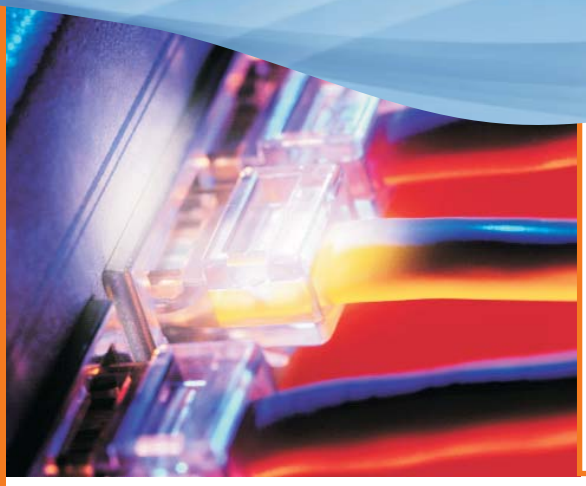
SOUND BYTES



Fall 2009
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- SCI Alliance
- Digital Video Event
- New Faces
- New Product: Case Cracker
- New Product: Mobile Watch Dog
- Grove City Installs Firetide

UPCOMING EVENTS & TRADESHOWS

November 5 & 6, 2009
Hiscall Technology Showcase
Radisson Hotel
Nashville, Tennessee

November 9 & 10, 2009
Ohio School Boards Assoc. Conf.
Convention Center
Columbus, Ohio

November 17 & 18, 2009
KY Association on Counties
Galt House
Louisville, Kentucky

Sound COMMUNICATIONS

Digital Recording Solutions for
Voice, Video & Data

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Announcing:

SCIAlliance Powered by VERINT

Verint Systems Extends Market Momentum with Sound Communications

We're excited to announce that **Verint® Systems Inc.** has named us as their first Certified Partner at both the Master Distributor and Services level. This new status follows on Sound Communications earning Verint's Business Partner of the Year designation in 2007 and 2008. We have been consistently recognized throughout Verint's reseller network as a leader in system engineering as well as product and customer support.

Rest assured that Sound Communications will continue to sell, support and service digital recording systems directly to customers, just as we always have. However, as a Master Distributor and Services Partner, Sound Communications will also be responsible for building and mentoring a network of resellers for the full line of offerings from Verint Witness Actionable Solutions. These leading-edge products include:

- Impact 360® Workforce Optimization Suite
- Impact 360® for Public Safety Powered by Audiolog
- Impact 360® Express

"Our experience over the past eleven years has given us a great deal of insight into what it takes to successfully design and implement mission-critical recording systems in a way that ensures end-user satisfaction," says Garry Stephenson, President and CEO of Sound Communications. "We are excited about helping resellers grow using our proven processes and systems in combination with the exceptional line of Verint solutions."

Sound Communications presented...

Digital Video in the Public Sector

June 25, 2009, marked the second of Sound Communications' 2009 Seminars. The focus on this occasion was Digital Video in the Public Sector, and several dozen public and security professionals gathered to hear an overview of this timely topic.

The day began with registration and continental breakfast, which gave attendees time to network with each other as well as to visit the technology exhibits.

Programming then kicked off with the presentation *Digital Recording in the Public Sector: What, How & Why*. This overview, presented by SCI's Service & Projects Manager Gina George, showed the benefits of digital recording and provided real-world examples of this technology being used by public facilities today.

Gina also had the pleasure of introducing one of two special guests: Phil Johnson, Jail Bureau Commander for Fairfield County (OH). Mr. Johnson is a nationally-certified jail manager through the American Jail Association. While not endorsing any products or vendors, Mr. Johnson gave some fascinating insights into how his facility has benefited from digital video surveillance and recording. For example, although his jail is split over two physical sites, he is easily able to monitor cameras at either location from the internet-based access portal on his office workstation.

From Mr. Johnson's discussion, the program moved to non-facility-based implementations of digital video. Matt Adams, Division Manager with SCI, talked about a wide variety of mobile applications in which digital video can make a real difference. These include:

- In-car applications where dash cameras and backseat cameras work to protect public safety professionals in cruisers, transport vans, ambulances, and more.
- Mobile applications in which cameras are attached to a telescoping arm on a trailer, and images are recorded on a digital recorder within the trailer body. *Mobile Watchdog Video Surveillance Unit* is SCI's offering in this area, and facilitates recording at construction sites, at special events like concerts or road races, and in similar circumstances.
- Portable applications in which small digital recorders are placed in a briefcase or suitcase, either with accompanying cameras or to support wireless cameras, and used for both covert and overt recording.

