PROFI TAP

Use Case

VISIBILITY AND REMOTE TROUBLESHOOTING FOR RURAL NEXT GENERATION 911 LOCATIONS
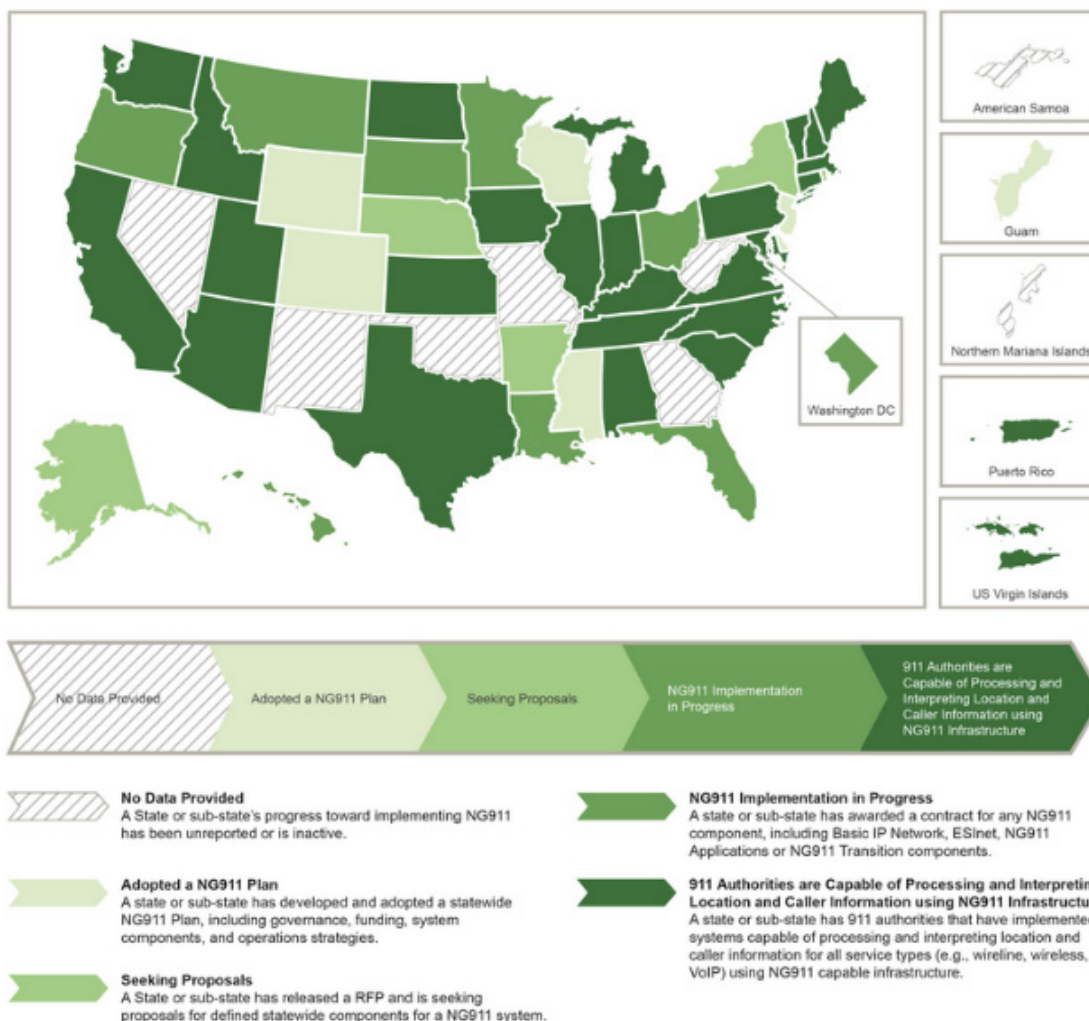
EMERGENCY CALL
911

The Challenge

A North-central State in the USA needs to upgrade to the Next Generation 9-1-1 framework, but while for big cities there is budget and technical infrastructures, there is no affordable solution for troubleshooting network issues in remote locations. The risk is to leave various areas of this State with diminished emergency coverage in case of network issues.

