

eNetwork Software solution for host integration

*“Finally, we have a solution that will alleviate pressure from the dispatch center. Police officers will be able to get complete information in their patrol cars, without delay. We’ve made efficient use of taxpayer dollars and improved public safety.” **

—City mayor

A city with a population of 400 thousand has a reputation as a safe place to live. Recently, the city council voted to allow riverfront casinos to enhance the tourist attractions. The city wants to maintain its image as a safe place to live and is focusing on increasing safety by improving police and emergency team response time to:

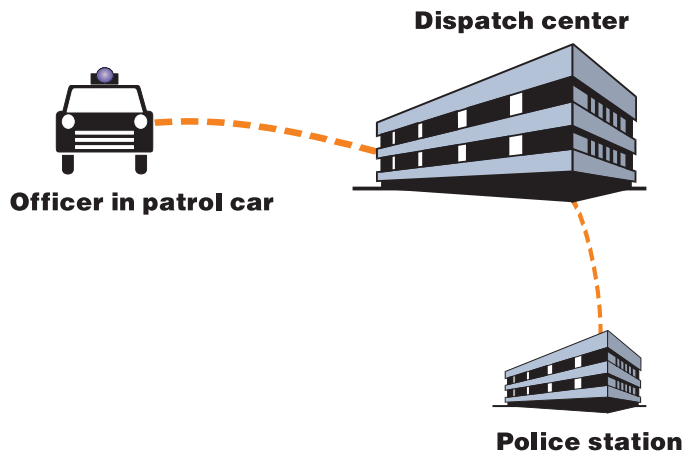
- Domestic calls
- High-risk fire situations (the area has several large oil companies)
- Missing children or fugitive reports

A map of the city is already available through the centralized computer. The city wants to enhance the maps to add floor plans and aerial photographs. The police chief stated, “Swat teams and emergency teams need to have immediate access to critical information on location and on the road.”

The information pertaining to a case needs to be immediately available to the patrol officers. The city wants to have photographs of suspects and any arrest history available to patrol officers in their cars.

Safety for the many public service personnel is critical to the continued growth of the city. To continue to attract top-notch public safety personnel, the city is looking for a solution to improve communication.





“We are delivering what the police officers are accustomed to already, so there is no retraining required. If our IT team develops any new applications for the office, they will work on the road too.”

—Director of Information Technology

Business solution

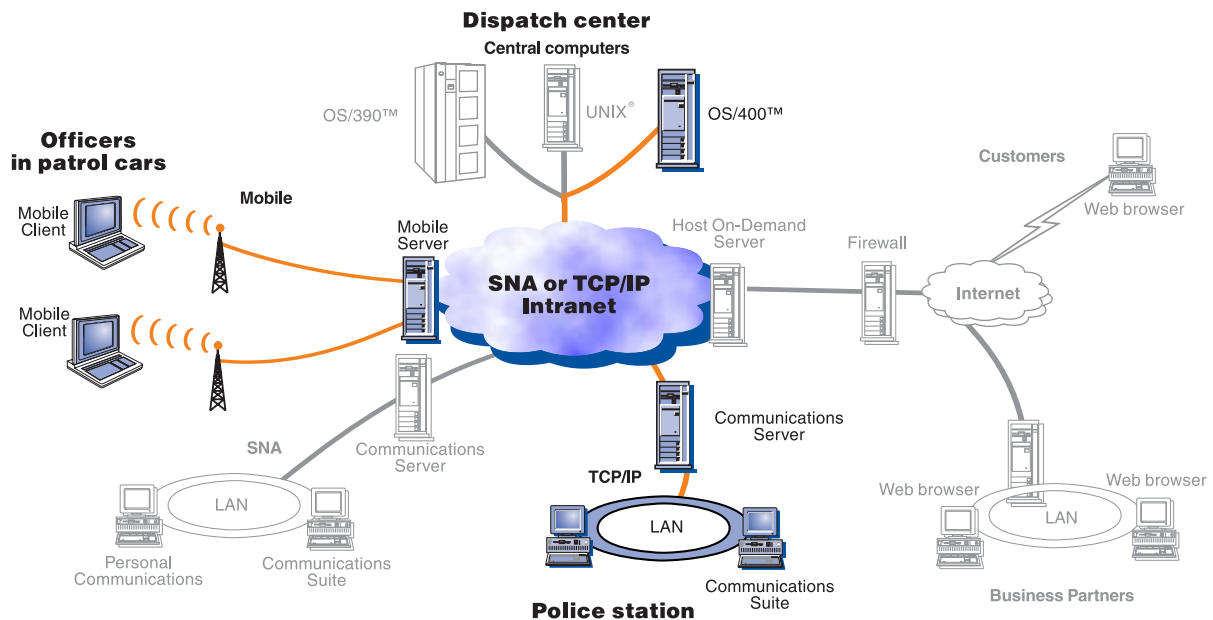
The city decided to implement a wireless communication system that can tie together the officers on patrol, the dispatch centers, and the statewide information systems that they use on a regular basis. Each police car will be equipped with a laptop computer and printer. According to a police sergeant, “It will alleviate a lot of pressure from the dispatch center. The officers will be able to get the information themselves, and it’s a lot faster and safer than waiting on the street for 10 minutes.” When a new call comes in, all the information on the call is available on the laptop. The police officer can focus on the job at hand. He doesn’t need to depend on his memory or stop and write down an address—he can view the address on the laptop when he’s ready.

