



Our Customers Speak for Our Solutions

An OAISYS Case Study



West Lake Hills, TX

Located in Travis County, the City of West Lake Hills, Texas, is an affluent suburb of Austin. The town covers four square miles and has a population of approximately 3,100 residents.

The city provides police and some other municipal services. 9-1-1 calls in the county are initially routed to the county's central dispatching center, where staff identify callers' locations and type of emergency. When the call involves a police emergency within West Lake Hills, they transfer the call to the city's 9-1-1 center.

Municipal dispatchers then notify police personnel of the type of emergency, the caller's location and any other information they may have taken. Once the call is dispatched, they also monitor the responding officers' radio traffic for support.

West Lake Hills has recorded calls for several years, but the city's previous system was cumbersome and had begun showing its age, as had its telephone system.

To address these shortcomings OAISYS Silver Channel Partner Innovative Communication Systems (ICS) recommended a new Toshiba IP phone system coupled with an OAISYS Tracer call recording solution.

"It gives them a lot more flexibility than their old system," said ICS Partner and Vice President Bill Simons. "For one thing, they can administer the system remotely, rather

than having to go down to the physical box like they used to.

The ROI on the product and the integration into the Toshiba system was key," Simons said. "The ongoing support costs were more attractive with OAISYS than with their prior solution. Overall, it was a better integrated solution."

"Our old system recorded calls," said West Lake Hills City Administrator Robert Wood, "so that basic functionality was there. What was good about going with Tracer is it made it easier to access and share the recordings. It was much easier to access and to share the information with people who needed to have the recordings.

"We have to record calls for many reasons," said Wood. "We have to record in case something happens during a call, such as if the dispatcher doesn't hear something, they don't get an address and the person hangs up, they can go back and review that call immediately and see what the person said or what the issue was."

"The other system they had was very task specific. It was attached to the 9-1-1 and the analog central office lines for the police department. What OAISYS gave them was an integrated solution for the entire municipality to use."

Wood said the city and police department also use Tracer for training purposes. "All of the radio traffic



between the police and the dispatcher is also recorded by the OAISYS system. It's the phone call but also the radio traffic. That way for training purposes for both the dispatcher and the police officers, we're able to listen to how they handled a call and see if there's some way to improve that service in the future."

Having Tracer in place also helps the city with issues of prosecution and litigation when needed. "If there's a criminal issue, and there's litigation regarding that, the county attorney or whoever is prosecuting the case might want a copy of the recording for evidence. So there's a number of reasons we need to have a good recording solution to keep track of the information. It's my understanding we're legally required to record all the calls into our police department because that information often ends up being useful later."

While primarily used for police calls and communications, West Lake Hills has taken advantage of Tracer's On Demand Licensing functionality, which allows recording ports to be allocated to other offices and departments on a dynamic, as needed basis when not in use for police calls.

"The way we have it set up, the primary use is for the police calls," Wood said. "If we have ports left we have the ability to record some of the other calls for the same reason we record the police calls. They're great for training purposes, or if there's an issue later about something that was or wasn't said we can go back and check that. It's really for the police, but since Tracer has the ability, we use it a little bit for other purposes, too."

Wood is excited about the public-safety directed features in Tracer version 7.0, particularly Automatic Location Identification (ALI). ALI is a physical address service that corresponds with a phone number. It is commonly used in public safety contact centers to identify the location from which a call originates. ALI information is now integrated into the OAISYS Management Studio and is searchable.

Tracer's ease of use and administration, combined with its simple and secure sharing capabilities, have greatly reduced the challenges West Lake Hills encountered with its previous solution. "It's easier to access the information when we need to and easy to share that information with others than we need to," Wood said. "For me, it's nice because the way it was set up before, someone had to directly, physically access the server that the recording was being done on; so we had one person that could access it. Now we can give that access to anyone who needs it. That makes it easier and more efficient for people to access and utilize the product."



"I can have Tracer set up on my computer to access the calls, or the police chief can have it on his computer to access the calls, rather than just one person having access to the information and having to share it out to other people."



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