



Case Study | Bernalillo County Emergency Management

Portable Communications: Cellular Devices Ensure Connectivity for Bernalillo County Field and Office Operations

OVERVIEW

Managing A State-of-the-Art Emergency Management Agency

The Bernalillo County Office of Emergency Management operates an advanced system dedicated to efficiently coordinating county, state, and federal resources. This system is crucial for safeguarding the lives and health of residents and visitors against the impacts of natural or human-caused disasters, including terrorism.

The department's responsibilities encompass maintaining up-to-date emergency operations plans, training county employees and the community, and managing mutual aid resources. They are perpetually ready to address both minor and major incidents ranging from hazardous material releases to natural and technological disasters, as well as potential terrorist attacks.

The county's Emergency Operations Center serves as the command hub where senior management strategizes responses during significant incidents or disasters. Staff members may also be deployed to incident sites to facilitate interagency coordination and manage support requests from state or federal agencies.

Furthermore, Bernalillo County is equipped with an extensive arsenal of emergency resources, including communication tools, support vehicles, generators, and shelters. Through mutual aid agreements and collaborations with specialized teams, the county is prepared to orchestrate comprehensive logistical support, deploy special task forces, and coordinate search and rescue and communication efforts during emergencies.

**On-The-Go
Primary and
Back-Up
Connectivity
Solutions**

MCA's TRaCK Box
Tactical Rapid Advanced
Communications Kit

Cellular Networking
Devices (4G/5G)

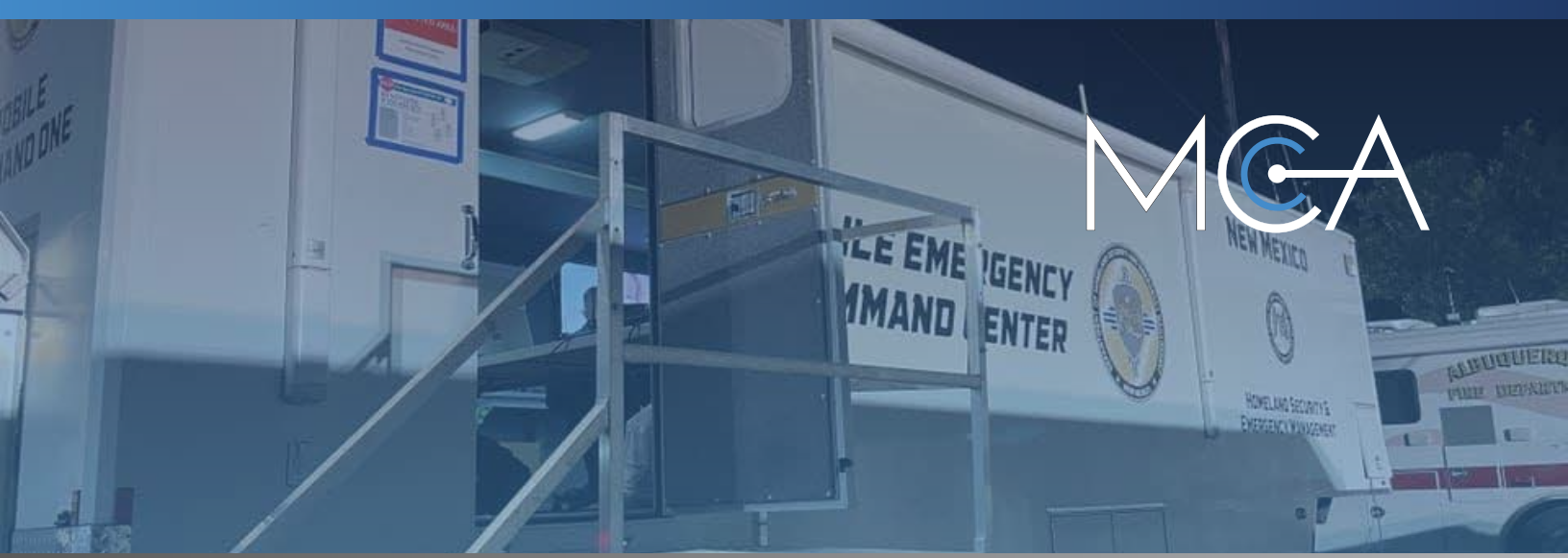
TSA Carry On
Standards Compliant

Up to 48 Hour High
Capacity Battery

Single Switch
Operation

Back-Up Internet With
WAN Failover

Configurable For Up to
256 Client Wi-Fi Devices



Back-Up Connectivity



Pop-Up Connectivity



Parallel Networking

“We had a major network outage at County HQ, and we deployed our two TRaCK Boxes. Our IT Director was very happy with the performance and is looking to purchase some more as backups.” — **Thomas Walmsley**, Deputy Emergency Manager

