G-Cloud Service Definition
Cortex

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G-Cloud Cortex

Service Definition

This Service Definition is relevant to all UK Emergency Services, including Police, Fire, Ambulance and other Public Safety organisations, with a requirement for a control room solution.

The service is provided by NEC Software Solutions (NEC).

The Cortex Standard G-Cloud Service is available as:

- Cortex Private Cloud (an on-premise, or separately procured, private cloud).

Overview of G-Cloud Service

Cortex is NEC's Integrated Command & Control System (ICCS), which has been established within the emergency service market for over 20 years. Our customers trust us to deliver their daily operations in the control room and in the field.

The Cortex ICCS enables rapid communication by bringing together radio (marine, UHF, VHF, TETRA and LTE), telephony, CCTV, access control, alarms and more. This helps you do the things you do every day more efficiently.

It also reduces the amount of desk space used by removing multiple displays. Replacing them with one screen that supports many control room functions.

Cortex is completely customisable. The user interface can be built by the end user to meet their specific needs, by choosing from over 80 widgets. You can even create multiple layouts to meet different role profiles, from call taker to supervisor, trainer or any others.

One in every two UK police services is using our ICCS technology and today we currently handle 6 million emergency calls a year through it.

We also support the transport and aviation sectors. Our ICCS technology is at the heart of both London Underground and Gatwick Airport. Further afield, we've secured contracts in Sweden at Karolinska Hospital and with the Swedish Police, The Netherlands with KPN and the Middle East with our partners. We also keep the world's busiest international passenger airport, Dubai Airport, connected.

Designed to take advantage of both TETRA and LTE/ESN, reduce capital expenditure and increase the features and functionality available in ICCS, our Cortex solution control room can be provided either on-premise or off-premise accessible via VPN or Leased Line connectivity, and is based on a subscription-model, per workstation, per month, making it flexible to meet your demands.

Why move to Cortex?

- **Proven and Reliable integration to Airwave TETRA** – Cortex has been interfaced into TETRA since its introduction into the Emergency Market in the early 2000s.

- **Ready for ESN before, during and after transition** – ESN is fast approaching. With it comes new features, released thick and fast. This means there won't be a 'perfect time' to upgrade. The Cortex solution room takes you through Ready for ESN, Hybrid and then the full ESN transition.

- **Integrated 999/101 call taking** - with (if required) fully Automatic Call Distribution (ACD) capability.

- **Tailor Your User Interface** - create Graphical User Interface (GUI) layouts that suit your organisation and the way you work. Drag and drop widgets let you customise your screen to suit different roles and the interface is adaptive to laptops, desktops and touchscreens.

- **Affordable Fully Maintained Monthly License** – pay only for what you use based on the number of workstations in the control room with support included, delivering you considerable cost-savings for your organisation.

- **Unlimited Users** – the Cortex solution works on a per workstation per month model, which means you can have as many registered users as you like – perfect for part-time employees.

- **The NEC Control Room Community** - all our customers have access to our online community - a place where people can access information about all things critical control rooms, ESN, share and collaborate on ideas and the latest features, get our top tips and access to training videos.

Cortex Packages

Core	Advanced
TETRA Integration (*N1)	TETRA Integration (*N1)
ESN/LTE Integration (*N1)	ESN/LTE Integration (*N1)
Analogue Radio Interface	Analogue Radio Interface
IP CCTV Integration	IP CCTV Integration
Local Recording	Local Recording
Online Community Access	Online Community Access
Business Hours Support	24/7/365 Hours Support
X	Voice Recorder Integration (*N2)
X	Telephony Integration (*N3)
X	EISEC (*N4)
X	Approved CAD Integration

*N1 - An onsite TETRA/ESN/LET connection will be required to leverage ICCS TETRA/ESN/LTE integration.

*N2 - Voice recorders supported are Redbox and Nice. Integration to other providers is possible and will be quoted using the SFIA Rate Care.

*N3 - Telephony integration includes specific Avaya, Cisco and Unify. A full compatibility list is available on request.

