

Case Study **Rapid Deploy Satellite** First Responders - Fire

VSAT, Site Survey, Installation & Maintenance



OVERVIEW

A fire department in the North Eastern region of the U.S. had an outdated communications system for their Emergency Operations Center (EOC). The EOC, which is situated in a sprawling region with lots of acreage, had coverage white spots and was unreliable.

The crews needed up-to-date technology and the peace-of-mind that their connections would work when and where they are needed.

Expedition Communications solved the department's challenges and got their emergency communications system in top working order.

THE CHALLENGES

- Outdated systems put lives at risk
- Old system didn't have a data signal prioritization
- Long maintenance window for system failures needed improving
- Unreliable systems weakened the departments response capabilities

THE SOLUTION

- Site Survey
- De-installation of Old Satellite System
- Upgraded Antenna Size for Signal Strength
- Installation of Remote Antennas
- 40GB Pre-paid High-Speed Bandwidth Plan
- First Reponsder Signal Prioritization
- 24/7 Customer Support Team
- Next Day Rapid Response Maintenance



RESULTS



The new satellite system filled in white spot areas and the pre-paid plans kept the team on budget and guaranteed access to ensure a high level of business continuity.



Enacted a critical First Responder priority data plan with larger antenna for higher availability for critical communications



Next Day maintenance and 24/7 customer support ensured the team is ready and connected when needed.



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