CHALLENGE

Ensuring Uninterrupted Connectivity During Standard and Crisis Situations

The Bernalillo County Emergency Management Department faced significant challenges in maintaining robust connectivity during critical incidents. In scenarios where power or internet outages were likely, the department needed a fail-safe system to ensure continuity of operations. Additionally, the nature of their work often required staff to operate in the field, where reliable network access was crucial for effective communication and coordination.

Recognizing these issues, the department sought a solution that could provide both backup and portable connectivity. This was essential not only for managing emergency responses but also for supporting communications during local and county events, where temporary setups were necessary.

To address these needs, they turned to USAT, part of MCA's data solutions team. The collaboration aimed to develop a portable emergency networking solution that could withstand the demands of both planned events and unexpected crises. The solution had to be robust, flexible, and tailored to their counties unique requirements of emergency management operations.

SOLUTION

Custom-Built Tactical Rapid Advanced Communications Kits

To address the specific challenges faced by the Bernalillo County Emergency Management Department, the Cellular Networking Solutions team at MCA — formerly known as USAT — brought their attention to a customizable solution: the TRaCK Box.

This portable emergency networking solution was engineered to meet the rigorous demands of various critical sectors including emergency management, law enforcement, and military operations, ensuring robust and reliable connectivity even under the most adverse conditions.

The TRaCK Box is a self-contained, ruggedized communication kit that delivers fast, secure LTE-A and 5G connectivity capable of supporting over 100 devices.

It features a high-capacity battery that can power operations for up to 48 hours, ensuring continuous service during extended outages.

The device's versatility is highlighted by its ability to load balance or fail-over to alternative services like SAT, DSL, or cable, providing a seamless continuity solution.

RESULTS

Versatile Connectivity Solutions with the TRaCK Box

The implementation of the TRaCK Box by the Bernalillo County Emergency Management Department (BCEM) has demonstrated exceptional versatility and reliability across various critical use cases, significantly enhancing their operational resilience and connectivity.

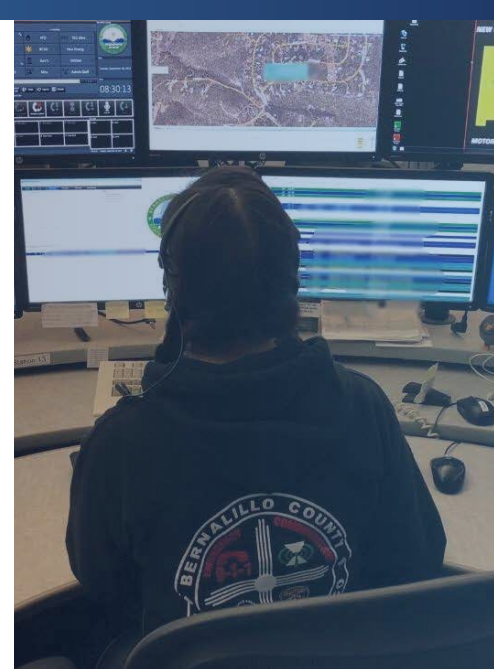
- **Back-Up Connectivity:** During an unexpected network outage at the BCEM headquarters, the TRaCK Box proved invaluable. With two units readily available, BCEM was able to maintain uninterrupted operations, crucial for their life-saving activities. The TRaCK Box seamlessly provided the necessary back-up, ensuring that essential services remained online during critical times.
- **Pop-Up Connectivity:** The TRaCK Box also facilitated reliable, instant network access at public events. At the Albuquerque International Balloon Fiesta, BCEM deployed the TRaCK Boxes to provide robust pop-up connectivity. This solution allowed for seamless communication and operations throughout the event, marking a significant improvement over previous years. "This was the first year we did not have any connectivity issues," reported Mr. Walmsley, underscoring the effectiveness of the TRaCK Box in enhancing event management and safety.
- **Parallel Networking:** In response to a severe ransomware attack, the TRaCK Box served as a critical asset for BCEM by establishing an independent network. This allowed IT teams to securely manage the crisis, facilitating the detection, diagnosis, and resolution of the security breach. The TRaCK Box enabled BCEM to continue its essential operations and expedite the recovery of affected systems, proving its worth as a reliable and secure communication solution during cybersecurity emergencies.

