



We record & analyze communications

SUCCESS STORY

The Estonian National Radio Network ESTER



ESTER - the TETRA network in Estonia

Estonia's nationwide TETRA network, ESTER, facilitated by over 100 base stations, extends coverage to the entire country, including collaboration with Finland's VIRVE network at the north coast to aid Gulf of Finland communications and border guard cooperation. Serving around 10,000 daily users, including emergency services, border guards, and prison authorities, ESTER is integral for professional radio communications, utilized by 8 ministries and 17 agencies continuously. Owned by the Ministry of the Interior's IT and Development Centre (SMIT), ESTER was first established by Cassidian in 2007 and led the upgrade to TETRA release 6.0. To enhance its service, SMIT is integrating a new Communications Recording platform compatible with Airbus D&S TETRA version 6.0, ensuring data separation for the diverse organizations utilizing the network.



CLIENT NAME

SMIT

INDUSTRY

Centre for Information
Technology and Development

SOLUTION

Neo

REGION

Tallinn, Estland

www.smit.ee

The Challenge

Thus, SMIT was seeking a Central Recording solution compatible with the ESTER radio network built by Airbus Defence and Space. The recording solution had to be based on Microsoft Windows and able to monitor, record and play back securely stored audio and metadata for hundreds of concurrent users. Furthermore, the solution had to offer high availability of 99.9 percent and be compatible with virtual environments. Last but not least, the solution needed to be scalable to accommodate changing needs or growth in usage.

“ASC’s communications recording solution empowers our public safety agencies and makes them the equal of any nation in the European Union.”

Jürgen Lasn
Leading telecommunication
networks expert SMIT

The Solution

As a result of these requirements, ASC’s Communications Recording solution, EVOIP^{neo}, was SMIT’s preferred choice. EVOIP^{neo} was the only recording solution certified by Airbus D&S with TETRA release 6.0. The TETRA integration allowed use by multiple control centers without affecting transmission security. Its multi-tenancy feature was perfect for Estonia’s requirements, allowing strict separation of data for each organization and distinct access rights for officials based on seniority or need-to-know. Each agency could create its own recording configuration, but the fundamental settings were established by SMIT. Moreover, EVOIP^{neo} provided a fail-safe solution essential for emergency situations. Unlike most global organizations, ASC provided intensive local customization and support. The user interface of EVOIP^{neo} was translated into Estonian, a crucial requirement of SMIT. An ASC technician installed the solution in Estonia within a week and provided ongoing customer service afterwards. An extensive workshop and training for multiple user levels at the ASC Academy provided SMIT’s key personnel with in-depth knowledge of the installed recording solution. Moreover, this training empowered SMIT to perform necessary changes to the configuration and to set up new tenants.



The Benefits

ASC's EVOIP_{neo} recording solution helped SMIT conduct post-incident analysis and streamline its processes, a critical matter since shaving seconds off response times can make the difference between life and death in an emergency. Supervisors can add comments to calls and easily email recordings back and forth. Recordings are tamper-proof, and timestamps are accurate to within a hundredth of a second. Voice and emotion recognition can assist with investigations. Jürgen Lasn, Leading telecommunication networks expert for SMIT, went on to describe one of his favorite features of EVOIP_{neo}, "Last Call Repeat". This function lets the responder replay the current call, even while the caller is still on the line. Since callers may panic or become incoherent during stressful situations, Last Call Repeat ensures the dispatcher receives the correct information, critical to a successful response.

Highlights

- ✓ 10,000 users rely on ESTER for their communications, including police, rescue services, medics, ambulance, border guards and prison authority
- ✓ Central recording solution compatible with Radio Network
- ✓ High-availability of 99.9 percent
- ✓ Scalable solution for changing needs growth in usage
- ✓ Multi-tenancy feature: strict separation of data for each organization and distinct access rights
- ✓ Intensive local customization and support
- ✓ Post-incident analysis and improvement of processes
- ✓ Recording solution tested and certified by Airbus

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About ASC

ASC is a worldwide leading provider of software and cloud solutions in the field of omni-channel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

