



Tadiran Telecom Tackles Emergency Call Centers' Market, Delivering Solution to Latvian Medical Dispatch Center

Tadiran Telecom, a leading global business IP telephony and communications supplier, announced the successful deployment and implementation of a fault tolerant distributed network of Coral IPx systems for Medical Dispatch Center that provided uninterrupted emergency medical services to population of urban and suburban areas of Riga, a capital of Latvia. Tadiran Telecom, through its business partner Unistars, has delivered a turnkey communications network of IP telephony communications servers, successfully completing the first phase of the Medical Dispatch Center's reform project.

Semion Shtrikh, the Medical Dispatch Center chief medical officer: "Tadiran Coral systems simplify the medical dispatchers' work, connecting the emergency teams more efficiently and bringing about telephony traffic relief." He added that the system had already proved its efficiency during the recent flu epidemic in which the ambulance center was required by the Latvian health minister to handle all fever-related calls. Within hours the newly established emergency substations staffed with resident doctors were connected to the central dispatcher service. "The number of calls increased dramatically, but telephony traffic flowed undisturbed."

Zeev Aviv, VP Sales & Marketing at Tadiran Telecom says that "Tadiran Telecom systems deployed in the 112 project provide a flexible and reliable solution meeting the changing operational requirements of dispatch call centers while providing infallible, prompt communication at any given moment. This state-of-the-art communications solution marks Tadiran Telecom's first foray into the Emergency Call Centers' market and is sure to save many lives."

Deployed Medical Dispatch Center solution is based on a use of Tadiran's reliable VoIP communications servers allowing IP phone survivability thus avoiding relocation of dispatchers in case of any communications server(s) failure. Deployed system configuration flexibility allows prompt addressing of changing operational requirements and emergency situations.

In terms of the project Tadiran Telecom and its technology partner Wygant Scientific Inc. have deployed a *unique* call recording solution incorporated Wygant's call logging system and Tadiran Telecom's newly developed IP phone emulation board enabling recording of any station and trunk of multiple remote Coral IPx systems from a single location where VoIP logging system is installed. The CTI interfaces of all Coral IPx servers installed on the network are connected to a single Wygant's call logging system to manage accurate triggering of all call recordings.

The solution may be expanded to include all features required for life-saving services by the European Community, such as integration with databases, a caller location determining system and electronic geographical maps.

About Tadiran Telecom

Tadiran Telecom® has been an established innovator in telecommunications for more than 40 years. A leading global IP business telephony and communications supplier, Tadiran serves businesses and organizations of all sizes with a comprehensive family of products, including IP PBXs, contact centers, IP telephones, and mobility and desktop applications. Tadiran distributes IP communications solutions to some of the world's largest companies and organizations across 41 countries through authorized business partners. For more information, visit www.tadirantele.com.