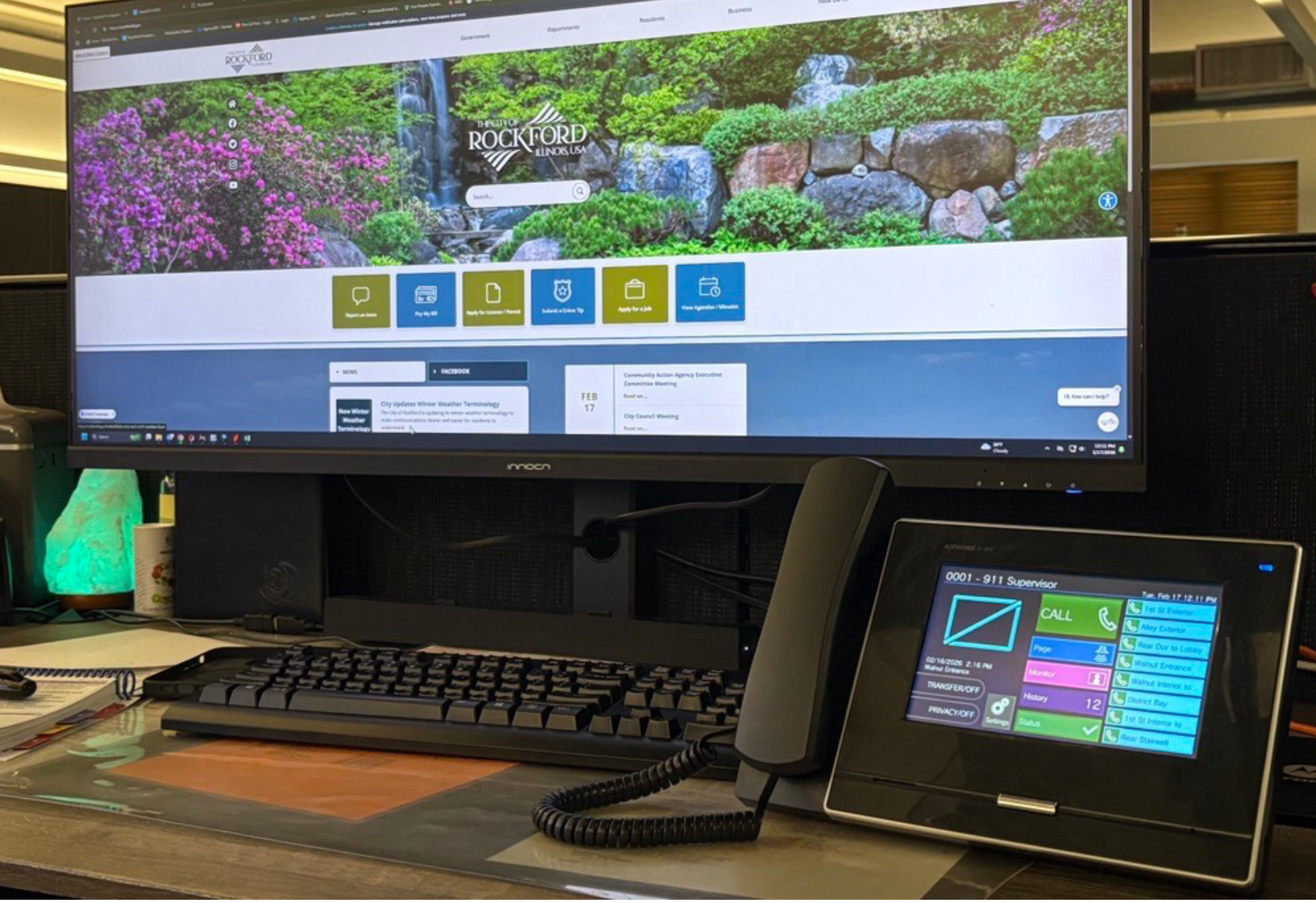
AIPHONE

Critical Communication: Aiphone in Rockford 911 Center





Improving Communication and Security

When 911 is called in Rockford, Illinois, no matter if it's an emergency or non-emergency call, it's directed to the Rockford 911 Center. There, responders handle all necessary functions including dispatching fire, police, or emergency medical response teams. The building also houses Rockford Fire Department's headquarters where administrative work takes place.

When considering their new communication and access control systems, Rockford 911 Center kept a few key considerations at the front of their minds: their new floor plan, maintaining calm energy in the room, a system that could keep up with their complex security needs, and updating their legacy access control system.

CHALLENGES

Change of Floor Plan

In 2020, Rockford 911 Center underwent a major renovation aimed at optimizing floor layout, workflow, and overall communication efficiency. The redesign ultimately led the team to retire their existing intercom system, which had already been struggling with technical limitations and could no longer reliably support the fast-paced demands of 911 operations. At the same time, they wanted to avoid complicated rewiring for another analog system.

Controlling Energy in the Room

Without a functioning intercom system, 911 call operators and dispatchers would often shout across the room or leave their desks for immediate communication. This not only created potential gaps in coverage from absent staff but created a loud and overwhelming environment. Their new intercom system had to confront this issue head on by giving staff ways to instantly communicate without leaving their stations or creating excess noise, without using wireless or Bluetooth signals that could interfere with other devices.

