

## SENTINEL® Patriot™

IP-enabled solution for flexible, remote call handling and maximum redundancy

In the critical dispatch environment, flexible and reliable communication is a necessity for effective incident management. So too is remote and redundant handling of 9-1-1 and administrative calls. To meet these rigid requirements and others, PlantCML offers public safety and private security operations **SENTINEL® Patriot™**.

Sentinel Patriot is a robust, standards-based software solution, engineered to accommodate the physical and functional specifications of today's progressive call centers. It is differentiated by a distributed IP (Internet Protocol) architecture, fully integrated PBX, automatic "hot" redundancy of servers and no single point of system failure. Sentinel Patriot also offers a full suite of computer telephony features, including ACD (Automatic Call Distribution) and ANI/ALI (Automatic Number/Location Identification).

As an IP solution, Sentinel Patriot allows critical infrastructure to reside in various internal or external locations. It also gives call takers full mobility to remotely provide assistance, access data sources or connect with supporting agencies. Delivering true "geo-diversity" of components and personnel, Sentinel Patriot ensures fault-tolerant call processing in virtually any situation.



IP-enabled Sentinel Patriot brings "geo-diverse" call processing to critical dispatch operations of every size.



Sentinel Patriot's embedded PBX offers many of today's most popular features and supports the demands of both 9-1-1 and administration call handling. Its ACD capabilities, including overflow handling and a variety of call management schemes, bring efficiency and balance to any operation – even when volumes are at their highest. And, Sentinel Patriot's ANI/ALI functionality immediately provides call takers pertinent information, dramatically improving operational response.

### Key Features

- IP-enabled architecture to support evolving critical communications technologies and standards
- Fully integrated, "hot" redundant PBX for 9-1-1 and administrative call handling
- Automatic server switchover for maximum redundancy
- No single point of system failure
- Automatic Call Distribution
- Full-featured, "hot" redundant ANI/ALI controllers
- Wireless Phase I- and II-compliant
- Embedded instant messaging for real-time collaboration of call takers
- Compatibility with other call center/PBX solutions

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## SENTINEL® Patriot™ Benefits

- Brings modern, IP-enabled functionality to public safety and private security operations
- Offers highly flexible configurations to meet specific on-premise or remote call processing needs
- Ensures maximum redundancy through the physical distribution of critical components
- Utilizes standard, off-the-shelf servers, routers, etc. for a wide range of performance and pricing options
- Accommodates dynamic “add-in” of new call takers as needs change
- Eliminates the need for specialized or advanced training for system maintenance (requires only basic IP and LAN skills)
- Allows new capabilities to be added or call capacity increased as necessary

Flexible in design, Sentinel Patriot supports unlimited hardware and software configurations. It physically accommodates new capabilities (e.g., radio, PBX) without increasing capacity or updating/replacing system components. And, Sentinel Patriot integrates easily with other PlantCML and/or third party applications (e.g., mapping, emergency notification and selective routing) for a completely customized solution.

## Interfaces & Options

- Administrative phones and voice mail
- Map- or list-based emergency notification
- ALI database
- Sentinel® Patriot™ Statistics and Sentinel® Patriot™ Monitor for real-time or historic reporting
- Sentinel® Patriot™ CommandPost for full mobility of call takers
- ORION MapStar™ for a comprehensive visual display of incident data



Sentinel Patriot's caller and incident data is immediately mapped and displayed by adding PlantCML's ORION MapStar™.

## Managed Services

Users of Sentinel Patriot can also tap into PlantCML's next generation Managed Services program. This includes our industry-renowned Remote Monitoring and Response, which increases network availability by providing, where possible, pre-failure hardware and software notifications to skilled professionals inside PlantCML's Network Operations Center (NOC). With this powerful combination of solutions and services, PlantCML customers achieve the highest level of response – and redundancy – possible in the mission critical environment.

## The Industry Leader

For 35+ years, PlantCML has developed and supported comprehensive solutions that address the rapidly changing communications needs of critical dispatch. With its unique IP framework, integrated PBX and high-level redundancy, Sentinel Patriot is no exception. Join the growing number of public safety and private security operations implementing leading edge call processing technology. Join those who rely on industry leader PlantCML.

Small operations with 1A2 key systems may require non-exclusive hold (not yet available).



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