



Our Customers Speak for Our Solutions

An OAISYS Case Study



West Lake Hills, TX

Located in Travis County, the City of West Lake Hills, Texas, is an affluent suburb of Austin. The town covers four square miles and has a population of approximately 3,100 residents.

The city provides police and some other municipal services. 9-1-1 calls in the county are initially routed to the county's central dispatching center, where staff identify callers' locations and type of emergency. When the call involves a police emergency within West Lake Hills, they transfer the call to the city's 9-1-1 center.

Municipal dispatchers then notify police personnel of the type of emergency, the caller's location and any other information they may have taken. Once the call is dispatched, they also monitor the responding officers' radio traffic for support.

West Lake Hills has recorded calls for several years, but the city's previous system was cumbersome and had begun showing its age, as had its telephone system.

To address these shortcomings OAISYS Silver Channel Partner Innovative Communication Systems (ICS) recommended a new Toshiba IP phone system coupled with an OAISYS Tracer call recording solution.

"It gives them a lot more flexibility than their old system," said ICS Partner and Vice President Bill Simons. "For one thing, they can administer the system remotely, rather

than having to go down to the physical box like they used to.

The ROI on the product and the integration into the Toshiba system was key," Simons said. "The ongoing support costs were more attractive with OAISYS than with their prior solution. Overall, it was a better integrated solution."

"Our old system recorded calls," said West Lake Hills City Administrator Robert Wood, "so that basic functionality was there. What was good about going with Tracer is it made it easier to access and share the recordings. It was much easier to access and to share the information with people who needed to have the recordings.

"We have to record calls for many reasons," said Wood. "We have to record in case something happens during a call, such as if the dispatcher doesn't hear something, they don't get an address and the person hangs up, they can go back and review that call immediately and see what the person said or what the issue was."

"The other system they had was very task specific. It was attached to the 9-1-1 and the analog central office lines for the police department. What OAISYS gave them was an integrated solution for the entire municipality to use."

Wood said the city and police department also use Tracer for training purposes. "All of the radio traffic