Adam Parker, an SCI Account Manager, was next on the agenda with a presentation highlighting the time and money that can be saved by digital video conferencing. More and more companies are replacing face-to-face meetings with this technology, and many courts and jails are using it for arraignments as well. As we see now with the worries about flu season, this topic was especially timely.

Adam was followed by our second special guest of the day. Howdy Pierce, Managing Partner and Co-founder of Cardinal Peak, provided a close-up look at managing video interrogations and interviews through Case Cracker. This specialized digital video recorder is specifically designed by Cardinal Peak for recording custodial interviews. The system is a long-term, easy-to-use, turnkey solution that complies with evidentiary procedures mandated for law enforcement agencies. Sound Communications again extends our thanks to Mr. Pierce, who traveled from Colorado to share his expertise with our audience.

The day's final presentation again featured Matt Adams, who introduced attendees to Firetide Wireless Mesh Networking. Firetide provides wireless connectivity over select frequencies, and allows the public sector quick and easy access to their digital video from mobile and fixed sites. For more information on how Firetide can work for a municipality, see the story on page 7.

Following lunch and an extended networking period, attendees returned to their home agencies with a wealth of information on how digital video can benefit the public sector. If you would like more information on digital video, or want to be notified about our next seminar or event, please contact Jacque at the Sound Communications' office.

NEW FACES...

Brian Hamilton

Brian joins Sound Communications as Technical Training Coordinator after several years in a similar role at a software company specializing in veterinary practice management. Brian is an Ohio University graduate with a BS in Education Integrated Science. His focus at SCI will be on providing end user and administrator-level training both onsite and via the web. Brian and his wife Billie live in Marysville, Ohio, with their cats Motor and Gahdoo.

Jim Capriotti

Our new Technical Support Manager, Jim Capriotti, brings over 22 years of industry experience to his role, having worked as a Field Engineer and District Service Manager for Nice and Dictaphone. Jim is the proud father of Lauren and Tony, and also shares his home with Mia, a yellow Labrador Retriever. He is a graduate of DeVry University with a major in Electronics, and is Verint-certified on both Audiolog and Impact360 Express. He currently lives in Powell, Ohio.

Jim Long

Jim Long has joined SCI's Sales Department as a National Account Manager. Jim will be focusing on call center sales as well recruiting and supporting resellers who will work with us in our new Verint Master Distributor role. Jim has more than 20 years of telecom industry experience, a BS in Education from The Ohio State University, and an MBA in Business from Ashland University. Jim and his wife Helga live in Danville, Ohio, with two black Labrador Retrievers and two cats. They are the parents of three and grandparents of seven.

Antoine Hayes

New to our Technical Support Department is System Specialist Antoine Hayes. Antoine has several years of experience in networking as well as servicing computer hardware. He attended DeVry University, where he majored in Business Information Systems, and is Verint-certified on both Audiolog and Impact360 Express. Antoine will focus on installing and supporting Audiolog and its related applications for our customers. He is the father of one son, and lives in Columbus, Ohio.

Tim Putman

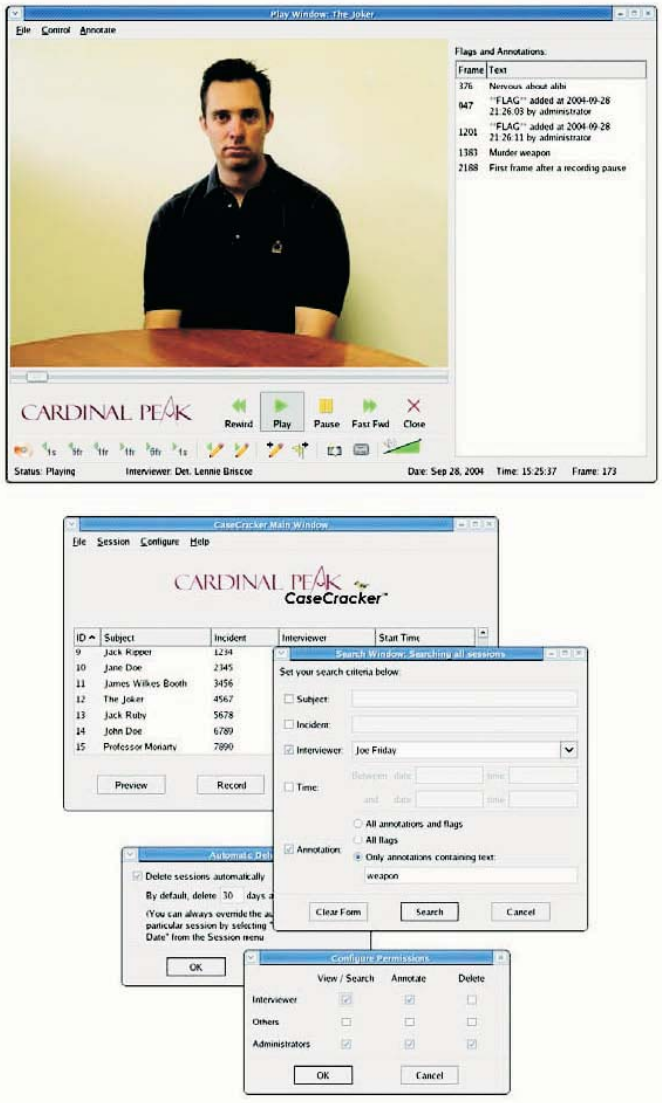
Also joining our Technical Support Department is Tim Putman. Tim is a System Specialist focusing on Audiolog and its related applications, as well as on our courtroom recording line from VIQ Solutions. He is an alumni of both DeVry University and Columbus State Community College, and is vendor-certified on Audiolog, Impact360 Express, and VIQ Encompass. Tim lives in Plain City, Ohio, with wife Emilie, daughter Kierra, and canine family member Samson.

