

# Success Stories

PROVEN TRUSTED RELIABLE

## Avtec's Scout Console Provides a Complete Package for Niagara Falls Police Department

Avtec's innovative IP based console solution, [Scout](#), is successfully deployed at Niagara Falls Police Department providing a public safety grade dispatching platform with a robust console feature set. Avtec and FM Communications Inc., successfully deployed their innovative Scout IP-based console solution at Niagara Falls Police Department in Niagara Falls, New York, in 2009.



The decision was made to choose and implement Avtec's Scout system as it fit all of our console needs. We researched other systems, but determined that Scout offered the complete package. After choosing Scout, the install was flawless, quick and very easy, said John Wojewoda, Niagara Falls Communications Technician. Scout is user friendly and our dispatchers absolutely love it.

The Avtec Scout console system integrates open and proprietary communication technologies into a distributed and scalable IP solution. As Avtec engineers all of the key components, high quality audio, mission critical reliability and sustainability are guaranteed. Scout's configuration and management tools simplify support, reducing the total cost of system ownership.

With our previous system it was very difficult to make changes to the screens. Not only did Scout eliminate the complexity of screen development and offer unique options but it also afforded us the ability to design screens easily that accommodate both the police and fire departments together making our call center extremely efficient, continued Wojewoda. As with any public safety organization communications are crucial and we know we can rely on Scout to always provide dependable, quality communications.

Avtec's Scout system was selected and installed in cooperation with FM Communications. The Scout console system is expandable, customizable, easy to use and affordable, said Jamie Olson, FM Communications Vice President. "Avtec is a great company who stands behind their products. They were available to assist us throughout the project, from beginning to end."



consoles you can count on