*N4 - Dependent on customer provisioning of on-premise BT EISEC router and associated costs relating to BT EISEC connectivity.

Service Management

NEC has been supporting mission critical systems for the Emergency Services for decades. As such we have developed extensive capability in, and experience of, the skills, competencies, processes and procedures required to deliver the service excellence required by such customers.

The Core package Service level is available during NEC Business Hours, 09:00 to 17:00 Monday to Friday excluding Public Holidays, with the Advanced service levels being 24x7x365 (for P1 and P2 incidents only).

Detailed Service Level Agreements will be provided for each package, with an appropriate 'Service Code of Practice' created at the point of contract commandment. The SLA, Terms & Conditions and Service Code or Practice will form part of the agreed Order pack and Contract Call Off documentation.

On-boarding

NEC will work with customers to develop an on-boarding plan to meet your specific requirements based on which package is chosen.

This includes a dedicated team of experts assigned to the project including an Account Manager, Technical Consultant and Project Manager.

During the initial project kick-off meeting we identify all the key stakeholders and define the channels to successfully source client data if appropriate and build the clients Cortex platform fit to their operational requirements. This will include any service migration considerations.

Ordering and Invoice Process

Customers are required to first contact frameworks@necsws.com for a requirements Scoping Meeting / Call to discuss their specific Control Room requirements from which a detailed proposal will be provided.

The proposal includes a Solution Overview document which details the solution, integration points, and what is in and out of scope.

Once agreed with the customer, NEC will host a number of technical workshops or calls to produce a Solution Design going into further detail. This is often shared with all stakeholders in the organisation including the IT departments to ensure everyone has input and that a successful project is delivered.

Once the Solution Design is signed off by the customer, this will form the scope of work for the delivery of the solution.

Technical Requirements

Service dependencies

The customer is responsible for ensuring their environment is suitable for the Cortex system. The service is compatible with a number of telephony switches including: A variety of Avaya, Cisco and Unify switches. A full compatibility list is available on request.

- The workstation client is compatible with Windows 10 and some older operating systems.

Note: Connection to legacy Radio infrastructure may require an older operating system, discussion will be required with NEC

- Some features require an onsite Radio (TETRA – Airwave) connection or ESN/LTE (DNSP connectivity).
- The customer will require an onsite telephony switch, based upon Avaya, Cisco and Unify telephony systems.
- Integration to CAD is based on Sopra Steria Storm or SmartStorm, 3TC, Microsoft CAD, Capita CAD and Hexagon CAD. Any other CAD systems will be costed based on the SFIA rate card.
- Integration Voice Recorders is based on Redbox or NICE voice recorders. Any other Voice Recorder system will be costed based on the SFIA rate card.
- Antivirus software must be installed on client workstations.
- Client workstations must meet a minimum specification.
- A headset must be provided.
- The customer will be responsible for providing windows updates for onsite client workstations.

Pricing is not inclusive of workstation peripherals such as foot pedals, Headset junction boxes or USB Speakers. These can be quoted for and purchased separately if required.

Workstation Specification

Component	Requirement
CPU	4x 3.2GHz (for example, Intel i5 6500)
RAM	16GB
DISK	256GB SSD
Operating System	Microsoft Windows 10 64bit
Graphics	On board 1080p graphics with DirectX 9 capability and HDMI output
USB	Physical

Bandwidth and latency requirements

It is the client's responsibility to provide a VPN to access the hosted environment. The client network infrastructure must meet the following network specification:

Component	Requirement
Onsite Workstation to hosted/server environment (normal operation).	50KB/s
Onsite Workstation pooling to onsite Radio interface hosting workstation.	80KB/s download 80KB/s upload
Onsite Workstation pooling to client VoIP Voice Recorder.	80KB/s upload per audio stream

Request a Demonstration

We will be pleased to demonstrate Cortex to you. Please email frameworks@necsws.com to request a demonstration.

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🐦 @nec_sws

NEC

About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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