



INTERDEV
TECHNOLOGY SOLVED.

Public Safety from the Inside Out: IT Service and Solutions That Put Citizens First

When citizens call for enhanced public safety, their first thought is “more boots on the ground.” In reality, a properly-integrated, reliable, and responsive IT infrastructure is equally important for uncompromising emergency response. When hardware and software—from police station computers to central records management systems—are not effectively monitored, maintained, and updated, the results can be disastrous. Yet, accelerating technologies cycles, rising citizen expectations, recruitment challenges, and reduced funding and budgets are taxing the limits of the most conscientious agencies.

With more than three decades of experience in professional IT services and support, InterDev has a ground-up understanding of public technology systems and how they interact. We design, sell, install, and support the applications, servers, networks, telephony and other infrastructure critical to effective public safety administration. We have helped more than 30 state, city and county governments build reliable, responsive, and budget-sensitive technology solutions for today and the future.

Vendors with whom we have certification for installation and management include Cisco, VMWare, Microsoft, NetApps, and other leading technology providers. However, we don't just focus on or promote “the latest thing.”

Our breadth of knowledge enables us to work proficiently with the legacy systems common in public safety environments, and we have a proven ability to bridge the gap between older hardware and software and new technologies. Furthermore, in situations where public safety systems require updating, our recommendations frequently result in operating and maintenance cost reductions of 50% or better.

Public Safety services InterDev provides include, but are not limited to:

- High availability/disaster recovery planning and implementation with failsafe measures to protect availability of first-responder services;
- System upgrades from legacy systems (e.g. dispatch; records management) to best-practices hardware, software, and network infrastructure, resulting in demonstrable service improvements;
- Implementation and maintenance of secure wired and wireless networks (LAN/WAN/WWAN) for police, fire, EMS and rescue operations;
- Design, installation, and/or monitoring and maintenance of integrated, IP-based dispatch and communications systems compatible with NG9-1-1 (Next Generation 9-1-1) project initiatives.
- Integration of central, satellite (station-level), and mobile (unit-level) hardware, software, networks and devices with each other and other departments to improve response times, increase accuracy, and minimize manual or duplicate effort;
- Planning, implementation, monitoring, and maintenance of newer solutions such as MDTs (mobile data terminals), multimedia capture and tagging, incident reconstruction, GIS-based mobile mapping and automatic vehicle locator services, and more;
- Comprehensive reporting for statistical purposes as well as compliance with state and federal reporting requirements.