

ZETRON®

# ACOM

Command & Control



# ACOM Command & Control— Exactly what you want, the way you want it



ACOM is a feature-rich and flexible integrated IP-based dispatch system, that's engineered to meet control room operators' specific, individual needs. Meaning, Zetron builds each ACOM solution to maximize your control over the things that matter most to you.

Zetron engineers work closely with organizations to define what you need your system to do: how your screens work, how your resources appear, and how your operations are performed. And as your operations evolve, so does ACOM. With its enterprise-class server architecture and high capacity, ACOM can be updated and expanded as needs change, without requiring expensive additional hardware.

**The bottom line: ACOM has the ability to deliver exactly what you need now and adapt with you over time.**

## Proven Reliability and Capabilities

When complex critical communications require a proven platform, the best solution is ACOM. It is based on Zetron's proven platform that serves at the center of complex dispatch operations throughout the world. It delivers all the capabilities Zetron is known for—high availability, customization, interoperability, and end-to-end redundancy—all in an enterprise-class server architecture that supports the full use of IP technology.

That's why ACOM is an ideal solution for:

- **Public Safety:** Local, regional, and country-wide dispatch centers serving police, fire and emergency services agencies
- **Transportation:** Rail, aviation, traffic, maritime and port operations
- **Utilities:** Public utilities, electricity generation facilities, energy distribution operations
- **National Government:** Security operations, government-sponsored events, border operations
- **Natural Resources:** Mining, oil and gas platforms, refineries





# The Connections You Need

## → More integration, more control

ACOM is vendor and system agnostic enabling it to connect different equipment, departments, agencies and jurisdictions, giving you the vital connections you need during large-scale events and emergencies.

ACOM can serve as the central coordinating point for the entire control room, integrating everything from Computer Aided Dispatch (CAD), Automatic Vehicle Location (AVL), voice call logging, digital input/output control and video surveillance to access control and radio base station voting control.

ACOM supports a broad range of telephony technologies including SIP, ISDN and QSig; signalling and radio protocols including ED-137, NXDN and MotoTRBO; standards-based radio interfaces such as P25, TETRA and DMR; conventional and trunked Zetron mobile radio gateways. Zetron even provides broadband Push-to-Talk (PTT) solutions, e.g., 3GPP MCX and proprietary PTT devices (PTToC).

## → Delivering secure end-to-end encryption

The security of your system is vital to the integrity and continuity of your operations. ACOM's full end-to-end encryption is designed to keep your communications secure. DES and AES encryption are integral options of ACOM radio interfaces. In addition, ACOM supports the use of a Key Fill Device (KFD) or connection to a Key Management Facility (KMF) for Over-the-Network Rekeying (OTNR).

## → The bandwidth you need, when you need it

ACOM ensures that IP connectivity is used efficiently and bandwidth is available during critical times and when network traffic is at its peak. The system utilizes a consolidated audio stream to the console that allows an operator to select any or all resources simultaneously without affecting the IP-network bandwidth to the console.

## → Remote and mobile operational support

ACOM allows you to use a USB headset with a laptop or tablet PC to set up remote, temporary, back-up, mobile or training positions quickly and securely. Your mobile and remote operations will have unlimited access to the full resource capabilities of the console system—and at a fraction of the cost of a fixed position.

## → Migrate at your own pace

ACOM supports both your legacy equipment and new technologies, allowing your team to use your existing equipment as long as you need to and migrate to NextGen technologies at your own pace and as budget allows.



# The Look You Want, The Operations You Require

## A UI designed specifically for you

The ACOM user interface (UI) simplifies the complex workflows and has the flexibility to create:

- Colors, buttons, icons, text, images, sound effects or localized language displays that suit your particular requirements, location, dispatchers or agency.
- Screen layouts that mimic your previous dispatch console UI and reduce training times.
- One-click operations that simplify tasks and reduce response times.
- Screens that support dispatchers with physical disabilities. This can include larger displays for the visually impaired, colors modified for those with color blindness, or specialized visual alerts for those who are hearing impaired.

## Access from anywhere

ACOM's support for profile-based logins gives users great flexibility when it comes to accessing the system. This can be critically important during disaster-recovery operations or situations where different systems are deployed and interagency access is required. A single console position can log in to any one of several ACOM systems simply by using a different login profile. Profiles can reflect available resources, dispatch functions, duty shifts and schedules, supervisory and maintenance roles, and training exercise simulations.

## Easy screen modifications

ACOM consoles can be modified quickly and easily in response to unexpected incidents, emergencies, or dispatchers' changing needs. Utilizing a simple drag-and-drop procedure, dispatchers can dynamically add resources or remove them from their screens as the situation demands.