When the dispatch center receives a 911 call reporting a fire in a warehouse on the property of a petroleum company, a firefighter with a ThinkPad® is able to display a diagram of the warehouse floor plan. The diagram, stored in a database

at the dispatch center, pinpoints the locations of fire hydrants and enables the firefighters to quickly identify where hazardous materials are stored.

When missing persons or fugitives are reported, a photo is scanned at the police station and immediately every officer in the field is able to view the image on a laptop, along with details of the case. The faster information gets to the officers, the better are the chances of locating a suspect or missing person. The police department expects to improve its success rate in these cases by over 100 percent.

The information technology (IT) department cannot afford to rewrite existing applications to new interfaces just for compatibility with the wireless network. They plan to use the same software they were using before switching to the mobile approach. The applications that the officers use in the office need to be accessible from the car, from home, from anywhere a laptop can go.



eNetwork Software solution for host integration network. The IT solution for public safety is highlighted.

According to the director of information services, "We don't have a staff of programmers just sitting around waiting to rewrite software. We do not have money to retrain officers. We need to deliver what the officers are accustomed to already, with no change to the user interface. We are held accountable for the efficient use of taxpayers' dollars."

Customer environment

The city's public safety network includes:

- AS/400® systems that handle all the data, applications and computing for the city's public safety department and dispatch center. Arrest warrants are tracked with DB2®.
- Public safety applications written in SNA or TCP/IP. Any new applications developed are Web-based, TCP/IP applications.
- Access to a city-wide and nationwide TCP/IP network. SNA traffic has separate, leased lines that the city wants to eliminate to reduce expenses.

IT solution

IBM® is able to provide a comprehensive solution that integrates wireless support with the city's computing and network needs:

- Install eNetwork™ Wireless servers and clients for open, complete, wireless solution. The software is transparent to TCP/IP applications, so existing applications can be easily deployed without modification. eNetwork Wireless software provides comprehensive data security and protection with authentication and encryption.
- Use the Web Express and Emulator Express features of eNetwork Wireless software to reduce Web, TCP/IP, or 5250 emulation applications traffic by 50 percent or more. Less data is sent over the wireless connections, improving response times and reducing costs.
- Install eNetwork Communications Server for full-function network integration. Communications Server provides the multiprotocol support to run SNA applications, without modification, over a TCP/IP network.

- Install eNetwork Communications Suite for full-function 5250 emulation, Web browsing, and TCP/IP support on all clients.

Major advantages

With the IBM eNetwork Software solution for host integration, the city's public safety department can:

- Provide a safer environment for the public and for its public safety officers
- Improve efficiency of public safety departments by providing information to officers where and when they need it most
- Quickly deploy mobile computing solutions with minimal cost and complexity
- Reduce expenses by consolidating networks to handle SNA and TCP/IP applications on the network

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Today businesses are transformed into new ones just by enhancing and applying information that was previously overlooked. In the past, you could still be competitive if you had the best product. But, in this stay-up-or-go-broke time of business computing, the world no longer beats a path to the doors of those who build better, faster widgets. Now, the name of the game is to build a better path to customers and business partners.

Corporate computing systems house valuable business information. A company's ability to make use of that information resource is a major factor in its ability to compete in a global economy. Customer responsiveness; collaboration with customers, suppliers, and vendors; ability to control costs; and opportunities to reach new markets—all hinge on a company's access to useful information. To play the game, you must be able to provide quick and seamless access to central information repositories. Browser-based access to the host is just one step toward integrating business computing with intranets, extranets, and the Internet that can help you deliver quality products to market faster than the competition.

The eNetwork Software solution for host integration (host integration solution) is:

- **Secure.** The host integration solution provides secure intranet and extranet access to mission-critical business systems for your users—regardless of platform or network environment. Even mobile employees can have the same secure and reliable access to business applications.
- **Competitive.** Now, with the host integration solution, you'll be open for e-business. Link new customers, business partners, and business data smoothly, without implementation worries, and watch your business grow. IBM provides a complete solution for host integration, including a wide range of services to help you design, plan, and roll out—yes, transform—your business.
- **Flexible.** The host integration solution lets you reach your customers or business partners, regardless of where they are or what network connectivity they need. When requirements change, you can handle the change without delay in delivery of goods or services, or impact to productivity and profits.
- **Cost-effective.** With the host integration solution, you can continue to use existing information technology where it fits, and add browser-based access as required, with the confidence your business will grow at a pace you set. Working with an infrastructure already in place, you can build a highly scalable and reliable network to meet future needs.
- **Simple.** The host integration solution is so simple. Special offerings from IBM let you quickly and easily assess the cost of ownership, easing the burdens of evaluation, configuration, license administration, and pricing complexities. A total solution is available at one simple price per user.

What's next?

Find out more about the host integration solution. Visit the eNetwork Software Web site to order an evaluation kit and put our solution to the test, or contact your IBM representative or IBM Business Partner:

<http://www.software.ibm.com/enetwork>



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* This scenario is a composite based upon typical customer requirements and not intended to represent a specific customer engagement. Individual customers will have different requirements. Contact your IBM representative to discuss your specific needs.



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