iTRINEGY
Knowing You're Network Ready

ITRINEGY GUARANTEES THE PERFORMANCE OF MISSION CRITICAL APPLICATIONS FOR APD COMMUNICATIONS' CUSTOMERS

APD Communications is a global leader in mobile information, resource location/tracking and control room solutions. The company specialises in delivering mission-critical and business-critical solutions to organisations within the public sector, transport, security, logistics and the emergency services. APD Communications' products are used in over 90 client sites in the United Kingdom, Scandinavia, Eastern Europe and the Middle East. Customers include 80 per cent of police forces in the United Kingdom (including The Metropolitan Police Service, Merseyside Police and Hampshire Police), Abu Dhabi Police, Swedish Police and leading organisations such as London Underground, Balfour Beatty Infrastructure Services and Data.

APD Communications was selected by Airwave to help develop Omniguard, their personal safety solution developed in collaboration with UK Ambulance Services for the safety of staff working alone. Omniguard is capable of being integrated into radios connected to Airwave's TETRA network, allowing staff who are working in threatening situations to request heightened monitoring from the control room. The product can also be extended to support other network bearers, devices and control room environments, allowing monitoring to be extended to include non-TETRA devices such as smartphones and PDAs on GPRS/3G networks.

Given the critical nature of the solution, APD Communications chose iTrinegy's Network Emulator (INE Enterprise), to recreate all the network types and conditions needed to test application resilience in the field.

Simon Read, Head of Product Management for APD Communications, said: "To ensure the effective resilience and failover features of Omniguard, we purchased NE-ONE Enterprise to emulate the network conditions that would be experienced by workers in the field and test all variables that could impact these users. The tool has been invaluable in helping to determine the best ways for us to ensure workers can conduct vital tasks, with the knowledge that the control room is aware of their location and status at all times."

NE-ONE Enterprise replicated the post consolidation network experience.

NE-ONE Enterprise provided APD Communications with a wealth of simulated 'real-world' network parameters; ensuring the Omniguard system was truly fit for purpose before release. This ensured the system would adapted and optimized for any unexpected connectivity and synchronization issues. This confidence in the delivery is vital where the stability of the solution is directly related to the safety and wellbeing of lives in the field.

With the need to connect control rooms with workers in the field, it is important for NE-ONE Enterprise to simulate the network conditions of sites at different geographical locations. "iTrinegy's solution provides the ability to recreate various inter-site connectivity scenarios, while giving the option to test under high load or with unpredictable network conditions. As a result, the Omniguard delivers a resilient dual-site capability that ensures the control room is always monitoring the needs of lone workers in the field," continued Read.

Setup and Ease-of-Use

Dan Ellis, Development Manager for APD Communications, had the responsibility of sourcing and implementing a solution. He noted: "After purchasing NE-ONE Enterprise, we wanted to get the solution working quickly. We found the product to be very easy to set up and as a result we have cross-trained other departments within APD Communications. iTrinegy's comprehnsive training and support ensured we were up to speed within a short space of time, and additional technical support is always on hand from iTrinegy should we require it."

Enabling Developers to Address Issues

"By utilising the Network emulator in our development labs with our CORTEX ICCS product, we have been able to test our new VoIP TETRA Port Pooling solution over a variety of different simulated connections including ADSL, Satellite and congested LANs. With VoIP usage on the increase but with differing network conditions we have been able to reliably simulate customers' environments and successfully re-factor the relevant code to address any problems. Furthermore, we can now state with certainty the bandwidth requirements of any particular scenario; essential for mission critical services where accuracy is paramount," continued Ellis.

Why iTrinegy?

"No two networks are the same and with customer data travelling across ISDN, TETRA, satellite, wireless and WAN, it is important for us to be able to recreate all these network scenarios to meet the needs of our clients. Given our existing relationship with iTrinegy, knowledge of their expertise and comprehensive Software Defined Test Networking (network emulation) solutions, the iTrinegy NE-ONE Enterprise was an obvious choice to help us provide our customers a solution tailored to meet their requirements. For example, we recently won a £3million national framework contract to provide Special Branch and Counter Terrorism Officers throughout the UK with our Mobile Identification Units. These units allow officers to instantly validate the identification of individuals by scanning their passport, smart card, fingerprint, iris and then query security databases such as PNC, Voter's Register and other specialist databases holding counter terrorism and homeland security data. The mobile unit securely transmits data via an integrated GPRS or TETRA modem; conditions that were simulated using NE-ONE Enterprise to ensure the solution would work effectively in the field," concluded Read.

iTrinegy's Software Defined Test Network solutions can be easily used by developers and testers to determine how an application will perform prior to roll-out. This capability helps to save time and money by identifying and fixing issues earlier in the development lifecycle. iTrinegy is the technology leader in Virtual Test Networks.

With iTrinegy's Software Defined Test Network solutions you can be confident in having the capability to meet all your current and future test requirements.