



PRINCETON'S PUBLIC SAFETY DELIVERS PEACE OF MIND TO CAMPUS SECURITY

PRINCETON UNIVERSITY | PRINCETON, NEW JERSEY

Founded in 1746, Princeton University is one of the oldest universities in the United States. Globally prestigious, its notable alumni include Nobel Laureates and U.S. presidents.

The main campus has 200 major buildings on 500 acres of land. It has about 5000 undergraduate students, 2700 graduate students, and 6500 faculty and staff members. It brings close to 850,000 visitors to the region each year.

The University's Public Safety Department has invested heavily in leading-edge technology to ensure its campus environment is safe. Technology plays a big role in providing officers with easy access to integrated and uninterrupted communications to rapidly respond to requests and incidents.

The vision for Princeton University's Public Safety Department is to ensure the safety of university's assets---students, staff, employees, visitors and buildings---using technology that supports community caretaking.

CUSTOMER PROFILE:

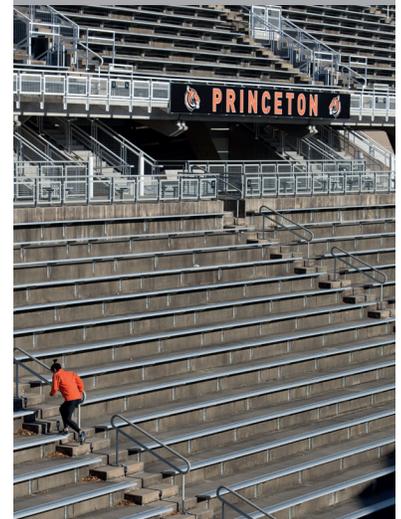
Princeton University I
Princeton, New Jersey

INDUSTRY:

Higher Education

SOLUTION:

Managed Services
Network Monitoring





THE CHALLENGE

At every school, and particularly at a high-profile school like Princeton, security is an imperative. Because of their campus environment, Princeton requires non-traditional Public Safety Answering Points (PSAPs) that have unique and complex demands.

Not only are they dealing with incoming 9-1-1-calls, but because the campus is located in the middle of another municipality they also monitor radio traffic from surrounding agencies. Princeton University's Public Safety Department handles calls from various sources: mobile phones, Blue Light stations and towers, elevators,

parking lots, and other non-emergency calls when it serves as the general operator for the University after hours.

To adequately handle all these calls, it's important to have the system working at all times. When a small fiber modem stopped working due to a power failure, it may not have seemed like a big issue. But unfortunately, the modem failure also brought down one of the redundant circuits, jeopardizing the continuity of the University's network and threatening critical communications connections.



THE SOLUTION

Princeton University's Public Safety Department relies on Motorola Solutions Managed Services Network Monitoring to oversee its critical-communication operations systems 24 hours a day. Via Network Monitoring, the problem was detected and repair technicians were automatically dispatched to repair the outage before there was an awareness of any issue locally. If the modem issue had not been detected, it could have caused failure to other circuits, which would have resulted in lost connectivity with the dispatch center. Monitoring the network is no small task; hundreds of thousands of real-time events originating from Princeton University are monitored using automated event correlation, intelligent algorithms and integrated systems. Alarms and relevant information are presented directly to subject matter experts who rapidly assess issues and determine the right actions to take for rapid resolution of any network issues.

THE RESULTS

Motorola Solutions Managed Services and Network Monitoring deliver peace of mind. "It allows me to leave work and know that the system is operational, it's being looked at, it's being watched," says Keller Taylor, Infrastructure Operations Manager, Department of Public Safety, Princeton University.

"If I do get a phone call from the center," says Keller, "I know it's because something has been detected". It is vital to ensure that Princeton University's Public Safety Department, interwoven emergency communication network and its redundant systems are functioning flawlessly every minute of every day.

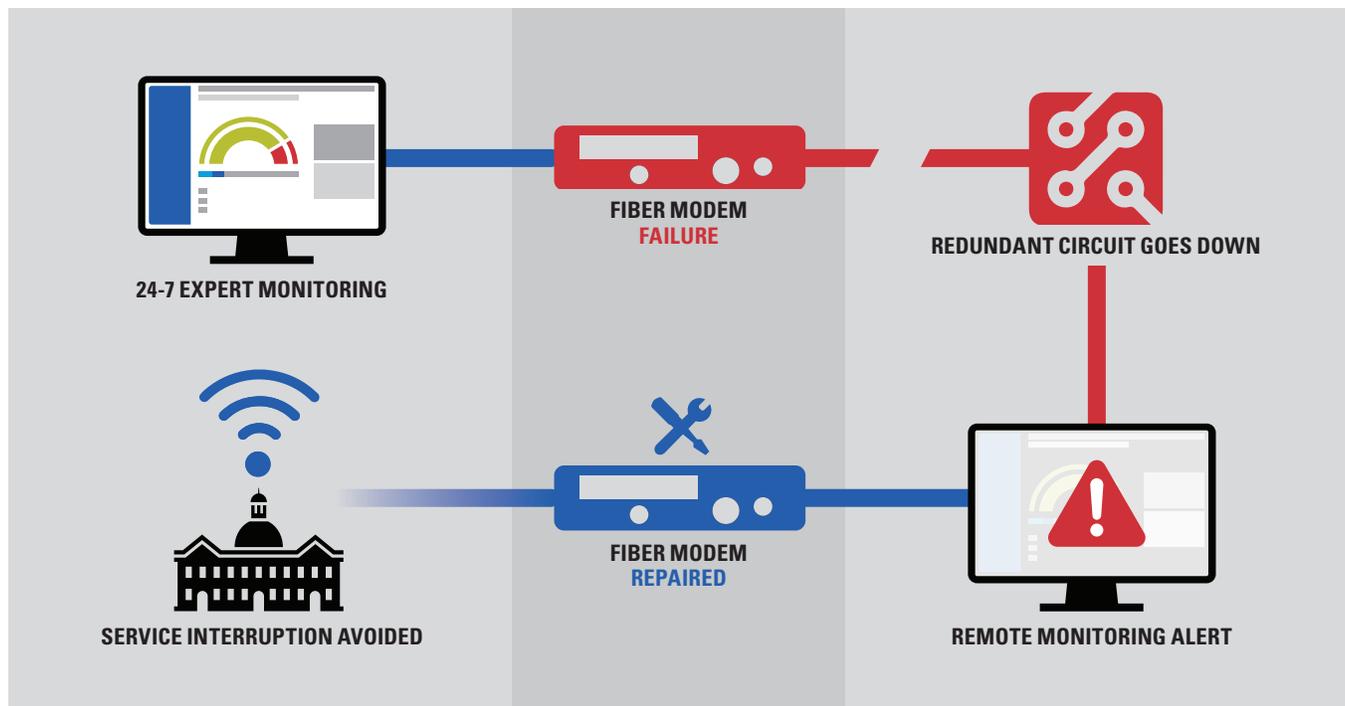
Princeton is invested in keeping its university environment safe. Motorola Solutions will continue to support the Department of Public Safety vision of community care taking with integrated critical-communications solutions.

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— Keller Taylor, Infrastructure Operations Manager,
Department of Public Safety, Princeton University.



MANAGED SERVICES AND NETWORK MONITORING FOR TOTAL PEACE OF MIND



To learn more about Motorola Solutions Managed and Support Services, visit motorolasolutions.com/services



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

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