NEW PRODUCT...Case Cracker

Cardinal Peak's Case Cracker Interview Management System is designed to make detectives more effective during custodial interviews. The system is built around standard police workflow to save time and result in high conviction rates.

Benefits of the Case Cracker System include:

- Provides a crystal-clear record, using video and audio, of exactly what was said during police interviews.
- Allows jury members to see exactly how the suspect looked and acted, before being cleaned up for court.
- Allows an investigator to instantly move to any point in the interview after the fact, a real aid in reviewing only the relevant information from long interviews.
- Enables other investigators to discreetly prompt the interviewer while the interview is ongoing, without interrupting the interview's flow.
- Permits the interviewer to focus on the interview and the subject, rather than on taking notes.
- Protects detectives and agencies from claims of misconduct, coercion, or abuse during interviews.



How Case Cracker Works:

Using Case Cracker, departments can easily manage a large number of recordings - involving multiple subjects and multiple interviewers in a user-friendly and intuitive manner.

Case Cracker records video and audio in two ways. First, an evidentiary "master DVD" is generated in real time during the interview, and can be secured into evidence immediately at the conclusion of the interview. Second, a working copy of the interview is stored in compressed form in a industry-standard SQL database. Stored interviews can be easily searched using powerful database queries. Furthermore, many playback modes are supported; fast forward, rewind, slow motion, and frame-by-frame advance. Users may annotate sessions on a frame-by-frame basis, and search based on annotations. User-selected clips are easily exported to DVD for playback in off-the-shelf consumer DVD players, and the audio from an interview can be burned to CD for easy transcription. Case Cracker is compatible with existing in-room cameras and microphones. It replaces existing audiocassette and VCR based systems, and it enhances existing DVD-recorder based systems. For more information on Case Cracker, please contact Adam Parker at the Sound Communications' office.

WINDOWS UPDATES FOR AUDIOLOG

Our technical support desk is frequently asked about Windows Updates: can they be applied to Audiolog, AIQ and/or AIR servers? Should they? What updates are approved? Can they be pushed out? We thought we'd take just a moment to address this important issue.

To help you keep your Audiolog, AIQ and/or AIR server secure from attacks, SCI recommends compliance with any applicable security rollup package or patch introduced by Microsoft. **Installation of these patches and updates is the responsibility of the customer.** Each month, Verint releases a list of updates which have been tested and approved for Audiolog/AIQ/AIR servers. This list can be obtained upon request from SCI.

When applying Windows Updates, please be aware of the following:

1. **No Windows update should be applied while the Audiolog application is running.** This means that updates *cannot* be pushed or installed unattended.

2. Any security rollup package, patch or update should be applied a manner that ensures you can recover to the previous configuration if problems are detected.

3. Since the Audiolog application must be shut down prior to installation of updates, you will not be recording while the updates are run and the system is rebooted. Therefore updates should be done at a time when users are not recording or when disruption will be minimized.

4. Administrators who work on Audiolog/AIQ/AIR servers remotely should remember that Remote Desktop is not approved for use with Audiolog system servers.

If you have questions or would like to request the approved update list, please contact our technical support department.

