

The Organization

Babylon Fire and Rescue

The Challenge

Deploy a secure, reliable and fast VPN connectivity solution to improve emergency response times.

The SonicWALL Solution

A PRO 3060, PRO 200 and PRO 230 at HQ and 30 SOHO3's at remote sites, plus SonicWALL TELE3 appliances for home office use.

The Results

- Ensures real-time access to emergency location information
- Increases response times and quality of service
- Improves productivity of remote emergency services personnel
- Achieves cost-efficiencies by switching to a broadband-based VPN
- Solid, secure VPN will scale to handle new services

Babylon Fire and Rescue Calls on SonicWALL VPN to Improve Emergency Response Times

Emergency services dispatch centers rely not only on the competence of their public safety professionals but also on how they access their information to respond to emergency calls. When people's lives are at stake, responsiveness and efficiency are vital, and emergency dispatch centers are continually evaluating new technologies to help them enhance their services.

Babylon Fire and Rescue represents 11 districts with 30 fire houses, medical services centers and sub-stations across Suffolk County, New York. They recently decided to upgrade their outdated dispatch system, which ran on the city's town hall mainframe computer and no longer met their needs for speed, security and cost-effectiveness. They turned to ATS Consulting, Inc. (www.atsci.com), a SonicWALL® Medallion Partner in Farmingville, New York, to build a more effective platform on which to run their Computer Aided Dispatch System (CADS).

The VPN Advantage

To provide remote locations with immediate access to its database of emergency information, Babylon built a virtual private network (VPN) using SonicWALL Internet security appliances to deliver faster and more reliable network performance. "We recommended a SonicWALL VPN solution because it offers the performance and reliability that Babylon needs to ensure continuous network uptime and provide secure remote access," explains Eric Bowman, President, ATS Consulting, Inc.

Babylon deployed the SonicWALL PRO 200 at its central dispatch center to provide robust, integrated security and powerful concentration for hundreds of VPN tunnels to remote sites. Subsequently, the 911 dispatch center added a SonicWALL PRO 3060 at its central site to provide cost-effective redundancy. Babylon is also installing 30 TELE3 and SOHO3 integrated firewall/VPN appliances in 109, 25 and 50 node configurations at fire, ambulance and sub-stations across the network.

Following the initial installation, ATS also rolled out SonicWALL's Content Filtering Service at most of Babylon's locations, which has given Babylon the ability to enforce protection and productivity policies and block inappropriate and objectionable Web content. (More information from ATS on this package can be found at www.FireRescueSystems.com.)

"SonicWALL enables us to quickly and securely transmit vital information out to our emergency response teams, effectively meeting the demands of our mission-critical environment."

*—Lurene Feola
Chief of Staff
Babylon Fire and Rescue*

SonicWALL Benefits

Firewalls for Network Protection

ICSA-certified for industry compliance, SonicWALL firewalls offer scalability, flexibility and robustness to deliver superior firewall and 3DES/AES performance.

VPN for Secure Remote Access

IPSec compliant VPN-enabled firewalls deliver fast, secure access to network resources from remote locations.

Encryption for Secure Remote Access

Secure data transmission over SonicWALL VPN tunnels utilizing 3DES/AES encryption technology.

Availability

SonicWALL Internet security solutions are designed with automated failover and failback capabilities, offering high redundancy and availability to ensure maximum reliability of connection.

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Optimal Network Performance

Babylon required a VPN connectivity solution that would ensure real-time, remote access to its network resources. The SonicWALL PRO 200 not only delivers hardened firewall protection with ICSA-certified stateful packet inspection firewall and integrated IPSec VPN connectivity, but also offloads the processing overhead associated with encryption, providing the fastest 3DES/AES performance in its class.

"We are very pleased to have installed the new SonicWALL PRO 3060. It is configured with the PRO 200 in a redundant pair to deliver automatic failover and failback capabilities and high network availability," says Lurene Feola, chief of staff at Babylon Fire and Rescue. "This enables us to transmit vital information quickly and securely to our emergency response teams and meets the demands of our mission-critical environment. The SonicWALL solutions provide the speed and high availability we need to deliver timely and accurate services – that's critical when people's lives are at stake."

Babylon has installed a SonicWALL TELE3 in the chief of staff's home office to enable Feola to maintain the system remotely if necessary. "I can now resolve network issues immediately from my home office," explains Feola. "The faster we can resolve these kinds of issues, the better service we can provide to our callers."

Ease of implementation and low cost were also key purchase considerations for the 911 dispatch center. "SonicWALL's solutions are easy to configure and maintain, freeing up Babylon staff to focus on responding to calls," says Feola. "Using SonicWALL, we have a powerful and complete VPN connectivity solution that easily meets our budget."

Improving Efficiencies

SonicWALL solutions not only help Babylon to dramatically improve emergency response times, but also help the 911 dispatch center increase productivity and operational efficiencies. Babylon's previous system delivered data to remote locations via a cumbersome and expensive dial-up connection. "By switching to a broadband-based VPN, we not only improve performance, but we also save anywhere from \$25 to \$300 a month in dial-up costs per remote location," says Feola.

Babylon can also use the VPN for purposes such as state-required reporting. "Having real-time access to the database, staff across the districts can complete mandatory reporting without having to rely on the assistance of central dispatchers, explains Feola. "We are more productive, and our dispatchers are freed up to respond to incoming 911 calls."

With a solid VPN infrastructure in place, Babylon has been able to add new services, such as deploying technology that displays the location of all incoming 911 calls, including those from cell phones. As a result, Babylon meets the Federal Communication Commission's regulations for wireless 911 readiness. "The SonicWALL solution will allow us to go on adding new services that will continue to reduce our emergency response times and address evolving safety concerns. Ultimately, that helps us save more lives," concludes Feola.

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