BLACK BOX

CASE STUDY
PUBLIC SAFTEY



Reliable 911 Operations When Communities Need Them Most

CHALLENGE

A regional emergency communications center needed uninterrupted access to CAD, GIS, radio, CCTV, and dispatch systems across its primary and backup Public Safety Answering Points (PSAPs). Severe weather or infrastructure failures could interrupt centralized management during high-call-volume emergencies.

SOLUTION

Boxilla® FailSafe™ provided resilient management across both dispatch centers. If communications between sites were interrupted, each PSAP automatically continued managing its local systems. Once connectivity returned, the management cluster synchronized automatically without affecting dispatch operations.

RESULTS

- Continuous management during major incidents and severe weather
- No disruption to dispatcher access or situational awareness
- Automated failover and self-healing recovery
- Improved operational resilience for emergency response
- Greater confidence that critical services remain available when communities need them most