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Dispatch 360 AI

INTEGRATED GLOBAL OPERATIONS

PRECISION. SYNERGY. SECURITY.

System **Overview**

Cloud Infrastructure • Information Security • Operational Continuity • Customer Onboarding

Dispatch 360 AI **Cloud Infrastructure**

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Alpha Cloud Service:

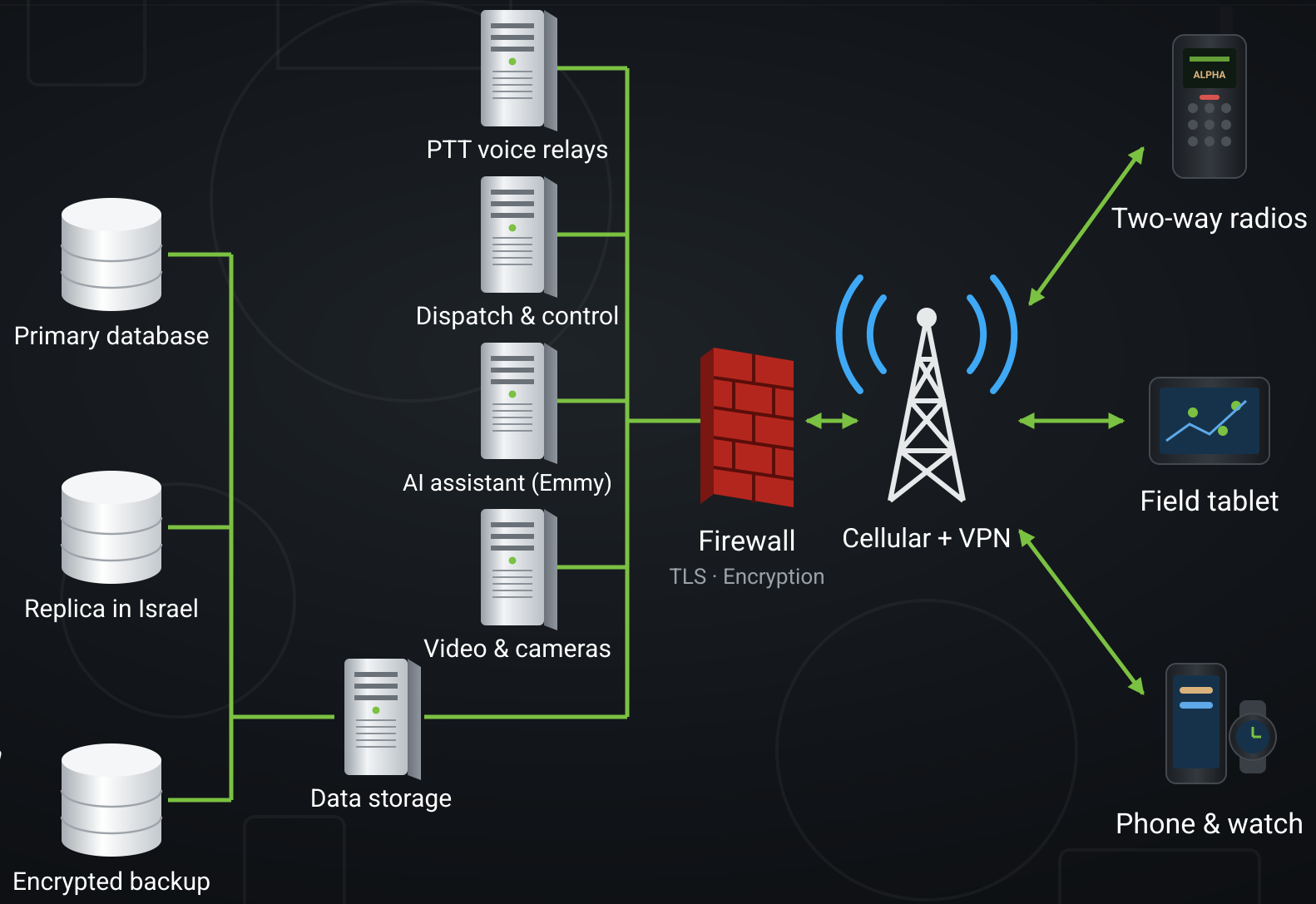
PTT and dispatch center as a managed cloud service.

The customer purchases radios and licenses.

Alpha provides and operates the servers, voice relays, monitoring and backup, and is responsible for deployment.