"Next Generation 911 - known as NG911 in the public safety community - is the future framework for 911 call delivery in the USA and Canada, to upgrade the ability for people in distress to use modern technology and send data such as text messages and photos to help first responders more quickly locate people in need. NG911 is a closed digital (IP-based) 911 network that is standards-based, scalable, secure, redundant, and built to meet the needs of public safety." - Explained the IT Manager in charge of the migration.
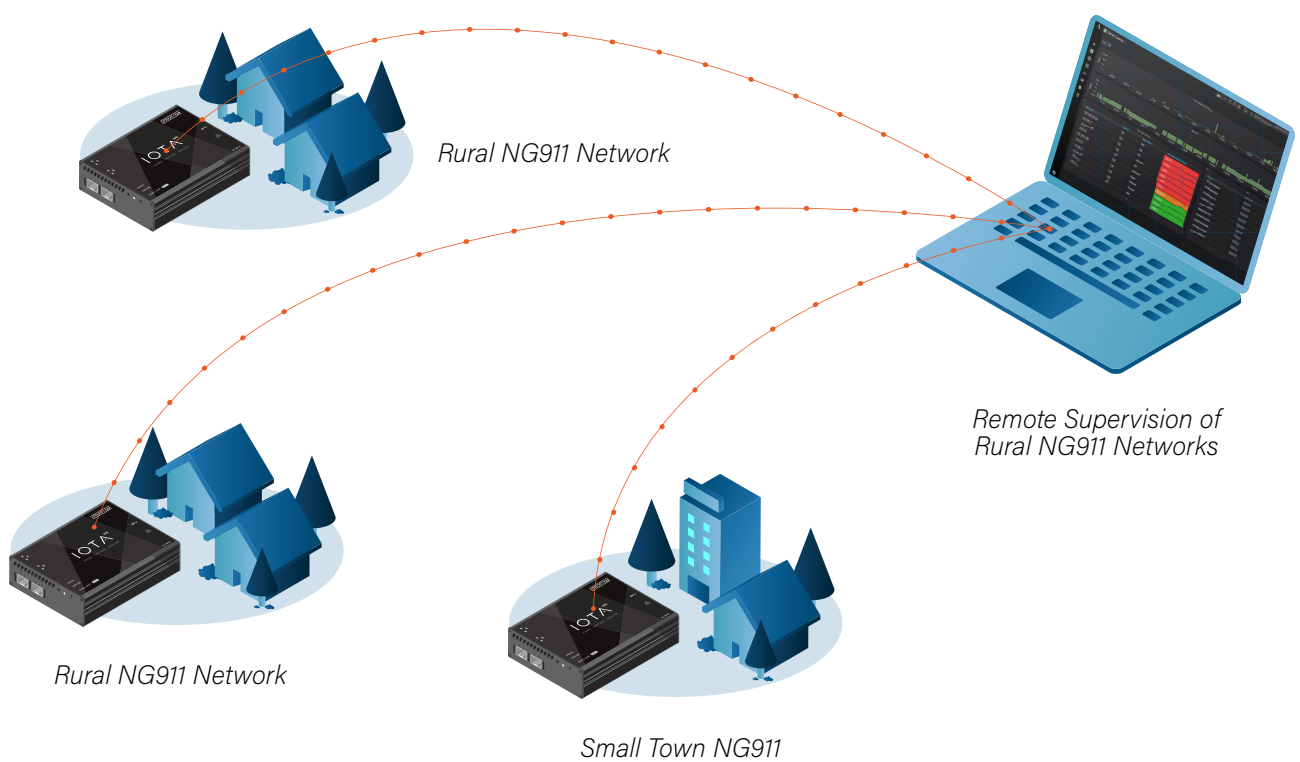
The Next Generation 911 digital framework will require network management from one or more data centers per city, but it does not offer an affordable solution for remote locations or small villages, which are very numerous in this North-central State in the USA. These locations cannot afford to have a dedicated data center, but most probably will rely on a dedicated server or small groups of local people to make sure the 911 digital service is available. In case of a network issue, hard to reach locations will have to wait for an expert to be sent to the place, resulting in call quality degrading, or dropped calls or, in the worst-case scenario, leaving the community/area at high risk as the emergency service might not be fully available. If time represents a security issue, also the costs of maintaining the 911 service will be quite high in case of issues.

No Data Provided
A State or sub-state's progress toward implementing NG911 has been unreported or is inactive.

Adopted a NG911 Plan
A state or sub-state has developed and adopted a statewide NG911 Plan, including governance, funding, system components, and operations strategies.

Seeking Proposals
A State or sub-state has released a RFP and is seeking proposals for defined statewide components for a NG911 system.

NG911 Implementation in Progress
A state or sub-state has awarded a contract for any NG911 component, including Basic IP Network, ESInet, NG911 Applications or NG911 Transition components.