## Flexible call management

The ACOM Call Management feature allows you to determine how calls are viewed, prioritized and handled. Call Management can be configured to:

- Show only the calls you're interested in or display a history of current calls in the system as soon as you log in.
- Prioritize, sort and color-code incoming call queues.
- Indicate when another console operator has answered a particular call or how many times a particular field user has sent in a call alert.
- Track all radio, telephony and digital I/O activity in the system and present this information through customizable Call Stacks to any connected console.
- Allow dispatchers to acknowledge, answer, call back or end any call directly from the stack. This gives dispatchers control of all their calls from one simple display.

## Call views and staffing analysis

ACOM Areas of Interest and Call Stack features can be used together to track call activity to make sure your staffing levels match the current call needs. For instance, you can track the number of operators logged into a particular role, how many are available to take calls, and how many calls are waiting to be answered, and then adjust staffing levels accordingly.

## Smart audio routing

With the ACOM system's flexible audio routing, any audio input source to the console can be directed to any audio output, and audio levels can be automatically adjusted based on the operator's console selections. No expensive, hard-coded software changes are needed.



# The Performance You Expect

## High availability

ACOM delivers the highest levels of availability so it stays up and running, and ensures your communications get through, even if a fault occurs.

## Easy installation

Advanced configuration management tools make ACOM easy to install, configure and maintain. Plus, you can administer the system remotely from anywhere on the network.

## Optimal performance

The ACOM built-in IP diagnostic tools and web-based system management capabilities simplify system maintenance and error diagnosis. They also monitor and report on the health of the network to ensure that its running efficiently, keeping systems performing optimally with low cost of ownership.

# Services That Support You

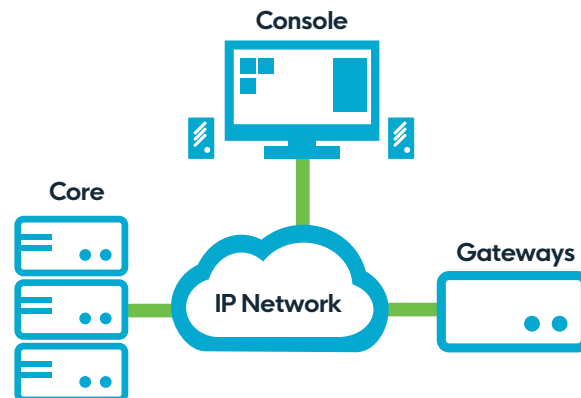
Zetron works with you from your system's inception through its design, implementation, training and support phases to ensure that it's designed, installed, configured and maintained to meet your current and ongoing business requirements. This protects your investment and ensures that your system is running optimally to deliver the reliability and functionality you need—on time and on budget.

From project management to engineering, training and service plans, Zetron has your back. From start to finish—and beyond.

# The ACOM Platform

The ACOM architecture's modular structure can accommodate over 2,000 interfaces and hundreds of IP console positions making it suitable for small, medium and large operations, as well as operations that expand over time.

The ACOM Dispatch Console is the point through which dispatchers interact with connected resources. The Console and connected Media Dock with Headset, Speakers and Mic - or just simply a USB Headset in mobile scenarios - provide the essential tools dispatchers use to communicate with personnel in the field.



The ACOM Core utilizes a cluster arrangement with stacked switching equipment to provide a completely redundant solution that keeps your communications up and always running reliably. Since its energy efficient, with a small physical footprint, and can centrally located or separated for geographical diversity.

Gateways and Radio Gateways provide the interfacing capabilities for a multitude of digital and analog radio and telephony technologies. Gateways can be deployed locally or at remote radio sites.

# Why Zetron?



## Zetron Services and Support

Zetron offers unparalleled customer service, training and support through Zetron's Connected Care plan. Services include telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training.



## Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.



## About Zetron

Zetron is a leading provider of communications technology and services that help save lives and enable critical operations. Zetron solutions are highly interoperable, configurable, and scalable, offering unrivalled choice, flexibility, and value. Our customers are located on all seven continents and across a variety of industries, including public safety, federal government, transportation, utilities, natural resources and more. With an exceptional reputation for high quality and reliability earned over decades of experience serving both public and private sectors, Zetron delivers solutions that are purpose-built to be always ready, always on — anywhere that uninterrupted mission critical communications are non-negotiable. For more information visit [www.zetron.com](http://www.zetron.com) and connect with us on [LinkedIn](#), [Facebook](#), [Instagram](#), [X](#) and [YouTube](#).

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# ZETRON

Always ready, always on.