

## Emergency! Iwatsu's ADIX System Answers the Call

**W**hether the residents of the communities near Canton, Ohio know it or not, their lives depend on Stark Community Dispatch Center, Inc. and the Center's ADIX telephone system.

Stark Community Dispatch Center is a private nonprofit company that provides emergency dispatch services for twelve volunteer fire departments and three private ambulance companies in the Canton region. Whenever a call is made to any of the emergency service providers, it is automatically switched to Stark Community Dispatch. Agents using Iwatsu's ADIX system, instantly identify the origination point of the call and dispatch the appropriate emergency service.

Because a working telephone system is literally a matter of life or death for their callers, Stark Community Dispatch takes no chances with its telephone system. "The backbone of our business is the telephone," says Cheryl Lombardi, Stark Community Dispatch's General Manager. "So we need the best and most reliable system available. Anything less is not adequate when people's lives are at stake. That's why we've relied on telephone systems from Iwatsu for the last seven years. We started in business in 1992 with an Iwatsu telephone system and never had any problems with it, so when the time came for an upgrade, the ADIX was the natural choice. This system even featured the power backup we absolutely require for our operations."



*Stark Community Dispatch, a private non-profit emergency dispatch service, relies on ADIX to help save lives and property.*

The reliability of the ADIX system also plays a role in Stark Community Dispatch's choice of Iwatsu telephone systems. "In seven years of service, 24 hours a day, seven days a week," Lombardi says, "the only issue we ever had occurred when an agent accidentally spilled some soda on a telephone. The telephone still worked, but the keys were sticky, so we decided to have it replaced. Aside from that incident, the system simply works day in and day out without any problems whatsoever."

In addition to the industrial strength ADIX telephone handset, Stark Community Dispatch appreciates the durability of the ADIX headset. "I often hear the headsets as they bounce on the floors



when our dispatchers drop them," Lombardi says, "but they just never break."

The ADIX also provides the key features Stark Community Dispatch needs to support its business operations. As currently configured, the dispatch center has twenty-six incoming lines that provide direct links to the fire departments and ambulance companies they serve. "When individuals in any of the regions we cover dial their local fire department or ambulance company -- or when they are routed to these entities after dialing their local 911 service -- they are automatically switched to us," Lombardi says.

Each fire department and ambulance company served by Stark Community Dispatch has one to three dedicated lines that are used for this call forwarding. These lines are bundled in the ADIX by origination site. "In this way," Lombardi says, "we can assign a single-labeled button on each telephone to every fire department or ambulance company, so that when a call comes in, we can immediately determine where it's coming from before we answer it."

To implement and configure their Iwatsu system, Stark Community Dispatch relied on Tel-Com Systems of Ohio in Akron, Ohio, an authorized distributor of Iwatsu solutions for over 18 years. "We are exclusive to Iwatsu because we believe they offer the best products in the market," says Sally Jo McDaniel, Vice President at Tel-Com. "Their systems are reliable, they do what they're supposed to do, and they're easy to implement and maintain. As a result, our customers are always satisfied."

McDaniel points out another area where the reliability of the ADIX is essential to Stark Community Dispatch. "In addition to dispatching fire and

ambulance services," she says, "they also monitor burglar and fire alarms for businesses, residences, and institutions. When an alarm comes in, the owners of the alarm systems need to know that they can always count on their telephone system to get them the outside line they need to respond appropriately to the alarm condition. That's the kind of reliability the ADIX provides."

Tel-Com also favors the ADIX for Stark Community Dispatch because of the inherent growth path available. "With the ADIX," McDaniel says, "it will be easy to add lines as the dispatch center expands the number of fire departments and ambulance companies it services. Should they ever need enhanced features on certain lines, such as voice mail, interactive voice processing, or auto attendant, they can be easily added to the ADIX platform."

But it is Lombardi who best sums up the real essence of Stark Community Dispatch's commitment to Iwatsu: "The telephone system just works when we need it to -- which is all the time and without fail." ←

