AVAYA
DEVCONNECT

iNEMSOFT

LARGE CLASS 1 RAILROAD STAYS ON TRACK WITH INEMSOFT SOLUTION

The solution includes:

ClassOne® iCAS Radio Servers and IP Radio Gateways, which link two-way land-mobile radios with an organization's IP communication network to unify voice, radio and mobile communications.

ClassOne Operator Console, an intelligent, software-based workstation featuring a user-friendly interface that can command and control a wide variety of media operations and system functions.

Avaya Aura® Platform, a set of seamless components that provide comprehensive team and customer engagement by transforming traditional, single-purpose solutions for voice, video, e-mail and instant messaging into a true multimedia, multimodal architecture.

Links more than 2,000 radio base stations across 33,000 miles of rail track

The successful merger of two major railroads formed one of the largest Class 1 railroad operators in North America. With 44,000 employees and 33,000 miles of track stretching across 28 U.S. states and three Canadian provinces, this rail operation moves more than 10 million carloads of freight annually.

Challenge

Each independent operation had its own dedicated radio network that allowed field crews to communicate while servicing trains and tracks. However, the two systems were incompatible, and neither was capable of scaling to support the merged operation. Leaving its field crews without a reliable way to communicate with each other and the rail yard wasn't an option. The organization needed a solution that could unify its systems without requiring total replacement.

Bridging the Gap

To bridge the technology gap between the two systems, the company implemented the iNEMSOFT ClassOne® solution. Consisting of ClassOne IP Radio Gateways, iCAS Radio Servers and Consoles, the solution interoperates with the Avaya Aura® Platform to route radio calls over the company's high-

availability converged voice and data network. The solution links more than 2,000 base station radios across 33,000 miles of track, creating one of the largest converged radio, voice and data networks in the world.

Results

With the iNEMSOFT solution in place, the company has realized significantly lower operating costs, as well as simplified systems administration. Its train engineers, trackside crews and rail yard workers can now seamlessly communicate over the highly reliable and scalable infrastructure. Radio users have a host of new telephony features, such as call-ins, multiparty conferencing and mobile radio access. In addition, operators can "see" radio calls on their operator console monitors, allowing them to answer calls in priority order. This prioritization has resulted in more rapid response to important issues and emergencies.

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Learn More

The iNEMSOFT ClassOne solution is available through the Avaya DevConnect Select Product Program. To learn more about Avaya and iNEMSOFT solutions, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at **www.devconnectmarketplace.com**.

About iNEMSOFT

iNEMSOFT is a DevConnect Technology Partner specializing in unified communications solutions that extend to telephone and radio endpoints of all types. Its products include multiple enterprise applications designed for emergency response, dispatch, disaster recovery and collaboration across previously disparate telephone and radio platforms.

With deep experience and specialized skills, iNEMSOFT delivers solutions that integrate and manage endpoints of all varieties – especially for mission-critical environments where high reliability is a must. The company designs solutions that scale to support even the largest global deployments – backed by a team of expert designers, engineers and project managers for optimal service and support.

For more information, visit **www.inemsoft.com**

About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products and services are chosen for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP solutions eliminate the challenges of managing multivendor relationships and are easy to order through standard Avaya order processes.