



# FIRST RESPONDER

Department of Parks and Recreation

EnTelegent Solutions  
[www.entelegent.com](http://www.entelegent.com)

## Business Need

First responders utilize cellular networks. However, first responders are finding themselves competing with civilian users for network capacity. When they most need connectivity, the potential for network congestion is the highest. With the explosion of IP traffic in both number of users and the spike in subscriber use of video, congestion on cellular networks has increased - particularly at events that attract large numbers of people.

## Department of Parks and Recreation

The Department of Parks and Recreation (DPR) for a large state was seeking a voice and data network solution for lifeguards that work at state owned beaches which will significantly reduce the potential for contention between critical traffic related to first responder use and that of patrons.

## The Challenge

During peak beach – going season, as well as for sponsored events held on or near the beaches, the cellular networks serving the beaches become congested making both voice and data communications difficult for the lifeguards to communicate with the lifeguard headquarters and each other.

## The Process

EnTelegent teamed with a field-services company, Cisco, and a firm with extensive knowledge and experience in wireless solutions to respond to a state RFP seeking proposals to resolve the congestion issue at up to a dozen of the state’s largest beaches. Among the various responses (which came primarily from cell companies or MSPs that deploy cellular), EnTelegent was unique in its proposal to build and operate a carrier – grade WiFi first responder network.



## The Solution

The field-services team of which EnTelegent is a member was awarded the contract. The compelling features leading to the awarding of the contract to EnTelegent’s managed Wi-Fi included:

- The managed Wi-Fi solution was unique in its ability to build and operate a carrier – grade private, secure network for the exclusive use of the state’s lifeguards.
- Presented as an all - inclusive service including hardware. The managed Wi-Fi solution required no capital outlays for equipment or installation. The substitution of an MRC for large capital outlays eased the DPR’s internal approval process.
- The Managed Wi-Fi solution came in under the amount budgeted
- The managed Wi-Fi solution met or exceeded the required SLA

- The managed Wi-Fi solution is powered by solar with back up batteries

Highlights of the EnTelegent Wide Area WiFi solution include:

- Hardware
- RF plan and solution engineering
- Project management
- Multi – level security (zone firewalls, VRF 256 bit AES encryption)
- SLA including a 99.9% minimum network guaranteed.
- 24/7/365 network monitoring
- 24/7/365 WLAN support
- Evergreen hardware warranty, software and IOS updates

Feature Options

The managed Wide Area WiFi offered the state many value-add features

- Network virtualization enabling the leveraging of the network for other uses with zero impact on the lifeguard first responder network.
- Strategies to monetize the network and offset the MRC.
- The ability for the state to entertain multiple VoIP service providers all of which would be compatible with the EnTelegent Wide Area WiFi solution.



Summary

The selection of the EnTelegent solution enabled the state to reach its goal of providing its lifeguards a private, secure voice and data network at the budgeted number while avoiding large capital outlays. The all-inclusive MRC places the responsibility of operating and supporting the network on EnTelegent and future–proofs the state’s investment.

