

**Powerful. Reliable. Scalable.**  
Critical Information Systems for Energy



 **INTERTALK**<sup>TM</sup>  
Critical Information Systems





# InterTalk gives you the right information, at the right time, in the right format.

When the stakes include vital public and private energy infrastructure, InterTalk Critical Information Systems help ensure zero downtime. With a dispatch console system that provides full system redundancy, an infinitely scalable architecture, and an intuitive user experience, InterTalk provides an exact-fit solution for operator, dispatcher, and supervisory needs.

InterTalk's Critical Information Systems include our 100% IP-based dispatch console platform that interfaces with any digital or analog radio system, telephone network, intercom, data applications (such as SCADA and GIS), or any other digitized data asset your agency employs.

InterTalk's dependable communications bridge dramatically increases the chances of success in critical situations, helping ensure the ongoing safety of your personnel, and prevention of infrastructure loss or damage.

Coupled with InterTalk's integrated information systems such as our Transcript™ Archival Logging Recorder System, InterStat Intelligent Communication Statistics Logging, and InterTalk's Encompass Mobile Dispatch System, you can rest assured your information systems are always on, connected, and providing you the right information, at the right time, in the right format.

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## OUR GOAL:

**To provide an *exact* fit to your needs.**



# Secure IP-Based Communication Solutions



## EASILY COMMAND MULTIPLE INTERFACES

InterTalk's dispatch console system supports a large variety of radio and telephone interfaces, including:

- Analog radio systems, Smartzone, EDACS
- DMR Tier 2 and Tier 3
- P25 (ISSI/CSSI/DFSI)
- TETRA
- POTS, SIP, FXO, FXS, T1/E1, E&M, Ringdown, ISDN, PBX
- Paging, including QC-II, 5/6 Tone, DTMF, EIA, SELCAL
- Signaling formats MDC1200, GEstar, FSK, MSK, GMSK, Fleetsync



## ISO 9001:2015 & ISO 27001:2013 CERTIFIED

InterTalk recognizes the vital importance of protecting the energy sector's sensitive data, which is why we are the only North American console manufacturer to receive both ISO 9001:2015 (Quality Management Systems) and ISO 27001:2013 (Information Security Management Systems) certifications. These dual certifications provide assurance that InterTalk is the gold standard in dispatch console and critical information system quality and information security.



# Stay Connected and Informed with Inte



## INTERTALK™ INTEGRATED DISPATCH & CONTROL CONSOLE

The InterTalk™ Integrated Dispatch and Control Console sits at the core of your dispatch operation and easily directs all facets of your control, communications and intelligence infrastructure at a single point of contact. Whether it is emergency operations, daily dispatching, communications monitoring, or remote area command and control, InterTalk allows effortless communication across diverse networks.

InterTalk's proven track record for mission-critical communications control operations with standards-based architecture makes it the choice for agencies that require a highly cost-effective method of integrating different voice and data communications.

InterTalk's commitment to open standards and our philosophy of developing flexible, exact-fit, off-the-shelf platform solutions gives us the ability to stay ahead of rapidly changing communications control needs, so your agency can focus on the tasks at hand.

InterTalk is an IP-based console that is able to interface with all types of legacy analog radio, digital P25 radio, telephone network, intercom, and data applications, providing an integrated, seamless dispatch experience for the end user. Because InterTalk is manufactured with COTS equipment, there is no need to worry about replacing proprietary technology down the road.

InterTalk's superior architecture and resource management capabilities are industry-leading. InterTalk utilizes a scalable core that can support any number of end-points and console positions, resulting in InterTalk's ability to interface with other systems. Simply add SCADA or GIS to InterTalk for a unified system at your fingertips. Because InterTalk is a fully-scalable architecture, the number of console positions can grow along with your agency.



## TRANSCRIPT™ ARCHIVAL LOGGING RECORDER

Transcript™ is a full-featured, web-based application available to be integrated into your existing InterTalk™ Critical Information Systems, or as a standalone solution for your agency.

Transcript logs all of your valuable voice, text, photos, and videos. Every single talkgroup, radio, intercom, and telephone call can be recorded and archived with Transcript.

All audio that enters Transcript can be backed up to any removable media format, including USB drives, NAS, CD, DVD, or Blu-ray. Because Transcript does not do simple "track recording", it does not record unneeded silence during incoming/outgoing audio transmissions, saving you time and ensuring you only get the audio you need to hear.

The data that enters Transcript cannot be removed, modified, redacted, or hidden, ensuring that an auditable and legal chain of evidence is maintained. Transcript will maintain recordings for one (1) year by default, and automatically overwrites audio files older than 365 days with newer files, resulting in a one year "sliding window" of audio recordings. Audio recordings that must be kept on record can be tagged as "Yellow tape", ensuring it will not be deleted after one year.