INTRODUCING

Mobile Watchdog

Video Surveillance Unit

For organizations requiring video surveillance at one or more changing sites, Mobile Watchdog Video Surveillance Unit provides a cost-effective, user-friendly solution. Requiring less than an hour to deploy, and offering remote viewing capability via the Internet, here are just a few of the ideal uses for a Mobile Watchdog Video Surveillance Unit:

- Police department "virtual" stakeouts
- City, county and state fairs and festivals
- Construction and work sites
- Remote cell, utility and water towers that are "vandal-prone"
- Ball games, races and other sporting events

To learn more about purchasing or renting a Mobile Watchdog Video Surveillance Unit contact the Security Division at SCI.

FIRETIDE IN ACTION

Video surveillance is without question a powerful tool for public safety and security. One obvious benefit of video surveillance is 24/7 monitoring of both densely populated and/or visited areas. Whether used for live monitoring, recording, or both, video has proven to be invaluable for identifying individuals, spotting criminal activity, and recording accidents and other events.

For these reasons and more, one Ohio city wanted to add video surveillance of key intersections and other areas within its jurisdiction. With a rapidly-growing population of about 35,000, this City (which wishes to remain anonymous for security reasons) recognized the benefits of such surveillance, but saw challenges as well. For example, adding IP cameras to existing networks enables them to be installed in more locations, but the availability of network ports and cabling is a limiting factor. Therefore, the public safety and IT teams turned to Sound Communications as their Firetide partner for a better solution.

Firetide wireless mesh networks can eliminate most, if not all, of the issues associated with locations that are too difficult or expensive to wire. By providing a wireless network backbone, Firetide mesh networks enable cameras to be installed without pulling cable through walls, trenching for fiber between buildings, or drilling holes for cables in older and historic buildings that were not designed for computer networks.

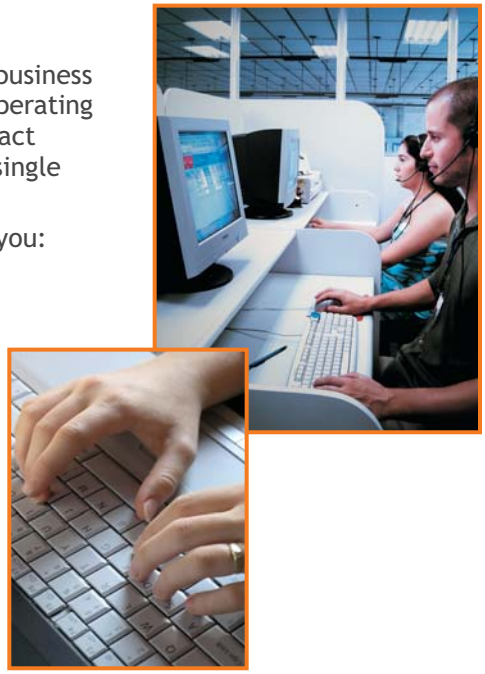
As can be seen in the accompanying photos, Sound Communications installed a Firetide node and two cameras on one City building. A second node was installed on another building, and through this connection the video is recorded to a digital recorder. This footage can be accessed via the Internet by any authorized personnel within the City government.

"Although the current system is small, Firetide offers this customer the option to expand the wireless mesh network citywide," says SCI Division Manager Matt Adams. "The beauty of a Firetide system is that the nodes automatically locate one another, and also automatically reroute traffic if a node is blocked or removed." The system can also be used for many other network devices, including sensors, printers and computers, and can even be dual-purposed to create a wifi network for private or public use.

For more information on Firetide, contact the Security Division at Sound Communications.

IMPACT 360

GIVE YOUR CONTACT CENTER THE POWER OF WORKFORCE OPTIMIZATION



Today's small to medium-sized contact centers increasingly face the same business requirements as their larger competitors: the need to drive sales, manage operating costs, and deliver high-caliber customer experiences. But unlike large contact centers, they must address these challenges in an environment in which a single agent can impact performance — and customer satisfaction.

Impact 360® Express is a workforce optimization solution designed to help you:

- *Reduce costs by better aligning workload with resources.*
- *Enhance service using captured interactions to understand trends, spot potential performance and process problems, and proactively address them.*
- *Better manage customer disputes, using captured data, rather than just settle them.*
- *Address compliance and liability issues more effectively.*
- *Enhance agent performance and training.*

Impact 360 Express is a robust solution from Verint® Witness Actionable Solutions™. Verint's software and services help organizations capture and analyze customer interactions, improve workforce performance, and optimize service processes in contact center, branch, and back-office operations. For more information, contact your SCI Account Manager.

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