Benefits:

- *Separate operational and civilian environments*
- *Primary voice relays in Israel*
- *Automatic failover to a backup server*
- *Traffic and voice encryption*
- *Encrypted nightly backup in multiple locations*
- *In-house development, tailored to each organization*



Dispatch 360 AI **Information Security**

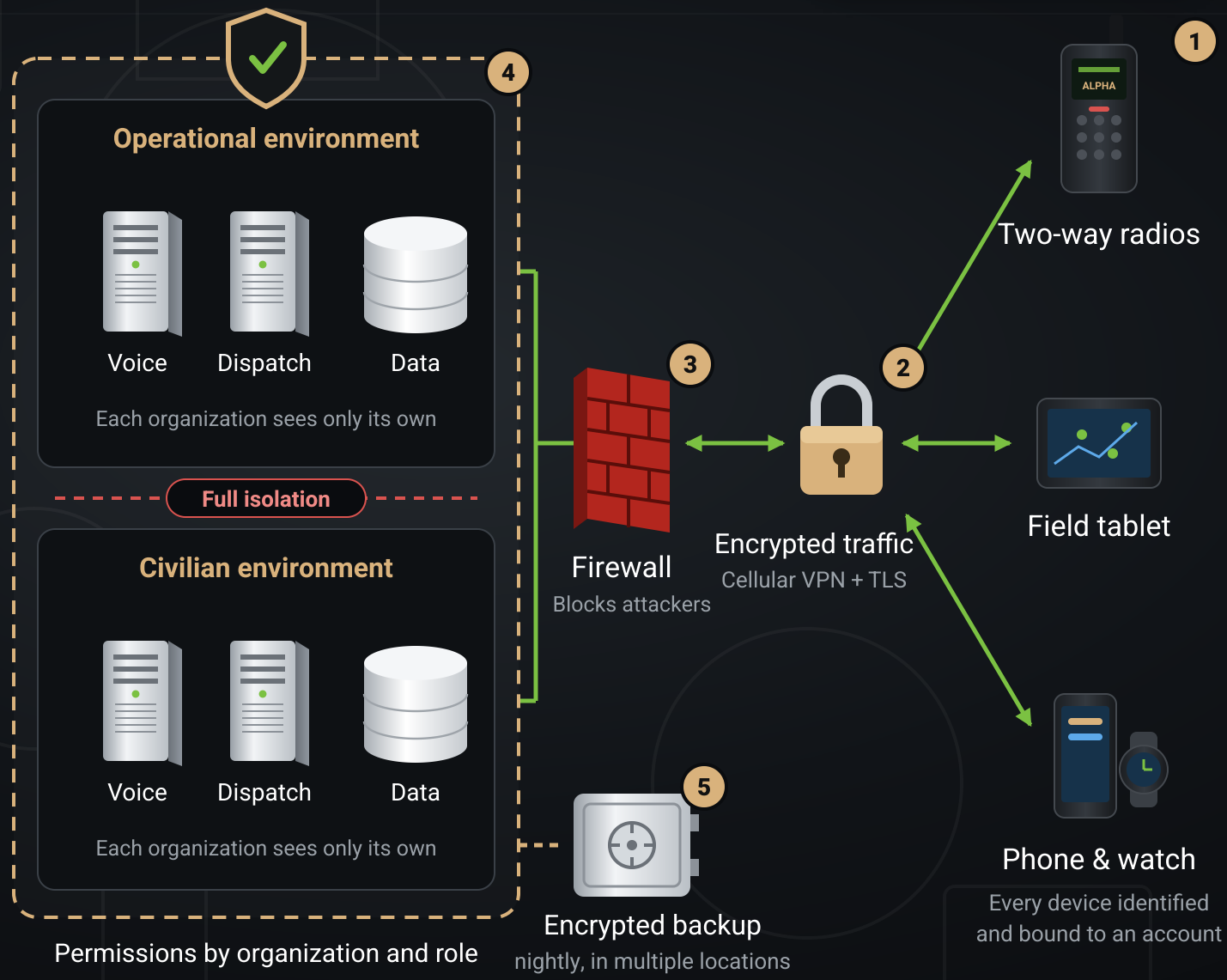
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5 Layers of Protection:

1. **Identified device** · *locked to account and model*
2. **Encrypted traffic** · *cellular VPN and TLS*
3. **Firewall** · *automatic blocking of attackers*
4. **Isolation** · *separate environments, per-org permissions*
5. **Backup** · *nightly, encrypted, multi-location*

Management and Continuity:

- *Server admin access by encryption key only*
- *Voice encryption on every channel*
- *Continuous monitoring of servers and voice relays*
- *Automatic failover to a backup relay*
- *Hardening audits and internal penetration tests*



Dispatch 360 AI **Operational Continuity**

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Operational Continuity:

