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# Mutualink Users in the Knox County, TN Area

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**Presented by:**

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## THE NEED

Recent events, including the “Bat Man” shooter in Aurora, CO, the Sandy Hook school shootings in Connecticut, the Marathon Bombings in Boston, and the massive tornadoes in Moore, OK, have underscored the need for faster, more efficient, more certain collaboration when handling emergencies. Furthermore, events such as Hurricane Sandy in New Jersey and Connecticut as well as the Moore, OK tornadoes have shown that it is not only important for such a network to be separate and apart from public communications, but also that it is imperative that the network be capable of surviving even in the event of the failure of public communications carriers and public safety communications networks.

## THE SOLUTION

The Knox County Sheriff’s Office, Knox County Public Schools, the University of Tennessee, and other agencies and organizations in the Knoxville area have addressed this need by purchasing the Mutualink Emergency Collaboration Network, the same emergency collaboration solution Bin its highly acclaimed response to the Boston Marathon bombings.

## WHAT IS MUTUALINK?

Mutualink is an interoperable communications and multimedia sharing platform consisting of public safety quality hardware, easy to use enabling software, and a highly secure global ip network. The Mutualink workstation allows users to create incident-specific sessions, to invite other agencies to join in those sessions, and to allow each agency to share its multimedia resources with all others in the incident. Agencies can be invited and resources can be shared with a simple drag and drop motion by the operator. Shared resources are accessed via hardware end points which convert available resources to audio and video streams within the Mutualink secure network. End points include conversions for all radios, all videos, all telephones, and all public address systems.

## MUTUALINK EQUIPMENT

- Interoperability Work Station (IWS)
- Radio Network Interoperability Controller (RNIC)
- Video Network Interoperability Controller (VNIC)
- Telephony Network Interoperability Controller (TNIC)
- Intercom Network Interoperability Controller (INIC)
- Keyboard
- Mouse
- Public Safety Quality Speakers
- Public Safety Quality Mic
- Network Provisioning
- Configuration, Setup, and Training
- Network Access



## WHERE MUTUALINK IS DEPLOYED?

Mutualink is a proven interoperable communications and multimedia sharing platform deployed in numerous key locations within the United States and internationally as well. In New Jersey, Mutualink has several hundred agencies using the system in a regional preparedness and emergency network, including the NJ State Police, city and county OEMs and police and public safety agencies, fire agencies, over 75 hospitals, NJ Transit, Stadiums, utilities, and schools and private sector security such as malls and large corporate security. New Jersey is currently considering adding 1,000 new locations, making it the most interconnected location in the world for public safety. Mutualink is also deployed in the San Francisco Bay Area, Boston, and the New York Capitol region, among others. In the military space, Mutualink is designated as the interoperable system of choice by NATO Special Operations Forces, and is also being used by US Special Forces and the US Army. Mutualink is also deployed with the State of Rio de Janeiro, Brazil and is now being deployed in preparation for the World Cup and the Olympics throughout Brazil. Most recently, Mutualink was awarded sole source status by the Brazilian government for unique technology and critical role in preparations for world events.

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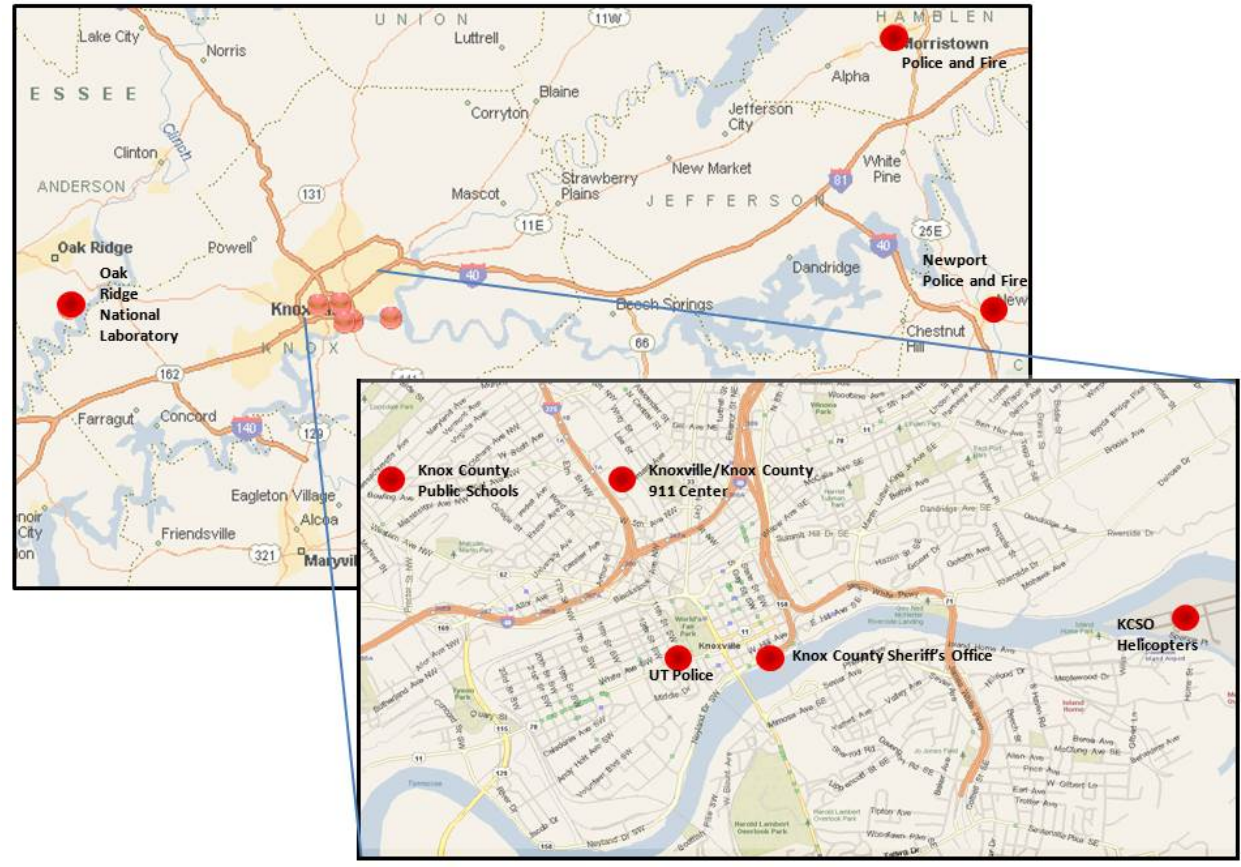


