



## Engineering and Integration Services

*From  
Thought .....  
To Finish!*

Does your agency need a new E9-1-1 or emergency management solution? Has the word gotten out? Are you inundated with vendors offering a dazzling array of technologies?

**SYNERGEM** can help! Here's how:

A manufacturer-neutral, vendor-independent technology integrator, **SYNERGEM** designs comprehensive, fully integrated public safety and emergency management solutions. **Our goal is to turn.....**

This..... Into this!



Oconee County, SC Law Enforcement Center

As an **Engineering Services** organization, **SYNERGEM** pays significant attention to the analysis and design phases of a project so that once a system is constructed, it is the best solution technology allows within an agency's budget.

- ◆ **SYNERGEM** will partner with you to secure **Sources of Funding** by providing grant writing and grant management assistance, reviewing your telephony statements, ensuring both wire-line and wireless funds are allocated to your project, as well as introducing other funding sources.
- ◆ **SYNERGEM** will serve as your **Systems Integrator** providing a **Single Point of Contact** before the project is initiated, during the procurement and installation process, through testing and cutover and continuing with service and support.
- ◆ **SYNERGEM** will act as your **Service Manager** crafting a maintenance program that covers those systems we provide and any of your selected legacy systems as well.
- ◆ **SYNERGEM** will provide a **5-YEAR Warranty** covering critical hardware and can include your present systems based on their condition and remaining productive life. This coverage includes protection against electrical surges. The American International Group (AIG), the nation's largest provider of commercial and industrial coverage underwrites our warranty.
- ◆ **SYNERGEM** will continue to provide **Engineering Services** in order to integrate new technologies in the years to come as called for by your technology plan.

**SYNERGEM  
EMERGENCY SERVICES**

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Finding an integrator to assist you with these tasks is not as easy as looking in the yellow pages or calling your counterpart in the next county. A traditional consultant can guide you through a needs analysis and a planning effort and even write the RFP. An engineering services company can design a solution and manage the project. The vendor providing the service usually manages extended maintenance and support. Unfortunately, coordination of everyone's efforts from one phase to the next isn't always smooth. A 9-1-1 or emergency director can rarely find a single vendor who will perform all these tasks over an extended period.

But, **SYNERGEM** can! We can partner with you to ensure the systems you procure work on day one as advertised, and most important, works just as well on day 501!

### Typically, **SYNERGEM**:

- ◆ Produces a technical assessment that measures the mission effectiveness of currently installed systems.
- ◆ Compares current and projected operations to benchmark practices.
- ◆ Recommends specific short-term system enhancements and provides cost estimates.
- ◆ Prepares a technology plan outlining mid- and long-term systems and operational alternatives.
- ◆ Prepares a scope of work (SOW) and Request for Proposal (RFP).
- ◆ Evaluates and ranks resulting proposals.
- ◆ Acting as your agent, manages the procurement, installation and testing of the selected solution.
- ◆ Integrates all viable systems.
- ◆ To the degree possible, integrates E9-1-1 and Emergency Operations Center information systems.
- ◆ Provides Single Point of Contact maintenance and support for all systems!

Clearly, we aren't your only choice but **SYNERGEM** offers many important advantages:

### When **SYNERGEM** undertakes projects, we adhere to several principles:

- ◆ Maximize the potential available in your legacy systems.
- ◆ Whenever possible, employ open system architecture so users are not "locked" into a single supplier.
- ◆ Give first consideration to commercial off-the-shelf components in developing a solution.
- ◆ Ensure console systems are intuitive and simple to use. A single keyboard and tracking device must control all operations.
- ◆ Build a proven maintenance and support capability into every solution.
- ◆ Satisfy the component guidelines documented in NENA Technical References NENA 03-002 June 21, 1998 and NENA 04-001 Issue 2, March 2001.
- ◆ Choose components that contribute to a high degree of system integration.
- ◆ Ensure critical components are redundant and fault-tolerant.
- ◆ Build an expansion capability into the solution.