



Logan County – A Seamless, Fast NG9-1-1 Upgrade With 100% Uptime

Background

Located in southwest West Virginia, Logan County services 25 major cities and towns over 456 square miles. With a population of 35,000, the Logan County PSAP serves two diverse audiences: an aging population from a mining town that is in slow decline and a new, burgeoning tourism culture that is embracing recreational off-roading as a sport.

The Logan County PSAP acts as a daily lifeline for the retired mining population and as emergency rescue for the risk takers and tourists that visit Logan County in the name of “taking the mountain.”



Challenge

As Logan County’s diverse population began growing and shifting, its PSAP found it increasingly difficult to quickly respond to emergency calls. Its aging Viper system was unable to handle the County’s growing needs and would require an expensive upgrade to support NG9-1-1 features. And with text messaging on the rise, the County needed a NG 9-1-1 solution that would allow them to support advanced communication features as the State enabled them.

Add in glitches caused by a failing system, and Logan County found itself running out of time. Emergency communications centers can’t afford downtime, and they can’t afford for their systems to fail – peoples’ lives depend on it. Logan County was told it would take up to a year to upgrade the system.

“My biggest concern was downtime,” Logan County PSAP Director Ted Sparks said. “And my fear of downtime (working with MicroAutomation) was zilch.”

Solution

Boosted by industry recommendations, Sparks reached out to MicroAutomation and was promised a complete install of its NG9-1-1 install within three months.

Due to expert planning, Omni911’s easy-to-configure, software-based solution was up and running with no downtime. MicroAutomation’s on-site technicians helped create a seamless transition and were vested in the training and support of Logan County’s staff.

Once the transition was complete, Omni911 eliminated the need for ongoing on-site technicians. Sparks found the solution to be:

- **Easy to integrate** because it works on standard hardware platforms (i.e., no proprietary hardware).
- **Portable** (i.e., laptops, tablets), giving the County the freedom to staff up during call volume surges.
- **Flexible**, allowing for remote support.
- **Scalable**, growing as needs change and increase.
- **Customizable**, with personalized functionalities and interfaces that work for Logan County’s specific needs.
- **Less expensive**, even as a complete replacement.

To provide a stable backup during installation, MicroAutomation deployed Omni911 in a redundant configuration so an alternate system would automatically kick in if the primary system failed. In addition to the Omni911 workstations that provide full Next Generation 9-1-1 functionality, the solution included a full PBX system with administrative telephones, call director (auto-attendant) functionality and voice mail.

The Omni911 screen layout was personalized to support the desired functions of the call takers. And, reports providing call



statistics by call type and call taker were included in the solution.

The solution was designed to integrate seamlessly, with no disruption to the ongoing 9-1-1 operations. The design and deployment took less than 90 days, and the system was up and running by the promised date. From planning, preparation, documentation and training through ongoing consulting, the MicroAutomation team worked with the Logan County team to explain how the new system worked and provided best practices for implementing NG9-1-1 systems.

“When they came in, the classes were really simple,” says Sparks said. “The software / Softphone they sell is very intuitive to our needs. A user can sit down in front of it and get acquainted within 30 minutes of training. When they came in to do the training, it was fast and easy”

Summary of Results

- Seamless integration; no downtime for the center
- Easy, intuitive user interface. Simple training.
- Small footprint at Server and Workstation
- Solution is ready for NG9-1-1 functions such as Text Messaging, when available

Results

The new solution was delivered in just three months, as promised, with no downtime. And it was intuitive enough that call takers were able to navigate the system and take full control of their calls right away. The new solution gave Logan County critical square footage back in their server room and consolidated many separate functions into one workstation-based system, which gave operators more available space on their desks.

And, as text messaging rolls out across West Virginia, Logan County is ready to seamlessly support it.

About MicroAutomation

MicroAutomation’s Next Generation 9-1-1 (NG9-1-1) solutions are proven, powerful and reliable. Developed to be effortless and intuitive when every second counts, emergency response solutions from MicroAutomation expertly accommodate expanding communities, changing technologies and evolving 9-1-1 standards. MicroAutomation’s purpose-built Next Generation solutions adapt seamlessly to all PSAP requirements and call-taker needs while adhering to NENA i3 specifications to meet the 9-1-1 technologies of today – and tomorrow.

MicroAutomation also offers Emergency Communication Center products and professional services including:

- Omni911™ Solution Series
- Complete solution design
- Configurable and custom application development
- Turnkey implementation
- Comprehensive 24-hour customer support
- GSA Advantage IT Schedule: GS-35F-0419L

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