911 Authorities are Capable of Processing and Interpreting Location and Caller Information using NG911 Infrastructure
A state or sub-state has 911 authorities that have implemented systems capable of processing and interpreting location and caller information for all service types (e.g., wireline, wireless, VoIP) using NG911 capable infrastructure.
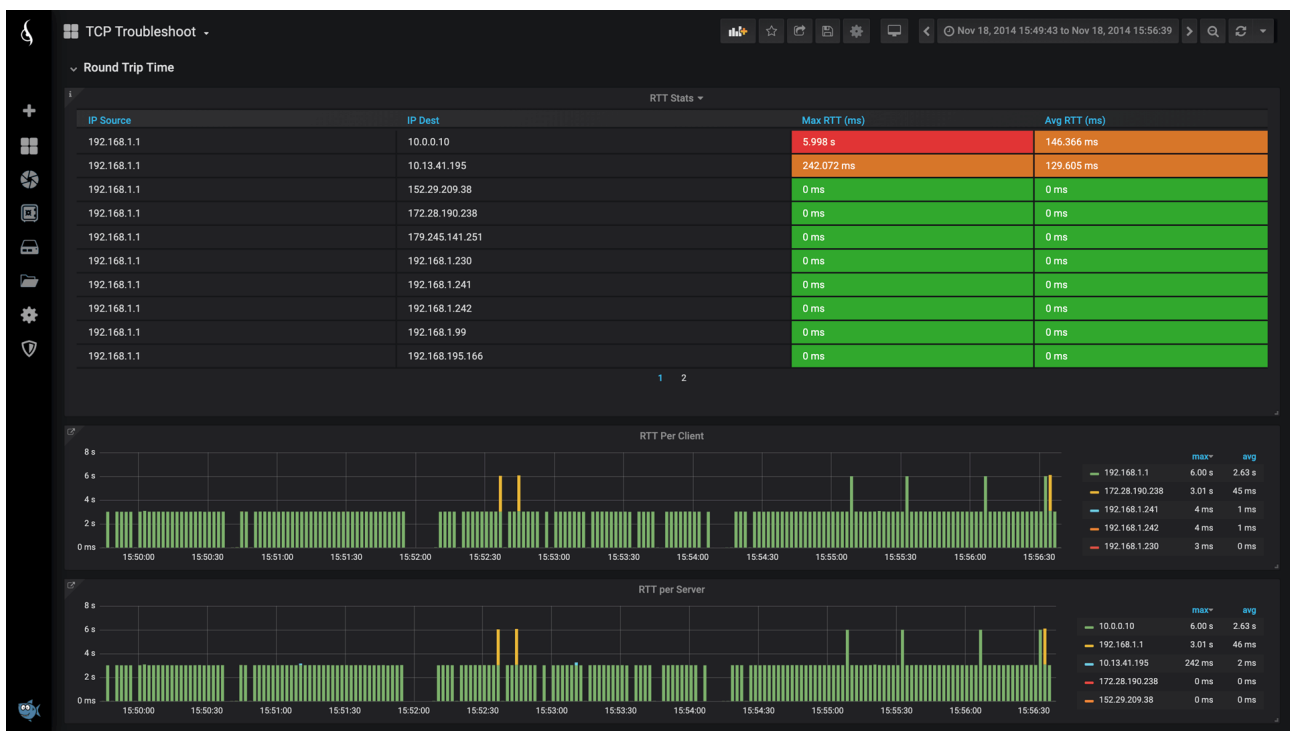
The Solution

The IT department of this North-central State in the USA selected and deployed in several strategic locations a customized version of **_IOTA_** - the award-winning all-in-one network traffic monitoring solution. Being easy to configure without the need for on-site technical staff, IOTA provided the customer detailed network traffic visibility to critical applications and data, allowing them to obtain real-time and historical network traffic without affecting the network performance and security.

> *"Network application problems now can be resolved remotely and quickly, with full packet and metadata analysis." – said the IT Manager in charge of deploying the solution.*

Rural NG911 Network

Remote Supervision of Rural NG911 Networks

Rural NG911 Network

Small Town NG911

IOTA: Customer's Benefits

✔ Network performance is maintained by keeping a close eye on the most essential performance metrics, retransmissions, packet loss, latency, throughput, availability, and connectivity.

✔ Monitor network hosts, top talkers, bandwidth, latency, TCP, UDP, IPv4, IPv6, VLAN and DNS using a premade and intuitive set of comprehensive dashboards.

✔ Track down security flaws with full visibility over 200+ applications and protocols (DNS, HTTP, SSH, Office 365, Skype, Whatsapp, Netflix, etc.)

✔ Fully managed over HTTPS and with built-in VPN, offering easy deployment and usage in any network topology.

✔ Diagnose remote problems without on-site assistance.

✔ The monitored network is isolated from the management interface, and therefore helps to avoid any risk of injection of MITM attack through the device.

IOTA TCP Troubleshoot dashboard

BRINGING CLARITY
INTO YOUR NETWORKS.
ANYTIME.
ANYWHERE.

PROFI TAP

Profitap develops and manufactures Copper and Fiber Network TAPs, Network Packet Brokers and Portable Field Service Troubleshooters. These solutions are designed with the security, forensics, deep packet capture and network performance monitoring sectors in mind. Profitap network solutions help eliminate network downtime and add security to existing and new networks all over the world, assist in lawful interception applications and reduce network complexity. All of Profitap's network monitoring tools are highly performant, secure and user-friendly, and provide complete visibility and access to your network, 24/7. Learn more at profitap.com

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