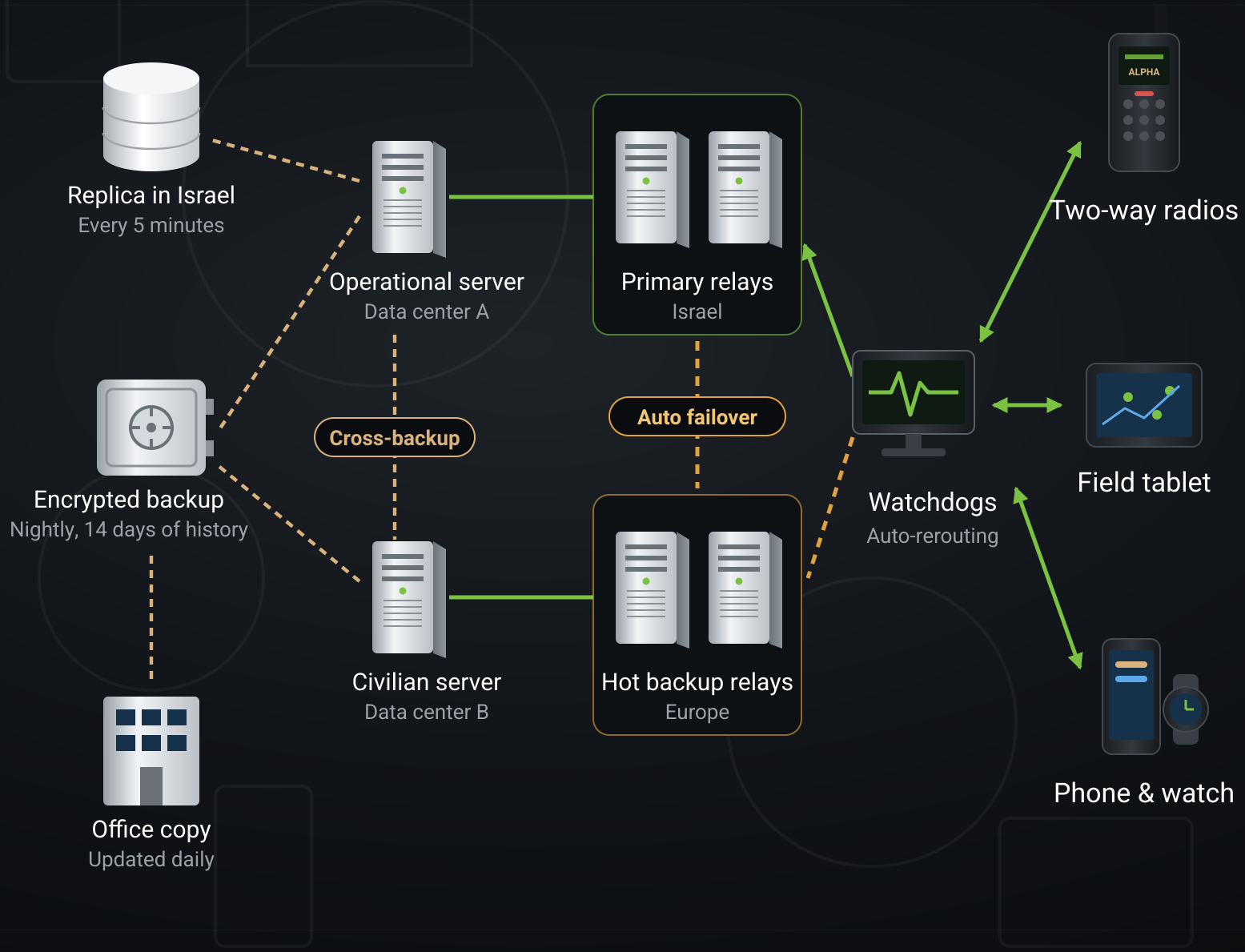
Communications must keep working even when a component fails.

Every critical component is backed up, and failover is automatic, with no action by field users.

64 seconds — *In a planned server-failure drill, the entire fleet recovered on its own*

What Ensures This:

- *Primary voice relays in Israel, hot backup in Europe*
- *Watchdogs that reroute traffic automatically*
- *Database replication to Israel every 5 minutes*
- *Encrypted nightly backup + off-cloud copy*
- *Automatic alert if a backup fails to run*
- *Failover drills and restore tests*



Dispatch 360 AI **Customer Onboarding**

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Customer Onboarding:

Alpha supports the customer from decision to full operation.

The customer receives a ready-to-work system: configured devices, a trained team and an active dispatch center.

What the Customer Gets:

- *A configured organization with channels and permissions*
- *Devices installed and locked to the account*
- *Training and guides for responders, managers and dispatchers*
- *Full acceptance test before handover*
- *Remote software updates, no device collection*
- *Ongoing monitoring and support*

