



# INEMSOFT CLASSONE® SOLUTION HELPS CANADIAN AIRLINE'S RADIO COMMUNICATIONS STAY ON BOARD

The solution includes:

ClassOne iCAS Radio Servers and IP Radio Gateways, which link two-way land-mobile radios with an organization's IP communication network to unify voice, radio and mobile communications.

ClassOne Operator Console, an intelligent, software-based workstation featuring a user-friendly interface that can command and control a wide variety of media operations and system functions.

Avaya Aura Platform, a set of seamless components that provide comprehensive team and customer engagement by transforming traditional, single-purpose solutions for voice, video, e-mail and instant messaging into a true multimedia, multimodal architecture.

Seamlessly connects ground-to-ground and ground-to-air radios and telephones across the VoIP network

An award-winning airline based in Canada offers flights to cities throughout North America, Central America, the Caribbean and Europe. The airline and its regional carrier serve over 150 destinations in more than 20 countries, queuing up more than 600 flights with approximately 55,000 passengers daily. Its fleet of 140 planes is one of the most modern in North America. With more than 11,000 employees, it is one of Canada's largest employers.

## Challenge

Communication between pilots, airport crews and the operations center is critical for the airline's success. However, the airline was using an aging radio-based communication system to carry those mission-critical transmissions. The system was at capacity and couldn't accommodate the current demand or any future growth. A critical radio switch was no longer supported by the manufacturer, putting operations at risk in the event of a major component failure. In addition, there were no failover capabilities to protect radio communications if an outage in the airline's primary data center were to occur.

The airline had invested significantly in upgrading its technology to include a dual-carrier multiprotocol label switching (MPLS) network, geographically diverse data centers, virtualized servers and desktops, and a unified communications platform that incorporated Voice over IP (VoIP) and mobility capabilities. With its older radio

operations, crews were unable to tap into the benefits of the new unified communications platform.

## Integrated Radio-Telephony Platform

The iNEMSOFT ClassOne® solution, with its modular, distributed design, was exactly what the airline needed to update its radio infrastructure. Consisting of the ClassOne iCAS Radio Server, IP Radio Gateways and Operator Consoles, the iNEMSOFT solution enables the airline's business functions and operations units to be served by the integrated radio-telephony platform. The solution participates as a network node in the airline's Avaya Aura® infrastructure, with the ClassOne IP Radio Gateways providing the interface to the airline's ground and air radios.

The new solution brought the airline's Operations Center and its radio-based communications into the voice network, delivering full access to the network's feature-rich unified communications

## About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit [www.devconnectprogram.com](http://www.devconnectprogram.com)

## About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit [www.avaya.com](http://www.avaya.com).

The airline now has a cost-effective and on-demand means to meet current and future radio communication needs.

and collaboration services. With dial access to the corporate voice network and company contact center, Operations personnel can make and receive calls from their UHF and VHF radios, and participate in collaborative communication sessions, as if they were using a telephone. In addition, because radio traffic flows over the corporate IP network, it now has the same fundamental business continuity protections as the airline's core Avaya Aura unified communications applications, providing transparent failover paths that eliminate any single point of failure.

## Results

With business, control and field operations able to communicate over a single, highly scalable, IP/SIP-enabled radio-telephony platform, the airline was able to boost collaboration, speed decision making and shorten response time. It now has a cost-effective and on-demand means to meet current and future radio communication needs. Additionally, carrying both radio and telephone traffic over the same IP/SIP infrastructure has eliminated a maze of obsolete analog hardware.

## Learn More

The iNEMSOFT ClassOne solution is available through the Avaya DevConnect Select Product Program. To learn more about Avaya and iNEMSOFT solutions, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at [www.devconnectmarketplace.com](http://www.devconnectmarketplace.com).

## About iNEMSOFT

iNEMSOFT is a DevConnect Technology Partner specializing in unified communications solutions that extend to telephone and radio endpoints of all types. Its products include multiple enterprise applications designed for emergency response, dispatch, disaster recovery and collaboration across previously disparate telephone and radio platforms.

With deep experience and specialized skills, iNEMSOFT delivers solutions that integrate and manage endpoints of all varieties – especially for mission-critical environments where high reliability is a must. The company designs solutions that scale to support even the largest global deployments – backed by a team of expert designers, engineers and project managers for optimal service and support.

For more information, visit [www.inemsoft.com](http://www.inemsoft.com)

## About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products and services are chosen for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP solutions eliminate the challenges of managing multivendor relationships and are easy to order through standard Avaya order processes.

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06/16 • UC7866DEV