vendor neutral interfaces?
- Does the technology ensure seamless and ergonomic methods to adjust system parameters that can benefit from optimization “on-the-fly” – such as radio TX and RX audio levels and delays?
- Does the equipment have a flexible architecture so that, with system expansion, there is minimal decommissioning or replacement of deployed equipment?
- Is there a Standards-Based Protocol approach?
- Can the technology use a distributed architecture so that the failure of one part of the system or loss of network infrastructure during a disaster does not take down other parts of the system? Likewise, are local connections maintained, and is local control allowed if loss of network connectivity occurs?

Also - Request an opportunity to demo the equipment. Listen closely to the quality of speech being retransmitted and confirm there is no degradation.



Worldwide Experience

JPS Interoperability Solutions, Inc. has proven and documented success – along with the necessary skills, domain knowledge, and experience to provide a fully functional interoperability system. Our customers benefit from our rich history of delivering robust and reliable solutions to our customers on time and on budget.

A list of satisfied customers is a great way to understand how proven a technology is and how well trusted a vendor is; it always makes sense to ask for one.

Our experience in the Communications Interoperability sector spans almost three decades. Over 8800 of our ACU Series gateways have been deployed worldwide, including many US state, local and federal agencies. Here is a sample of our customer support missions and our large installed customer base:

- Mexican National Police
- Alabama Statewide Interoperability System (Fixed and Mobile)
- National Guard – JISCC WAIS System
- Washington Parish Louisiana WAIS Dispatch Center
- Camp Robinson Army National Guard Arkansas - Range and Flight Operations – WAIS Dispatch
- Air National Guard – Mobile Emergency Operations Centers
- Los Angeles Regional Tactical Communications System (LARTCS)
- FDNY – Mobile Command Vehicles and Fixed WAIS systems
- US Department of Justice “25 Cities Project”
- Mississippi Interoperability (82 Counties equipped)
- California Highway Patrol Statewide Project
- Virginia Department of Transportation VOIP Network
- Oklahoma Department of Transportation – WAIS Dispatch Phase 1
- National Guard WMD/CST (Camp Blanding Fixed Site Jacksonville Florida)
- 2006 MLB All-Star Game
- Hurricane Katrina and Rita Relief 2005
- Hurricane Charley Relief 2004
- 5 Previous Super Bowls (plus the 2005 NFC Championship Game)
- Presidential Inaugurations (also the RNC New York City 2004)
- NCAA Final Four 2004 San Antonio Texas
- Maryland – DC - Virginia Sniper Incident (2002)



- Kaiser Permanente Medical Center Shooting Baldwin Park CA September 2003
- 2002 Winter Olympics

General Suggestions

Pricing – Go beyond the initial equipment cost and investigate all aspects of your purchase:

- Hardware
- Software
- Installation
- Training
- Maintenance fees
- License fees
- Life of the product
- IT support costs

Demonstration – Ask for a demonstration of the product, if it is a solid solution to your problem, the vendor should willingly agree to a scheduled demo.

Full Feature Set – Ask whether the product has the functionality available to resolve the many problems that can occur when linking together disparate communications systems. These include customer-variable TX and RX audio delays, the ability to detect speech in noisy signals, the ability to eliminate “ping-pong”, to clean up noisy audio, etc.

Training – If it will improve usefulness or of your purchase, ask if the vendor offers training. Where and how will it be provided?

Vendor Stability/Market Presence – Ask about the company’s history and behavior. Can they provide local support, are they a stable company, how long have they been in business?

Vendor’s Facility – Will the vendor provide a site visit at their facility for higher priced procurements or if it is advisable for any other reason? JPS is always willing to have any customer visit our facility.

Scalability – Is the solution scalable, allowing phased implementation and/or room for growth. Will it interoperate with other agencies, jurisdictions, etc.?