

An Agile Solution for 911 Operations in Gallia County, Ohio

AGILE NETWORKS

Connect Empower Transform

Agile Networks

Agile Networks is the premier provider of hybrid fiber wireless broadband data networks, supplying connectivity to empower individuals and transform organizations. Agile Networks' hybrid network - *The Agile Network* - utilizes vertical infrastructure along with the latest in fiber-optic and wireless technologies to provide world-class data solutions. Engineered to the stringent specifications required to support public safety, *The Agile Network* boasts carrier-grade performance and military-grade security. Agile's Last-Mile Agility makes delivering solutions to rural areas just as feasible as major cities.

Customer Profile

Gallia County is located in rural Southeastern Ohio and makes up part of Ohio's border with West Virginia. Gallia County is home to over 30,000 people spread over 471 square miles. The largest city and county seat is Gallipolis, which sits on the Ohio River.



Situation

Outdated, Unreliable Connectivity Caused Host of Problems for 911 Operations

Gallia County's leased RTNA lines for its 911 operations failed frequently and were mounting in costs. It considered building its own microwave network, but this proved out of reach due to upfront and on-going management expenses that were out of line with the county's budget. Yet with the demanding nature of emergency services, Gallia knew it needed a partner that had the reputation and expertise to handle its mission-critical traffic.

Solution

Agile Replaced RTNA Circuits with Layer 2 Ethernet Connectivity

After an introduction from B&C Communications, which had worked with both Agile and the county in the past, Agile consulted with the Gallia 911 officials and proposed a plan for replacement. The county embraced the plan, allowing Agile to place managed smart routers at all of the Gallia 911 locations, connecting each to the county's 911 center.



Result

Cost Savings, Increased Performance and Reliability

Not only has Gallia County seen a significant cost savings by switching to Agile's solution, but they have eliminated downtime and are enjoying the benefit of *The Agile Network's* redundant architecture, all while maintaining their own private network.



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The people at Agile are great to work with. They brought us a unique solution when nobody else could, and the improvement in the quality of the service was immediately noticeable. We couldn't be happier.

- Keith Wilson, Deputy Director of Gallia County 911

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Situation

Outdated, Unreliable Connectivity Caused Host of Problems for 911 Operations

For many years, Gallia County relied on leased RTNA lines to support its 911 operations. County officials knew the technology had been outdated for some time, but much of the county proved too remote for the infrastructure to properly support its emergency communications.

Emergency public safety communications serve a critical need in any community. In Gallia County, outdated RTNA lines frequently failed, and where once lines were restored in a matter of hours, now the lines were inoperable for days on end leaving the county stuck without a reliable backup solution to maintain its public safety network.

Frustration mounted, leading Gallia to investigate purchasing and maintaining its own microwave network, but the VHF and UHF links required proved fiscally out of reach. This potential solution also required more staff support time than they were equipped to handle.

The county clearly needed an alternative to their current circuits. They contacted B&C Communications to discuss their options, and the company explained to the county how Agile Networks solved a similar problem for the State of Ohio's public safety network.

Jesse Stanley, B&C Communications representative, felt connecting Gallia County and Agile Networks made perfect sense. "When Gallia explained the type of solution they were looking for, I immediately thought of Agile," said Stanley "It was a natural fit."

Solution

Agile Replaced RTNA Circuits with Layer 2 Ethernet Connectivity

Agile discovered that by utilizing Gallia County's existing vertical infrastructure, it could wirelessly incorporate the Gallia towers into Agile's existing network, *The Agile Network*. This tactic gave Agile access to the remote locations that were a challenge for traditional carriers. Once incorporated into the network, Agile placed managed smart routers at each 911 site, and provisioned a service-level guaranteed, Layer 2 Ethernet connection between each remote site and the Gallia 911 center.

Result

Cost Savings, Increased Performance and Reliability

With reliability issues a thing of the past, Gallia experienced tremendous monthly cost savings.

"The people at Agile are great to work with," said Keith Wilson, Deputy Director of Gallia County 911. "They brought us a unique solution when nobody else could, and the improvement in the quality of the service was immediately noticeable. We couldn't be happier."

By partnering with Agile, the county continues to benefit in three distinct ways:

1. It saves money
2. Its network performs efficiently
3. Its 911 network is supported by *The Agile Network's* built-in redundancy, further ensuring that the county emergency communications operate effectively when it matters most

Gallia County, Ohio

- Gallia County has a population of 30,934 which includes over 12,000 households.
- The county covers 471.20 square miles.



Situation

- Gallia County 911 was relying on outdated RTNA lines which were unreliable
- Increasing downtime with longer intervals between restorations
- Increasing monthly charges for leased RTNA lines

Solution

- Agile placed managed routers at each of Gallia County 911's locations and replaced the RTNA lines with wireless service-level backed, Layer 2 circuits, connecting the county's remote sites to the 911 center

Result

- Gallia 911 saved significantly using Agile vs. their previous provider
- Added redundancy
- Eliminated downtime
- Delivered high-quality communications to rural environment

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