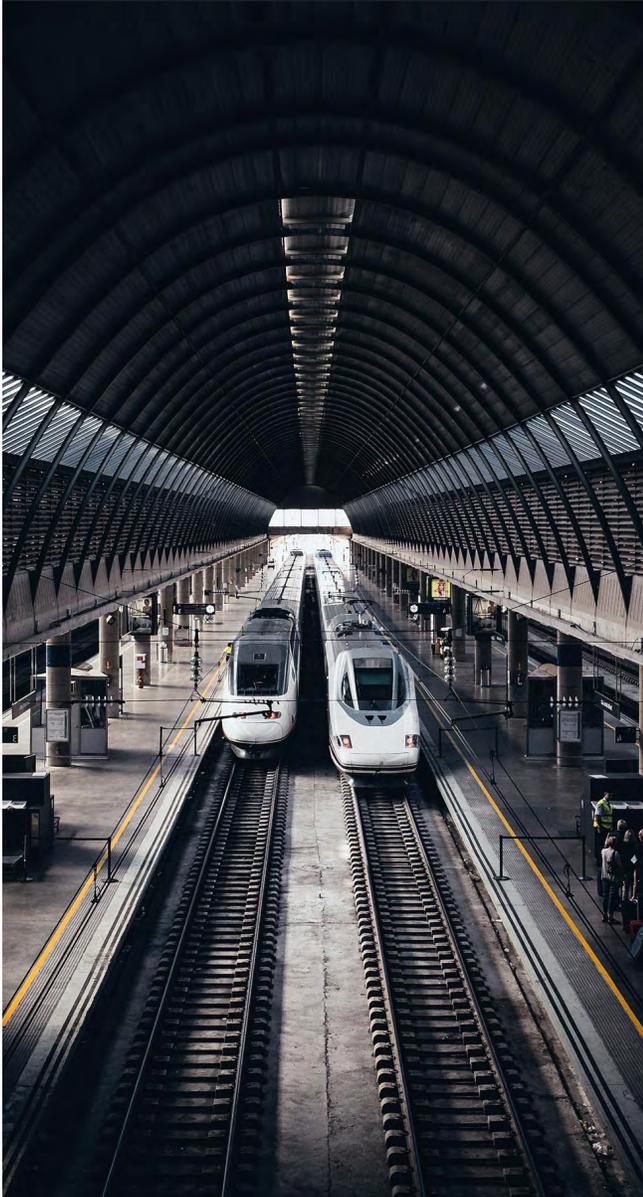


**Mass Transit** Communications



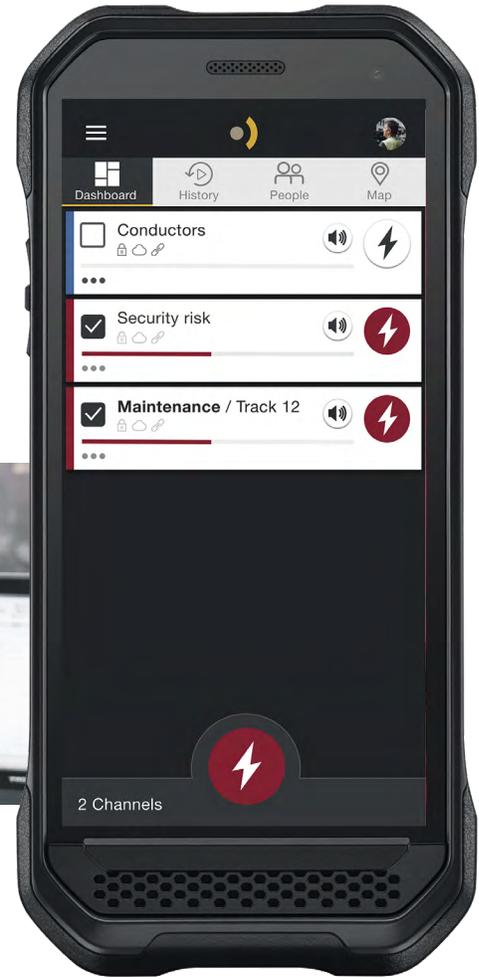
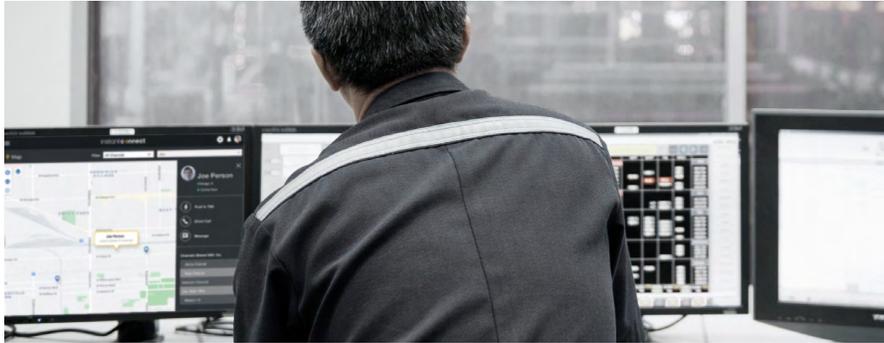
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Gartner Cool Vendor

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CISCO  
Meraki

# Smart talk groups for Mass Transit

Instant Connect [is recognized](#) as the leader in push-to-talk (PTT) voice communications and workflow automation for frontline teams. The **Instant Connect Enterprise™ (ICE)** software platform has pioneered a new breed of PTT that works across any device or network, while leveraging IoT to deliver workflow automations purpose-built for the frontlines. In response to various inputs such as webhooks, ICE dynamically creates [smart talk groups](#) that include key workers designated by an organization to resolve a particular incident.



## Instant Connect and Meraki: Insight into action

### Use case: Safer transit at a train station

Meraki cameras and sensors designate a no-access zone near a high-traffic area in a train terminal. A camera detects motion in an area of interest and sends an alert message to ICE.

Based on rules configured within ICE by the transit agency when a possible threat is detected, ICE instantly creates a smart talk group that includes train managers in the departure yard, a station attendant, and transit police officers who are identified as being closest to the incident based on their GPS location.

This newly-assembled “task force” communicates over a talk channel that allows them to rapidly assess the situation, coordinate an immediate response, and safely resolve the incident in real time.

### Predictable, streamlined workflows

Frontline communications are typically conducted between multiple departments using radios, mobile phones, and other devices. This can create gaps in communication and slow incident response.

By leveraging automated workflows using both Instant Connect and Meraki, mass transit organizations can configure standard operating procedures that are predictable, reliable, and fast.

### Next-gen alerts for critical situations

Emails and texts are easy to overlook or dismiss – not so with ICE alerts. A Meraki device can trigger ICE to automatically assemble a talk channel that includes the workers who are both available and designated by an organization to address a particular task. Participants in the channel can then receive text or audio alerts notifying them of the event.

Additionally, they are automatically engaged in a dialogue within the channel that is focused on resolving the incident. When it's too important to be ignored, ICE alerting is the call-to-action that teams need.

- ➔ Learn more about [Instant Connect](#).
- ➔ Learn more about [Meraki](#).
- ➔ View a virtual demo of Meraki and Instant Connect [here](#).