

Small Business Case Study

Intel® Centrino® mobile technology
& Intel® Xeon® processor technology
Company size: 75-100 employees



Ortivus dispatches public safety with Intel

Solution Summary

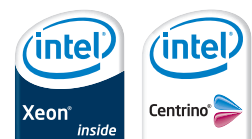
Ortivus North America develops public safety and emergency medical services (EMS) software products. Facing increasing competition, as well as new solutions leveraging GPS technology, Ortivus needed to upgrade its desktops, servers and notebooks to effectively dispatch new software tools for clients. Given the high stakes, Ortivus chose hardware with Intel® processor technology to integrate seamlessly with its software.

Business Challenge

Ortivus North America, with offices in Laval, Quebec and Decorah, Iowa, develops software products to assist fire, police and ambulance services with dispatch, automated vehicle location, 911 call-taking, billing and data field collection services.

Over the past year, Ortivus has been busy helping public safety agencies and EMS to upgrade their computer systems to take advantage of new technologies including Global Positioning System (GPS), and integrated mapping. The company's Canadian office, with more than 40 staff, is developing a new Computer Assisted Dispatch (CAD), and has a new records management solution set for release in 2006. Increased pressure from competitors to come out with new products and tools prompted the company to look closely at its existing desktops, servers and notebooks. The company wanted to upgrade its development environment to support the products they were creating.

"We are building software that is saving lives," said Ortivus Product Manager, Alexandre Sagala. "We have to make sure our software functions exactly as expected by our clients, every time. We can't afford mistakes, and speed is a crucial factor in our success."



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Solutions

To meet the combined need for processing speed during development and software stability, Ortivus chose the Dell PowerEdge 2850* with Dual-Core Intel® Xeon® processor technology, which respond to the stringent uptime requirements of emergency and public service agencies. For its clients, Ortivus often recommends the Stratus ftServer*, powered by Intel® Xeon® processors, because it is well-known for its guaranteed stability, which is why it is the server of choice for emergency and public service operations.

“With the Stratus* servers, we get a fully redundant solution, coupled with the speed and stability we require,” said Sagala.

In addition to servers, Ortivus upgraded the desktops and notebooks being used by its development staff. Sagala said the company gave developers the choice of desktop computers with Intel® Pentium® 4 processor technology, or notebook computers with Intel® Centrino® mobile technology. The combination of IBM Lenovo T42* notebooks with Intel® Centrino® mobile technology and HP Presario* desktop computers with Intel® Pentium® 4 processor technology gave Ortivus developers the speed, power and stability they rely on to develop software for public safety agencies.

“We use Intel to run our business. We use Intel to deploy it. Our solution depends on the stability of our processors,” Sagala explained.

Key Advantages

“Our policy is to buy high-performance equipment,” said Sagala. “We need a lot of speed to run our CAD applications. Map rendering is processor intensive and emergency dispatchers can’t wait for the screen to refresh before making decisions. In many cases, the software has to react in a fraction of a second, so we need really powerful computers to run and test our software.”

“With Intel, we don’t have to worry about software and processor compatibility,” added Sagala.

And that’s not the only advantage. By switching to the new servers, Sagala believes that productivity increased and maintenance requirements dropped, resulting in estimated savings of at least 10%.

Wireless Flexibility For Developers

Sagala estimates that almost 80% of their staff use wireless every day. With wireless access points throughout the office, employees enjoy increased mobility to effectively participate in client meetings with complete access to the files and software they need.



In addition, the installation of virtual private network (VPN) has allowed Ortivus to better integrate the operations of the Iowa and Quebec offices. Sales staff can now access the internal systems they need to work seamlessly with clients. Developers can now demonstrate solutions, upload software at a client's site and make changes to any software implementations more quickly.

"We are definitely saving a lot of money with wireless," said Sagala. "We hired a lot of new people and added office space last year. Using wireless, we increased productivity and mobility while at the same time saving money on the installation of cables."

Technology-Driven Mapping Pinpoints All Units

Ortivus' software suite helps emergency and public safety personnel make more effective dispatch decisions by factoring in response considerations such as distance from a scene, availability and the specific skill set needed. An area of increasing interest to agencies is availability of mapping, real-time display of units in the field, and automatic vehicle location.

"Vehicles outfitted with a GPS tracking unit are constantly reporting back their position through the agency's public or private network. The dispatcher or the 911 operator can see where all the vehicles are and can communicate with them over the air or with the software," explains Sagala. "You can make better decisions and get better response time because you actually know where your units are, and what they are doing."

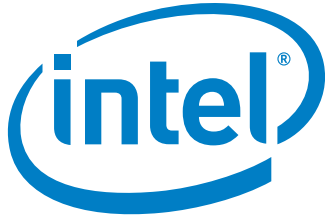
As part of the package, Ortivus outlines the hardware that agencies need to run its software. In all cases, Intel® processor technology is specified, said Sagala, noting that whether the specification calls for Intel® Pentium® 4 or Intel® Xeon® processor technology depends on the size of the operation.

"We always specify Intel chipset because it's a proven solution. We've always run our solution on Intel chipsets and we won't look elsewhere," said Sagala. "Intel is stable. We don't want to play around with other solutions."

Upgrades Without Wires

Some clients, such as police officers, need to update the software being accessed from within their vehicles which are equipped with GPS black boxes. Ortivus staff connects with the 802.11g network in the client's parking lot to upgrade software. The databases are automatically updated when a vehicle enters the parking lot.

Ortivus uses its wireless LAN and IBM Lenovo* laptops with Intel® Centrino® mobile technology to upload the upgrades and keep their client solutions running effectively. As high bandwidth opportunities become more readily available, Ortivus sees the opportunity to use wireless to upload video and photographs such as mug shots to the vehicles, so that the police officers get access to real-time information about the incident that they are involved in.



Future Uses

Much of the upgrade work on the network was done within the last six months and Ortivus doesn't see further upgrades to their network for another year. Work is underway to increase availability of mobile solutions to their clients using cellular technology and PDAs. New solutions for roster manager, CAD, billing and records management are currently being developed and will be released in 2006.

While the company has built-in capacity since their last upgrade, Ortivus is evaluating 64-bit technology and will look to upgrade to servers with Intel® Itanium® 2 processor technology to take advantage of applications based on this architecture in the future.

Find out more about a business solution that is right for your company by contacting your Intel representative, or visit the Intel Business Enterprise Web site at intel.ca/business or its industry solutions specific sites at intel.ca/business/bss/industry.



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