Public safety, energy, transportation and security organisations - all these entities are facing the challenge of managing their operational fleets at the highest level of security, reliability and effectiveness, regardless of the network technology used. However, meeting this challenge is possible only when a state-of-the-art control center is used which enables these highly-complex operations.

A control center has to provide a vast number of features to make the dispatching process as efficient as possible, give the operator intuitive access to all the necessary information and functionalities and be easy to operate. Communication between the control center and field staff has to be reliable and always guarantee the required level of security.
IFDS – secure, easy to-use and mission critical

• “The numerous security features of the Atos Dispatcher, including the built-in AVLS (Automatic Vehicle Location System), are essential for providing reliable communication with our off-shore field staff.”

• “IFDS offers fast, easy to-use and reliable voice/data communication for significantly increasing our productivity.”

• “The intuitive touch-screen menus enable our staff to efficiently manage their tasks. They don’t need any technical background information of how the network itself works.”

Customer feedback

Advanced Integrated Dispatcher & Geographical Information System

Atos’ Integrated Fixed Dispatching System (IFDS) is a cutting-edge C3 (Command Control Communication) solution, which easily integrates all network technologies and combines them with a fully-integrated Automatic Vehicle Location System (AVLS) as well as user-friendly geo-fencing features.

With IFDS, calls to different networks, such as TETRA, GSM-R, PBX, VHF, UHF or analog networks, can be easily initiated in one step. And in just one more step users can be put together in a conference call.

The solution offers comprehensive role management, and parallel roles, as those known in the GSM-R world, are transferred into the general Professional Mobile Radio (PMR) environment, allowing new user scenarios and opening up new opportunities!

IFDS offers a modern multi-network Communication Command and Control platform. It utilises all major functionalities relevant for various business segments, such as role management and call and data control features, which are enhanced by resource tracking. All these features as well as a wide range of network interfaces of multiple infrastructure providers, TETRA, GSM-R, E1/DSS1 and SIP-based PSTN/PBX networks, or analog legacy networks are integrated into a unified control system.

Its comprehensive architecture supports tailor-made solutions that meet customer-specific needs. System deployments, starting from small single-client setups, are able to be extended to nation-wide client/server configurations. This scalability allows smooth system extensions as the customer network grows.

The graphical user interface supports modern touch-screens, providing easy and intuitive access to a wide range of valuable features.

IFDS is used as a logistics and operational control center, making it possible to control and manage various resources in the field, such as staff, vehicles and vessels.

A characteristic feature of our solution is its central server with a business-logic approach, supported by thin Java-based clients. With its internal IP-based architecture and packet-switched message routing strategy, it protects your investments by ensuring easy and smooth migration to an all-IP future. IFDS utilises proven IP technologies, while also supporting legacy voice interfaces (E1, analog...). In addition, it is designed to run on widely-used COTS (commercial off-the-shelf) market hardware components, fulfilling high-reliability requirements.

Dispatching systems have many common tasks and characteristics, independent of communication technologies and application areas. Atos IFDS has been developed on top of multi-technology and multi-vendor platforms. It inherits a wide range of proven features and functionalities of the common platform, such as role, subscriber and data management. Furthermore, it manages all data related to operational fleets, groups and individual subscribers from multiple networks and facilitates voice and data communication for the field staff, e.g. security forces, drivers, field services personnel or shunters.

The common dispatching application for various communication networks terminated directly in the IFDS server components provides unique and effective and efficient tooling for the operators.

IFDS is a comprehensive, feature-rich, highly reliable and scalable dispatching solution. It is also customisable for all industries with critical communication tasks, as for instance, the public sector, transportation and industrial environments.
Integration of radio and IP - minimal investment and operating costs

Integrated Fixed Dispatching System used for TETRA runs either as a radio dispatcher configuration, a single-line dispatcher or in a client-server architecture.

In radio-dispatcher mode, it connects to the TETRA terminal, using standardised interfaces, while in line-dispatcher mode it also adapts to vendor-specific interfaces. Therefore, IFDS is highly scalable and flexible - keeping your initial investment safe long into the future.

Applications - easy integration into your network

IFDS allows the smooth integration of third-party applications into your network. It provides a simple interface and protocol for accessing all basic services and features, such as call handling and control, data handling, as well as control of and access to gateway databases. Hence, new applications can be integrated as plug-in without the need of detailed knowledge of interfaces, and they can be fully integrated into the IFDS workflow. In addition to voice dispatching control and communication capabilities, it supports integration and processing of other data sources, like, for example, tracking systems. “Automatic Vehicle Location” (AVL) permits the central administration of all geographical data of subscribers equipped with GPS-enabled terminals.

Enhanced function - efficient and effective

- Dynamic train list
- SMS/SDS text templates
- SMS/SDS history
- Call history
- Background call handling
- Event logging
- Local voice recording
- Configurable automatic call answering
- Phone book and lists of favorites
- Dynamic role management
- Role/user-specific environment
- Efficient alarm and control functions
- In case of GSM-R: fully compliant to EIRENE and MORANE standards

Graphical User Interface (operation client) - intuitive and easy to use

- Direct, intuitive and user-friendly
- Dedicated areas for call handling, audio-equipment handling, event checking, text message handling, role management and system-status monitoring
- Intelligent support for call and SMS/SDS-handling, e.g. function number wizard for GSM-R
- Indication of ongoing events and subscriber status
- User and role-identification
- Dynamic role switching
- Enhanced drag and drop control
- Multi-monitor support
- Touch-screen support
- Multi-language support
- Pre-configurable environment
- Several categories of operation terminals

Smart architecture - redundant and future-proof

- Thick server/thin client architecture
- Fully redundant server cluster
- Based on COTS hardware
About Atos

Atos is a global leader in digital transformation with approximately 100,000 employees in 72 countries and annual revenue of around €13 billion. European number one in Big Data, Cybersecurity, High Performance Computing and Digital Workplace, the Group provides Cloud services, Infrastructure & Data Management, Business & Platform solutions, as well as transactional services through Worldline, the European leader in the payment industry. With its cutting-edge technologies, digital expertise and industry knowledge, Atos supports the digital transformation of its clients across various business sectors: Defense, Financial Services, Health, Manufacturing, Media, Energy & Utilities, Public sector, Retail, Telecommunications and Transportation. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, Unify and Worldline. Atos SE (Societas Europaea) is listed on the CAC40 Paris stock index.

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