



iXP Corporation and Public Safety Solutions

By R. H. Hagerty

iXP, a leader in innovative public safety and campus security solutions, recognizes that public safety and security concerns by parents, colleges, and universities are changing dramatically on the heels of recent nationally highlighted critical incidents. Compounding these elevated concerns is the presentation of a dizzying array of technological and operational options to college officials on how best to keep students, faculty, staff, and visitors safe on campus. Sadly, some “opportunistic” vendors lure educational institutions towards “quick fix” implementations using proprietary products that are often expensive, largely irrelevant, and not integrated into the overall public safety and security operations, leaving colleges and universities no better prepared than they were before.

iXP believes that true public safety and security planning for colleges/universities must include three main characteristics:

PREVENTION: Efforts must first address prevention using both technology and services so that incidents are not given a chance to occur or are quickly identified and dealt with at the earliest possible moment.

PREPARATION: There must be sufficient preparation, training, and planning in place to effectively and quickly deal with incidents. This includes the testing of technologies and facilities, and evaluating and continually updating plans, systems, and protocols to ensure maximum effectiveness.

RESPONSE: Lastly, should an incident occur, there must be a focus on response, mitigation, and recovery. This requires careful coordination, collaboration, both internally and externally, and attention to the physical, emotional, and psychological needs of students, staff, and community.

iXP’s technique for planning and delivering successful consulting services in-



volves a phased approach. Throughout the engagement, iXP facilitates meetings, interviews, and dialogues with all identified stakeholders to coordinate needs and gather necessary information. Each phase of the engagement provides separate and distinct deliverables that are the building blocks of a plan to achieve the vision. The phases include assessment, business case/design, and implementation.

Over the past 10 years, iXP has provided professional services to institutions, such as: *Brown University, The Johns Hopkins University, Catholic University of America, University of Chicago, Rensselaer Polytechnic Institute, University of Pennsylvania, George Washington University, University of California – San Francisco, Harvard University, Princeton University, Arizona State University, Columbia University, University of Connecticut, Connecticut College, Syracuse University, and Massachusetts Institute of Technology.*

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Corporate Snapshot

IXP CORPORATION

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iXP Corporation is a public safety/security professional services firm that serves a **national** client base of municipal, healthcare, college, and university clients.

Recent iXP projects have included:

Communications Center Design and Build-out

Via a phased approach, iXP was initially engaged to provide a university Department of Public Safety client with an assessment that identified the current environment and provided an operational and technical plan for the future. We were then engaged to design and implement a temporary communications center to operate during the construction of a new permanent communications center. The temporary center was completed in August 2009 and will serve as the university's Emergency Operations Center and back-up location.

At the same time, iXP was engaged to design and provide the furnishings for the permanent communications center, including all technologies from CAD, emergency telephone, radio to CCTV, alarm monitoring, and other public safety applications. iXP was responsible for maintaining the installation timeframe, providing new furniture and technology for the center, and bringing the center on-line to support operations. This task was completed in August 2010. This center was tested, is fully operational, and has the ability to expand to support new technologies that include VoIP telephone, smart CCTV, and remote connectivity with the local police department.

Mass Notification

A tiered redundant notification system is a critical component of a campus public safety program. We have helped our clients develop a clear outline of when and how internal and outside responders will be notified in an event, and if/when to use any or all layers of the campus notification system to alert students, faculty, staff, parents, etc. iXP also helps our clients with the documentation and practice of policies and procedures on the use, training, and coordination of the campus notification response. Lastly, we help our clients navigate the myriad of technologies available to support mass notification and facilitate the use, implementation, and integration of the various components available.

iXP maintains vendor neutrality and designs "best-fit" solutions that are tailored

for each client's current environment, vision, and budgetary constraints. iXP's approach to solving such complex public safety and security problems is heavily steeped in our four guiding tenets:



We believe that all aspects of a public safety or campus security initiative should consider each of these four areas and be fundamentally sound, highly-integrated, cost-effective, and based on the client's unique situation and needs.

Governance

Today's emergency management landscape is a complex web of organizational and operational challenges. The successful planning and management of these interconnected elements depends on well-thought-out governance and business models. Thoughtful planning leads to successful outcomes, and iXP's depth of experience in helping clients plan their future environments is brought to bear in each new engagement. iXP has helped numerous clients find the best mix of **plans, technologies, facilities, and operational and staffing models** to fit their situational needs.

Operations

iXP can provide a comprehensive assessment of existing department policies and procedures that includes an assessment of all hazards, risks, and threats. Whether evaluating or establishing public safety industry operational standards, policies and procedures for a E911 communications center, reviewing workload, staffing skill sets and models, building long-term maintenance and support models for the wide range of technologies integrated within

these facilities, or establishing long-term system and organizational relationships that support interoperability, iXP's depth of industry experience allows us to help our clients find solutions that fit their operational needs and fiscal constraints.

Technology

iXP also has expertise across the full spectrum of campus public safety and security technologies. We assist colleges/universities in evaluating technologies such as Smart-CCTV, Gun Shot Detection, Access Control, Emergency Notification and Communications Systems, as well as traditional public safety technologies such as Public Safety Radio, Telecommunications, E911, CAD/RMS, Recording and Logging, Time Synchronization, and Network Security. We also routinely assess legacy environments to develop end-of-life transition and migration plans so that a "best fit" technical solution can be implemented to meet the client's migration needs and growth expectations.

Facilities

The most significant long-term investment communities make in public safety and security are the facilities that support emergency management and response. With increasing focus on critical infrastructure protection, local emergency management, communications, and operations facilities are increasingly being planned and designed with high-availability, force-protection, and rigorous industry standards in mind. This requires increased attention to site selection, building design, diverse connectivity, and redundant systems to ensure that these facilities have zero down time.

As a trusted partner, iXP addresses each campus public safety and security problem as if it were our own, and we help shape and deliver our client's vision. Our thorough, integrated approach to professional services delivers trusted solutions for our client's complex needs. iXP can assist you in your campus safety initiatives and help you better secure your campus, your assets, and your community. For more information about iXP, call (609) 409-7272, email rhagerty@ixpcorp.com or visit www.ixpcorp.com.