

# Case Study

## Minicom Answers the 911 of an Emergency Call Center

### The Customer

A major metropolitan police and fire department emergency call center who responds to and dispatches fire and police personnel for emergencies.

### The Challenge

The call center consists of two rooms with the operators in one and the dispatchers in another. With the rooms being 100 feet apart, the single supervisor wanted the ability to access each operator's servers without having to continually walk back and forth, especially when multiple emergency situations arose. Each desk had three servers underneath and there was a keyboard, monitor and mouse for each of them creating a cluttered work environment. Additionally the client wanted the ability to move the servers out from beneath the consoles of each operator.

### The Minicom Solution

Minicom installed the [Phantom system](#) complemented with [Smart KVM Extenders](#) and [Supervisor Smart 4 Port KVM Switches](#). This provided

the client with an on-screen display so the supervisor can sit at their desk and access any of the servers or users with just one click. The supervisor can see what any user is doing, get involved and if required, even

take control. The client can now also move the servers out from beneath the console to a safer environment such as a rack, when the warranty rules for the servers are modified. Finally, each user now only uses one keyboard, monitor and mouse to manage three servers at each console, saving valuable desktop space and creating less clutter.

### The Benefits

The call center functions far more efficiently due to the streamlined work environment. The system is more secure and easier to maintain. The workers can now focus on the emergencies without having to worry about logistical difficulties.

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### Quick Take

#### Challenge

- Allow the supervisor multi-level user access
- Reduce each user to a single mouse and keyboard

#### Solution

- Minicom's [Phantom UPM](#) and [Specter II PS2](#)
- Minicom's [Smart KVM Extenders](#)
- [Supervisor Smart 4 Port KVM Switches](#)

#### Benefits

- Streamlined work environment
- Increased productivity
- Remote access & control



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