

ZETRON™

CORTEX

Integrated Communication Control
System (ICCS)



For faster, more efficient incident response



The volume and complexity of calls placed into public safety agencies are continuously on the rise. So emergency communications centers (ECC) need to optimize the efficiency and situational awareness of response teams to keep pace.

Enter Cortex, from Zetron.

Cortex is a multi-discipline Integrated Communication and Control System (ICCS) that connects directly to Motorola Dimetra and Airbus DXT TETRA Networks, enabling rapid communications by consolidating information from disparate primary channels into a single display.

Bridging the gap between radio, telephony, LTE (3GPP), CCTV feeds and other data streams. Cortex streamlines operator workflows to execute the most efficient and effective response possible. It also interfaces with world class Computer Aided Dispatch (CAD) systems.

Cortex Key Features and Benefits

- **Easy to use:** Brings information from multiple communications systems together in a single, user-friendly environment, providing both call taking and dispatch functions on one Cortex platform.
- **Graphical user interface (GUI):** Intuitive and customizable with customer defined roles and permission levels, and choice of color schemes, layouts and workflows. An unlimited number of roles, tasks or incidents can be created to optimize workflows.
- **Supports different applications:** Designed for standard desktop PCs, but also supports kiosk mode, touchscreen or keyboard/mouse controllability.
- **Situational awareness:** Provides access to CCTV live feeds, giving call takers access to on-scene information in real time.
- **Interoperability:** Integrates with other Zetron and third-party solutions, such as CAD and telephony solutions from Avaya, CISCO, Unify, MxOne, to optimize the technology ecosystem.

Cortex Key Features and Benefits

- **Reporting:** Generates detailed and customizable reports for analysis, auditing and more informed decision making.
- **Telephony options:** Supports all major telephony vendors, providing customers with operational flexibility and choice to deploy multiple switches.
- **Location services:** Supports multiple location solutions, including Enhanced Information Service for Emergency Calls (EISEC), Automatic Number Identification (ANI) and Automatic Location Identifier (ALI).

Cortex can be configured as a hosted, on-premise or hybrid solution. It pairs reliability and resilience with technological flexibility so communications centers can more effectively manage resources and the full emergency response continuum based on their own operational, situational and team requirements.

Who is Cortex for?

Designed for critical control rooms, such as police, fire, ambulance and multi-discipline agencies of all sizes. The simple, visually intuitive GUI improves accuracy, manages fluctuating call demand, and helps operators prioritize urgent versus non-urgent incidents.



Why Zetron?



Zetron Services and Support

Zetron offers unparalleled customer service, training and support through Zetron's Connected Care plan. Services include telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training.



Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.



About Zetron

Zetron is a leading provider of communications technology and services that help save lives and enable critical operations. Zetron solutions are highly interoperable, configurable, and scalable, offering unrivalled choice, flexibility, and value. Our customers are located on all seven continents and across a variety of industries, including public safety, federal government, transportation, utilities, natural resources and more. With an exceptional reputation for high quality and reliability earned over decades of experience serving both public and private sectors, Zetron delivers solutions that are purpose-built to be always ready, always on — anywhere that uninterrupted mission critical communications are non-negotiable. For more information visit www.zetron.com and connect with us on [LinkedIn](#), [Facebook](#), [Instagram](#), [X](#) and [YouTube](#).

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Always ready, always on.