Transcript's playback controls are designed with the end-user in mind. Transcript can play, pause, fast forward, and rewind audio tracks, and is capable of nudging audio backward and forward, and playing tracks at faster or slower speeds.

The best part? As InterTalk develops new technology and features, Transcript can be easily updated, saving your agency money on costly hardware upgrades.

# InterTalk's Full Suite of Integrated Products



## INTER TALK™ ENCOMPASS MOBILE DISPATCH CONSOLE

InterTalk's Encompass dispatch and control console system is tactical, field-deployable unit that provides your energy-focused operations an instant and centralized point of communication. With the InterTalk Encompass, an operation's field team can establish a central point of communications in under 5 minutes.

The InterTalk Encompass provides instant access to field units, regardless of the band or format they utilize, and allows you to quickly and effortlessly set up and pull down joined networks, while simultaneously monitoring everything that is happening across all connected networks. Encompass allows full voice and data communications with all field units as well, giving you real-time command and control of 4 (and up to 8, depending on configuration) base stations.

Each InterTalk Encompass features the InterTalk console, and 1 or 2 Citadel IP Radio Gateway (sold separately) units, depending on the radio channel requirements of your agency. The InterTalk Citadel units can be deployed as endpoints throughout your IP network, and can connect with each other locally or over vast distances using IP. Interoperability connections are configured via an IP-connected laptop or PC using a standard browser like Firefox or Chrome. The management dashboard lets you easily check, set, and test levels and PTT operation.

InterTalk has an interface for any communication requirement, be it legacy LMR or the latest digital protocols like P25, DMR, or TETRA. InterTalk Encompass provides your team one consistent dashboard, so no matter what technology you use, it will work the same where it matters most: in the field.

*Note that other mobile console form factors are also available, including laptop-only and tablet.*



## INTERSTAT INTELLIGENT COMMUNICATION STATISTICS LOGGING

InterStat is an Enterprise-grade data analysis and reporting tool available for your radio-telephony system. InterStat's robust power allows users to easily view, export, share, and visualize any combination of system data captured within your communications system.

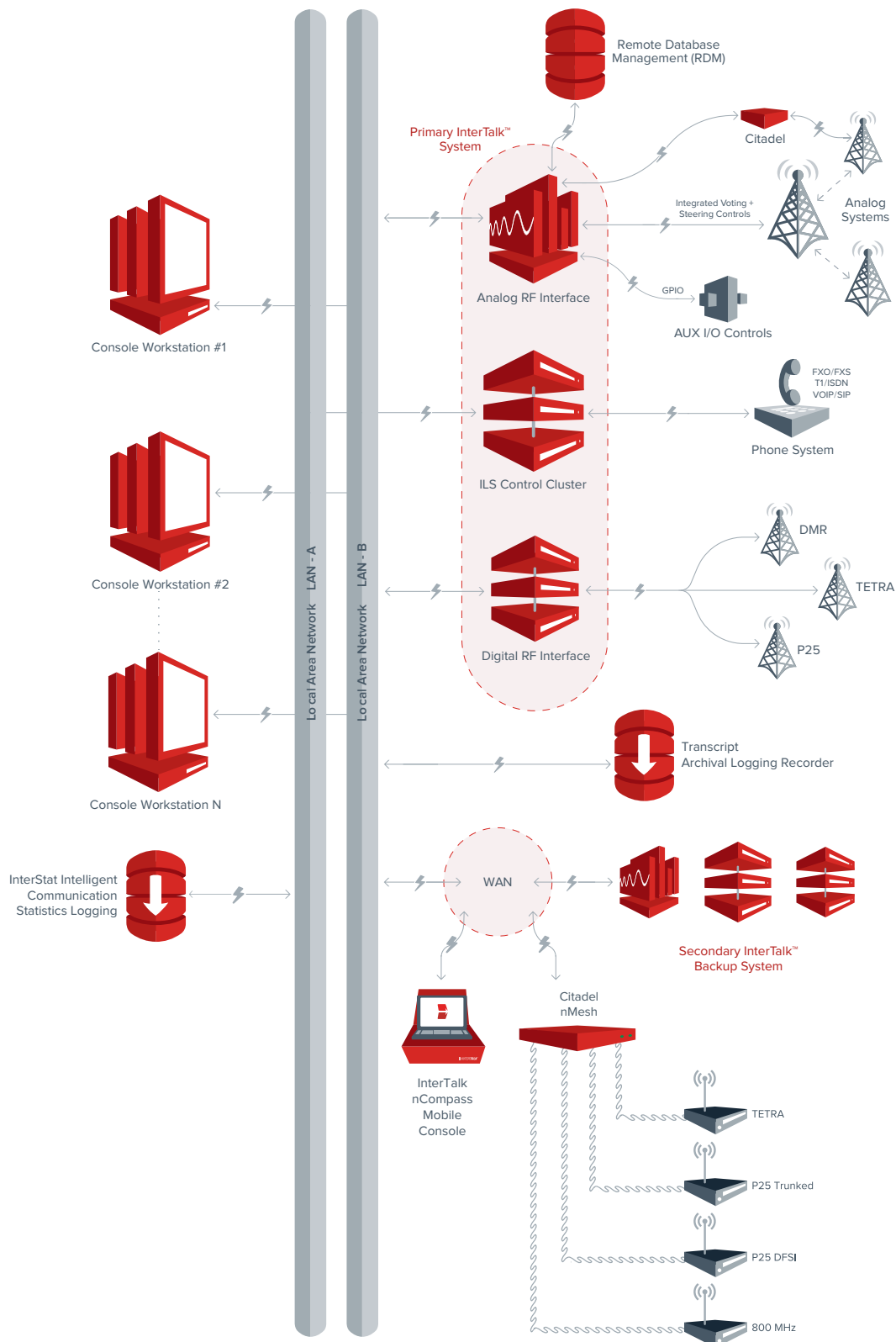
InterStat uses the power of modern data capture techniques to extract any and all meaningful data from your communication system's database, and display it in ways that are easy to understand and interpret. Combined with support for the most common web browsers (Chrome, Firefox), InterStat will provide your agency's users with the data required to make mission-critical resource-planning decisions.