Legacy Access Control System

As renovation activity increased foot traffic from staff, administrators, and contractors, Rockford 911 Center recognized it was the right time to replace their legacy access control system. Their previous system was running on an outdated PC in their data center, and they were in danger of completely losing access if it failed.

> ***"The intercom system in the call center not only saves time, but controls the energy and keeps it calm."***
>
> John Girone, Rockford 911 Center Business Manager

SOLUTION

IX|IXG Series IP Video Intercom

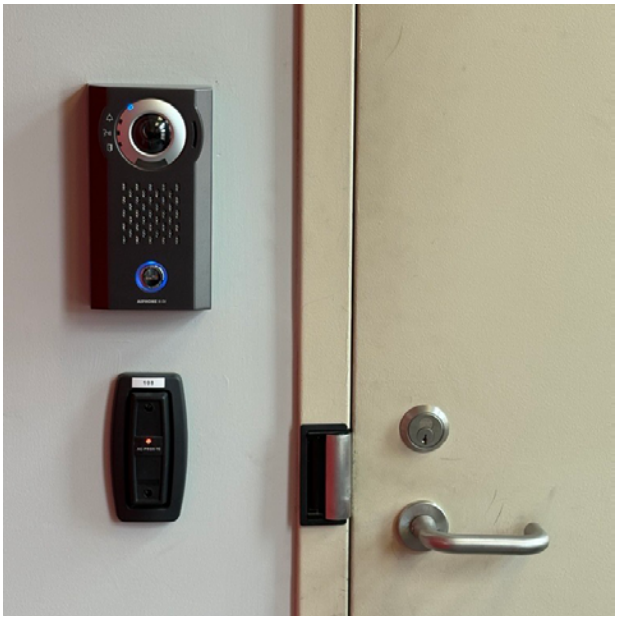
The Rockford 911 Center installed two Aiphone IX-DV door stations on external entrances, which connect with two IX-MV7-HB answering stations. When a visitor presses the call button on the door station, live video and audio feed are displayed on the answering stations. Staff can then verify identity and communicate with the visitor before granting them access.

911 operators and dispatchers have a combined 14 IX-MV7-HB answering stations at their desks, which they use to communicate with each other. This unique configuration allows for instant open voice lines in critical moments while keeping energy at a calm and controlled level.

Their IX|IXG configuration does not use Bluetooth or any signals that may interfere with their other communication systems, allowing them to work worry free.

AC Nio Access Control

Staff, administrators, and contracted workers use their Aiphone Access Control system and keycards to grant themselves access to 15 internal and external doors. This replaced their legacy access control system in an easy to navigate way. The reliability of the system lets staff not worry about whether it'll function when they tap their keycards, blending into day-to-day operations seamlessly.





BENEFITS

Hands-Free Communication

When 911 operators and dispatchers receive a call, they handle communication with multiple parties on top of entering data. Hands-free communication allows for less clutter on the desk without a handset giving them the power to use their hands for inputting important data, tracking dispatched units, and following updates.

Faster Information Relay with Speed Dial

With up to eight speed dial buttons on each station, operators and dispatchers can instantly initiate calls and convey information. The other party doesn't have to do anything to receive the call, letting them focus on continuing to provide service.



User Friendly

Aiphone's systems are easy for users to learn and adapt to. At Rockford 911 Center, staff had no issues adjusting to their new IX|IXG system. With their access control, staff and administration were able to continue using their previous keycards, making for another easy transition.

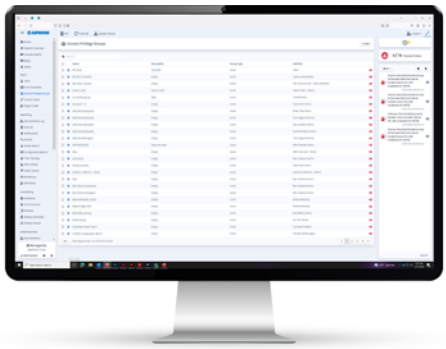
Easy to See Access Activity

With critical operations happening around the clock, being able to know who entered when and where helps to keep things running smoothly. AC Nio offers detailed audit reports generated on a set schedule for easy, straightforward monitoring.

Adding Users & Scheduling Permissions

Giving users permissions is easier than ever with AC Nio. Whether they're imported or new profiles, it takes Rockford 911 Center significantly less time to assign where they can access and when.

While renovations continue, Rockford 911 Center can give contracted workers permissions for set amounts of time and during set hours. In most cases, they can also assign these permissions to the keycards and fobs they were already using, and have the credentials automatically expire when the job is done.



"Efficiency is the biggest thing.

It takes 30 seconds instead of 10 minutes to set up a user with AC Nio."

John Girone, Rockford 911 Center Business Manager



RESULTS

Since installing their IX|IXG IP Video Intercom System and AC Nio Access Control System, Rockford 911 Center has seen an increase in efficiency and workplace safety. The intercoms make communication between operators and dispatchers effortless while keeping the energy in the room calm and streamlined. The access control system allows them to grant access to staff, contracted workers, and administration based on role, each with their own schedules.

By spending less time maintaining their access control system, walking across the room to communicate, and teaching staff how to use the new systems, Rockford 911 Center can focus on keeping Rockford, Illinois safe.

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Email info@aiphone.com for sales inquiries