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### MUTUALINK IN EAST TENNESSEE

Mutualink has several deployments in East Tennessee Knox County. East Tennessee deployments include the the cities of Morristown and Newport, Oak Ridge National Laboratory, the University of Tennessee, the Knox County Sheriff's Office, the Knox County Public Schools, the Knoxville/Knox County 911 Center, and the KCSO helicopters at Downtown Island Airport. Ongoing efforts to expand the base to include nearby cities such as Oak Ridge, and nearby counties such as Blount County have resulted in significant interest on the part of public safety officials, especially in Blount County, but budget restraints have slowed efforts for countywide deployment.



### GLOBAL INTERLINK AND INTERLINK USA

InterLink refers to two corporate entities, InterLink USA, Inc. and Global InterLink Corporation, both headquartered in Knoxville. Both companies share the same facilities and have certain officers and owners in common. Global InterLink Corporation (GIC) is the only authorized worldwide distributor of Mutualink technology. The company has distributors in the United States (InterLink USA), Canada (Inter-Op Canada), Latin America (InterLink USA), Europe (InterLink EMEA), Middle East, Africa (3T SA), and Australia (NLT Australia). InterLink USA is its primary distributor in the United States. Global InterLink partners have sold to users as diverse as the Oak Ridge National Laboratory, the University of Tennessee, the Toronto Pearson International Airport, and municipalities in Argentina. InterLink USA specializes in value added applications of the Mutualink Technology. It also includes airborne and mobile configurations using 4G (LTE) aircards as well as archival nodes, media servers, and web based media portals for rapid, secure distribution of streaming images to and from the Mutualink environment. This includes streaming of video images in real time to iPads, Androids, and PCs for use in tactical applications such as SWAT team raids and Hazmat remediation. Global InterLink partners sell to specialized markets including mining, military, medical, universities, stadiums, and special events. Special events covered by Global InterLink distributors include the largest fireworks event in the Southeastern US, the Detroit Auto Show, and sports events at the University of Tennessee.

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After an extensive program of demonstrations, exercises, and drills (including live radio interoperability and streamingil video) with public safety agencies in Michigan and Ontario, Global InterLink, InterLink USA, and Inter-Op Canada recently sold Mutualink gateway systems for the Border Interoperability Demonstration Project (BIDP)(B deployment sites. This project was funded by the US Dept. of Homeland Security.

### 89ACBGHF5HCBG5B8'9L9F7-G9G'IN KNOX COUNTY

With the tragic events in Newtown and the bombings in Boston, there is renewed interest in both school safety and enhanced agency cooperation. In response to these events, InterLink and Knox County Sheriff's Office have conducted numerous drills in Knox County involving emergency scenarios at Knox County Public Schools. In-school cameras, airborne surveillance cameras mounted on KCSO Helicopters, Skype Cameras located on smartphones in KCSO patrol vehicles, Knox County and Knox Schools radios, and other sources were all brought into these incidents using Mutualink and InterLink Technology. This exercise demonstrated the ability for schools to instantly share live video and audio from inside the schools with police and simultaneously communicate with responding officers, dispatch and OEM over otherwise incompatible radio systems. Moreover, through Mutualink's always on, always ready community- wide system, responders were able to simultaneously communicate with other area agencies such as the Public Building Authority, Covenant Hospitals, and the Knox Utility Board. With Mutualink, critical communications were seamlessly bridged and responders were able to quickly assess the situation, and identify, track and capture persons of interest quickly saving valuable life saving time.

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