These diverse applications of the TRaCK Box at BCEM highlight its ability to adapt to different scenarios, ensuring robust connectivity and enhancing the overall security and efficiency of emergency management operations. The success stories from BCEM demonstrate the TRaCK Box's role as an indispensable tool in modern emergency and event management.

OUR TEAM

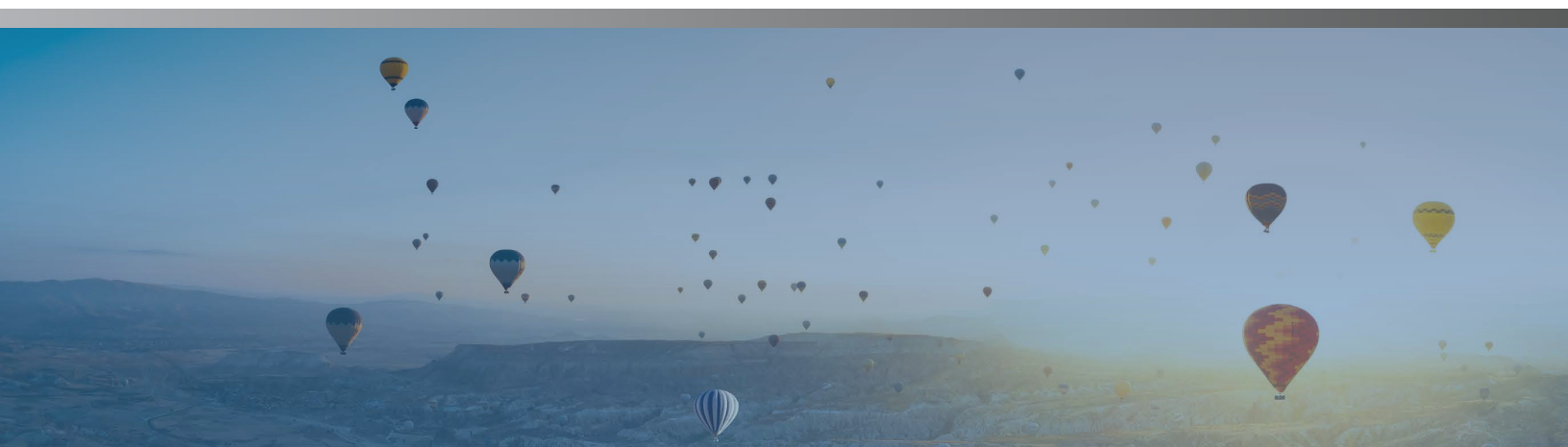
25+ Years of Experience with 100,000 +Successful Deployments

Our Cellular Networking Solutions (CNS) team (*formerly known as USAT*) is made up of certified experts in designing and deploying fixed and mobile wireless data connectivity solutions for public and private enterprises nationwide - complete with implementation, training, proof of concept (POC), system auditing, and on-site RF surveying services with optional engineering maintenance contracts. Our extensive catalog of world-class antennas, routers, gateways, and software designed for remote monitoring and management in even the harshest environments allows us to deliver a full suite of reliable technologies capped with a service-first approach.



"This was the first year we did not have any connectivity issues"

Mr. Walmsley



About MCA

MCA is one of the largest and most trusted technology integrators in the United States, offering world-class voice, data, and security solutions that enhance the quality, safety, and productivity of customers, operations, and lives.

More than 65,000 customers trust MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace. As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better.

Our team of certified professionals across the United States deliver a full suite of reliable technologies with a service-first approach. The MCA advantage is our extensive service portfolio to support the solution life-cycle from start to finish.

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The MCA logo is displayed in white on a dark blue background. The letters 'M', 'C', and 'A' are in a clean, sans-serif font. The letter 'C' is stylized with a blue circular graphic element inside it, resembling a signal or a network node.