



CASE STUDY

Public Safety Training and Project Management

Business Opportunity

For one year, ITS Resources had been working with a leading global manufacturer to provide services for various emergency 9-1-1 projects. Exhibiting strong levels of professionalism and delivering exceptional instructors, the client was thrilled with ITS Resources' performance. In 2008, the client was awarded the project to replace the 9-1-1 infrastructure for the five boroughs of New York City. A massive undertaking, they immediately contracted ITS Resources to provide the initial training services required to implement and service the beginning phases of the project.

What We Did

Due to the sheer magnitude of the project, the client requested that ITS Resources increase the initial number of instructors from two to nine, in order to aid operations and ensure a smooth flow of processes. Because the project demanded around the clock training with three classrooms taught simultaneously, ITS Resources eventually increased the number of available instructors to sixteen. Due to the professionalism, expertise, and leadership capacities of the instructors, the client requested that two of the on-site instructors undertake the role of project manager. These project managers successfully managed the training schedule for the entire NYC 9-1-1 agent and administration training.

The scope of the project presented many unique challenges due to the sheer size of call volume and information that was required to process calls correctly. Additionally, the 9-1-1 environment was new to many of the instructors that were added to the project. Armed with strong leadership abilities and a deep knowledge of various telecommunications platforms, instructors quickly adapted and were able to provide exceptional training throughout the extent of the project.

Between the combined efforts of ITS Resources and the client, the ITS instructors became on-site experts in navigating these unprecedented 9-1-1 products. In addition, their ability to comprehend the scope of such an enormous project afforded them an acute understanding of the political atmosphere in which they were conducting the project.

Project Outcome

With the help of ITS Resources, the client successfully hit the cut-over date, effectively completing the scope of their task to replace the 9-1-1 infrastructure for the five boroughs of New York City.

As a result of the ease of working with ITS Resources, their strong level of professionalism, and their expertise in the telecommunications field, the client continues to enlist ITS Resources for various Public Safety projects around the world. This customer not only utilizes ITS Resources for over 50% of end-user and administration training, but has expanded their business relationship with ITS Resources by contracting Field Engineers and Project Managers as well.