InterStat allows your agency to log virtually any communication-based data that flows through your system. As a result, the logging and informatics possibilities are limitless: track analog and/or digital radio use at your command center, or in the field (P25, DMR, TETRA, VHF, UHF, and more), telephones (cell phones, POTS, T1, PBX, VoIP, and more), pages, SMS, and any IP-based asset passing through your communications system. The deep power of knowing precisely when, where, why and how your team in the field is utilizing their communications infrastructure allows for clear, data-validated decision-making in your operation.

InterStat is accessed and controlled over IP via web browser dashboard, and is infinitely configurable to provide your utility the knowledge needed to save valuable time, money, and effort in the field and at your operations center.



# InterTalk's Communications Ecosystem



# Features & Benefits



## POWERFUL COMMUNICATIONS INTEGRATION

It used to be that telephone systems were for phone calls and radio systems talked to radios. But why handle one conversation with several different tools? InterTalk speaks to everything – phones, analog radio, digital, texts, even IoT. With its powerful database tools, InterTalk can connect to any information, anywhere. With InterTalk, all the systems that your energy operations need can be brought together into one synergistic whole.



## SERVICE ANYWHERE, ANYTIME

No more anxiously waiting for a tech to arrive, with Internet Protocol (IP) connectivity, InterTalk can connect to and use resources from literally anywhere. You can be sitting at your console and be using a radio site in the next town, county, or state. InterTalk is the console system that meets all your needs and limits nothing. From Technicians to Substation Engineers – InterTalk connects them all, anywhere, anytime.



## CUSTOM USER EXPERIENCE

Let's face it, communications professionals spend most of their working hours staring at their screens. Console screens can be cluttered, chaotic or just plain ugly, but InterTalk's User Experience is ergonomically engineered for real-life situations. It presents users with what they need to see, when they need to see it, in a format that's proven to be both highly effective and pleasing to the eye. And if you don't like it – you can change it, with screen builder tools built into every system provided. Plus, your specific login layout follows you wherever you go, and can save as many different layouts as you'd like.



## DIRECT FACTORY SUPPORT

At InterTalk we believe a product is only as great as the customer service that stands behind it – that's why we pride ourselves on providing a collaborative experience from start to finish. Doesn't it seem that the bigger the supplier the more they think they know it all? The truth is, you know your system and your needs better than anyone! From your initial consultation to after sale support, our skilled designers and engineers are dedicated to working alongside your team, providing the best solutions for your unique needs. And because we put our Customers first, our technicians and engineers are always only a call away.



## RELIABLE & SCALABLE

Not every utility needs hundreds of console positions or to talk to a thousand channels, but wouldn't it be nice to know that your system can handle that and more if needed? InterTalk is scalable so it always meets your communications needs. As your operation grows, InterTalk will grow with you. With 99.999% reliability built into every system, InterTalk is engineered to never fail.



## TRUSTED BY

**ATCO Electric**

**Manitoba Hydro**

**SaskPower**  
Powering the future®

**Bonneville**  
POWER ADMINISTRATION

**Énergie NB Power**

**Seattle City Light**



**INTERTALK™**



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