



*Unified Communications, Enhanced Security.
Warwickshire Police's Upgrade to Avaya Aura.*

Warwickshire Police enhanced their control room operations, deploying the High Availability Avaya Aura solution implemented by West Pier Telecom and Zetron. This upgrade supported 120 agents in emergency control rooms and over 2,400 users across police stations and legal facilities, integrating existing Nortel IP handsets into the new Avaya infrastructure. The solution met the stringent National Enablement Program standards, ensuring robust security and system reliability with five nines uptime, thus facilitating seamless maintenance and sub-second failover capabilities without disrupting ongoing emergency communications.

