

GALAXY®

Case Study: Midland Texas Fire Department

Reliable. Simple.

GALAXY Broadband Communications is a leading North American satellite communications provider that offers video, voice, internet and data services. **GALAXY** offers communications solutions that are designed specifically for rugged and remote applications. This gives you data and video as well as telephone and radio communications over Internet Protocol.

West Texas - Wide open space means dangerous conditions

The Midland Texas Fire Departments focus is severe weather and all disasters like tornadoes, hurricanes and fire. Not only are they the first line of defense against fire, storms and natural disasters, they also provide emergency medical services and support police and other emergency service agencies on a local, regional and state level.

Early on, they realized the need to communicate internally and with other agencies. Due to the vast area and nature of the terrain they were responsible for, it was apparent that traditional terrestrial communications could not provide the service reliability they required. Not only did they need radios and telephones, they also required Internet access and the ability to send video. Radios and cell phones rely on towers that are simply not available in all rural areas or during disasters.

Satellite communications quickly became the clear choice and allowed them to bring resources to any situation.

Challenge:

The Midland Texas Fire Department required emergency disaster communications everywhere

Solution:




GALAXY'S reliable, high QoS SkyDATA satellite network with an Auto-Deploy system

Result:

A hassle-free complete mobile communication network including VoIP, data and security



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"The network serves at local, regional, and state levels during disasters. We need to access the network with out auto-deploy equipment and I have been pleased with this solution."

- Patrick Repman, District Fire Chief

The Promise - Delivered!

When the Midland Texas Fire Department decided that satellite was the best way to ensure reliable communications, they selected a network they felt met their needs and price point. The new service included an auto-acquire satellite antenna system and a **GALAXY** bandwidth package recommended by their Internet Service Provider.

They contacted Sean Crawford at Remote Communications in Odessa, Texas. He understood their needs and offered the solution. Sean is an Authorized **GALAXY** reseller. "With the high QoS and reliability the choice was easy", stated Crawford, "and by combining it with the fully customizable data packages, we were able to create a reliable solution at an economical price."

Now, when the Midland, Texas Fire Department is called to an emergency scene, anyone in the communications vehicle can press one button to deploy the satellite system, and establish a link which connects them to the Internet. In about 10 minutes, approximately the same time it takes to stop the vehicle and start the computers, their communications system is up and running. All of this is done without specially trained personnel. The Internet connection not only allows for normal data transfer and video streaming, it also supports VoIP and RoIP. This means that the Midland Texas Fire Department is able to focus on what they do best...take care of the good people of West Texas. The promise- delivered!

With the success of the Midland deployment several other counties have selected **GALAXY** as their network of choice such as Arlington and Plano TX.

Key Features for Emergency Services

Galaxy SkyDATA Network




- High Quality of Service (QoS) enterprise satellite network
- Crystal-clear VoIP over satellite phone service
- High-speed internet connection
- Committed Information Rates (CIR) available for high-definition video streaming and real-time applications

Auto-Deploy Satellite System

- Simple One-Button operation
- Automatic satellite acquisition
- Lightweight, durable construction
- High-strength Prodelin FRP re ector
- Connects with standard RG-6 coax cable
- Self-diagnostics with front panel blink codes
- Automatically re-acquires satellite if signal is lost
- Programmed via user-friendly web page interface
- Flexible Mounting Options (Vehicle, Trailer, Case)



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