



## Clark County, IN MEVO Case Study



### MEVO Features and Benefits

#### 911 Suite

- ANI/ALI
- Conference Transfer
- Call Recording
- Single Button Callback
- Push to CAD/MAP

#### Admin Suite

- Extension Dialing
- Interface Customization
- Conferencing
- Paging
- Call Detail Records

their needs, INdigital provided a custom solution, using a MEVO server in the back room along with additional administrative phones at each dispatch position.

#### Results

On April 8, 2015, a lightning strike caused extensive equipment damage affecting the center's main 911 system. Meixell was able to easily switch the call delivery to automatically route to his MEVO solution. One of the benefits of MEVO is its flexibility to work as either a backup or disaster recovery system. "We have never had any problems with it. It has always worked," says Meixell. Plans are in place to deploy MEVO in the county's future Emergency Operations Center (EOC). According to Meixell, "I have always been happy with INdigital's performance. They have been leading the way in cutting edge technology over other companies working in the 9-1-1 industry and it shows."

#### Situation

Clark County 911 was established in 1974 as the township fire dispatch center. Over the past 41 years, it had grown into 6 separate PSAP's. During this time if 911 calls overflowed another PSAP could process the call. Recent Indiana legislation required each county to consolidate down to 1 PSAP with 1 secondary PSAP. The consolidation meant that a backup plan was needed if there was ever a problem with the main 911 system.

#### Solution

Clark County wanted an independent backup system different from their primary system provider. Brad Meixell, the center's Director, needed a diverse redundant platform that would work if the main system failed. The county chose INdigital's MEVO disaster recovery solution. MEVO provides call recording, onscreen ALI, and supported transfers within the statewide network.

MEVO was the most cost effective solution, with partial funding through the state 911 network. "When considering trying to purchase additional equipment from a LEC (Local Exchange Carrier) for a backup solution, it's a night and day difference in cost savings," says Meixell. The county uses MEVO for both disaster recovery and administrative calls. "We wanted to replace our old phone system so the possibility of using MEVO for our administrative lines as well was a no brainer." To better fit

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