LifeX as a Service
Communication/collaboration platform

LifeX is a future-oriented critical and safety communication and collaboration platform designed to satisfy all the demands of a next generation control room and its multimedia handling. LifeX as a Service (LXaaS) provides a viable, economical, and scalable cloud-based solution. Emergency Sevices Network (ESN) will also provide an opportunity for LXaaS to enhance customer capabilities and – as a Home Office approved supplier – Frequentis is at the forefront of this development.

Key features

Unique safety architecture

Any service is only as good as it's foundations. For LXaaS this is LifeX with its carrier-grade architecture is designed to meet the highest demands of mission critical public safety use cases. The highly multi-tenant and resilient architecture makes LifeX scalable during runtime in a linear way, adding additional computing power as required by special operations.

Implementation and integration

Physical installation and testing of hardware and software on site is always the longest element of an implementation. As LifeX is designed as an open platform, other services and interfaces can be hosted on the same level as LifeX services. This ensures that data can be used horizontally across all business services. An open partner API enables other applications to utilise services, as well as data of the platform.

Flexibility

Only pay for the concurrent users you require and not having to second guess what your needs are in the future. To enable this financial flexibility in LifeX, any device can be a working position. The use of pure, web-based user interfaces and built-in flexible audio handling permit a broad range of different deployment scenarios on already installed infrastructure.
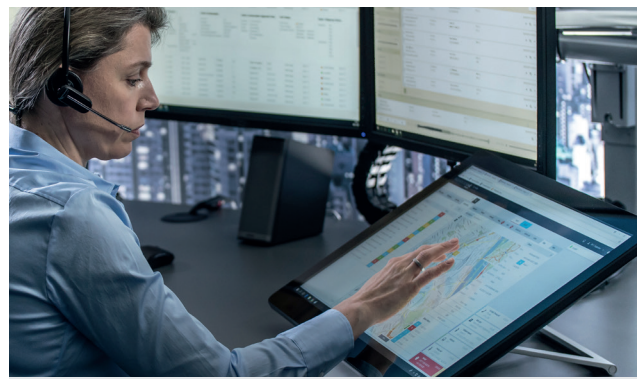

LXaaS at a glance

- Flexible, affordable procurement options based on concurrent usage, not number of users

- Ability to cope with surge demands, and to buy operational modules, as required (add ons)

- Speedier implementation – no bespoke customer infrastructure requirement

- Fully managed maintenance, security and support service

- Truly location independent access

- Pure software, IP-based communication and collaboration platform with an architecture designed for mission-critical operations

- Any media – any device. Web-based user interfaces

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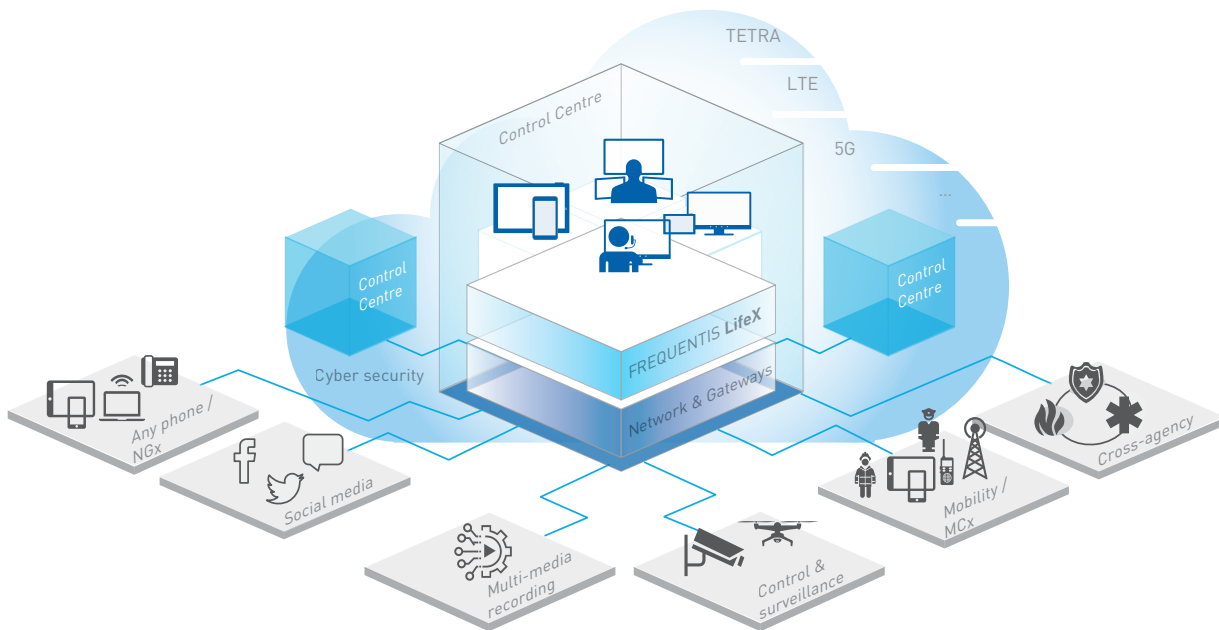
Benefits

Affordability
Modules and pricing packages are based on concurrent usage and the features operators require for contact centre, dispatch or supervision.

Fully managed service
All the maintenance, support and security requirements managed as part of the service – incl. updates and patching for an evergreen approach to ensure the service is also contemporary and relevant to the everchanging world.

Single service for emergency call
Smart geolocation, conversation routing and in-call collaboration optimise control room multimedia emergency communication. It also supports industry standards, such as EISEC and ready for NG999, allowing the public to contact the operator using the media most relevant to their given circumstances (voice, text, video, or combined).

Technical specification

Availability/scalability	99.99% availability on a geo-redundant architecture, with inherent scalability to meet demand surges
Standards and security compliance	SIP/RTP, SIPREC, ED137, TLS, Kerberos, XMPP and Secure communication based on TLS: SIPS, HTTPS, WebSocket secure
Radio connectivity	Integration with Airwave TETRA infrastructure and ESN ready via the Frequentis Universal Radio Gateway (URG)
Monitoring & logging	Management Information and reports on how your organisation is managing your communications