VOL 36, ISSUE 2

ZETRON ADVANTAGE

FREE eBook:

Mission Critical Communications that Keep the Lights On

Inside the issue:

eBook: Mission Critical Communications that Keep the Lights On
Win a FREE Cybersecurity Assessment - Take Our Survey
Grant Funding Alternatives for Public Safety Communications
And More!

Utilities eBook:

Mission Critical Communications that Keep the Lights On

What's Inside?

Most people rely on utilities such as electricity, natural gas, water and internet connectivity – to name a few – and they rely on utilities providers to keep them working all the time.

At the heart of utilities providers are communications centers that must process, manage and disseminate large volumes of information quickly. Informing and connecting the right resources when issues arise is critical to restoring and maintaining the continuity of essential services.

Solving Utility Center Challenges

- **Why backup center redundancy is imperative**
- **The importance of overflow management during storm season**
- **How utilizing a SIP interface streamlines operations for call takers**

eBook First Look:

Introduction

Electricity, natural gas, water, wastewater, telecommunications, mass media, and internet connectivity are all utilities that most people rely on every day, yet often take for granted. That is, until they stop working. The bottom line is people simply expect their utilities to work – all the time. And when something disrupts service, the impact is immediate and widespread.

From handling incoming subscriber calls, to managing vast amounts of physical infrastructure, remote operations and field personnel, the data and communications load on utilities control rooms is massive. So, at the heart of utilities operations are communications centers that must be able to process and manage information quickly and seamlessly, connecting the right people with the right data to sustain essential services. While the need for efficiency is universal, each utilities provider has its own unique mix of challenges, so cookie-cutter communications solutions simply don't work.

Chapter One: Centralized & Distributed Communications Requirements

Utilities are typically heavy telephony users, but many also need radio communications capabilities – both wired and wireless, as well as traditional Private Mobile Radio (PMR) radio and Push to Talk over Cellular (PTToC/MCX) depending on the locations of substations, field units, and control rooms. For example, substations are often located in areas with little to no service, or underground, so phone lines are typically used on site tocommunicate with field operations where radio just is not a practical option. Utilities providers have transitioned to Internet Protocol (IP) based technologies, as modern critical communications platforms have evolved to handle multiple forms of communication and data within a single system and bring it all together and in view on the operator console.

Read More

Win a FREE Cybersecurity Assessment!

Help us collect information about cybersecurity trends in critical communications and get a chance at a free cybersecurity assessment of your own! Attending NENA? Drop by our booth #427 to pick up a free wireless charger as thanks for completing the survey.

Take the Survey Now!

ZETRON

Golden Headset Awards

NPSTW 2025 Wrapped!

The third annual Golden Headset Awards have come and gone, honoring the extraordinary dedication, skill and compassion of public safety telecommunicators across the US. This year, we received an incredible number of nominations, making the selection process tougher than ever. After careful deliberation, during NPSTW (April 13-19) we were thrilled to announce the 2025 winners who went above and beyond in their roles.

Read Their Stories

New On Z-Wire:

Grant Funding Alternatives for Public Safety Communications

Upgrading public safety communications systems including Next Generation 9-1-1, computer-aided dispatch (CAD), radio systems and other important pieces of the communications infrastructure, is mission critical. However, for many agencies, these investments remain out of reach due to evolving conditions including fluctuations in tariffs, global supply chain factors along with budget constraints, making it crucial for agencies to identify funding alternatives from traditional grant funding.

Read More

Solutions Focus:

ACOM Command & Control

Learn More

Zetron ACOM now supports 3GPP-compliant mission critical services (MCPTT, MCVideo, MCData), unlocking new opportunities for public safety, utilities and transportation sectors using private LTE networks. This upgrade allows organizations to centralize LTE-based communications such as push-to-talk, video and messaging—alongside traditional radio and telephony systems within ACOM. By supporting hybrid environments, ACOM enables seamless modernization without requiring a full system overhaul, ensuring mission critical reliability while embracing next-gen capabilities like dynamic call handling and real time video.

ACOM's MCX integration is already live, field-tested with robust private LTE deployments, including Nokia GC, ensuring compliance with 3GPP standards. This positions ACOM as a future ready solution for both current private LTE deployments and emerging public broadband networks like FirstNet. With vendor agnostic, standards-based interoperability, Zetron empowers agencies to evolve at their own pace while exploring new operational and commercial possibilities in mission critical communications.

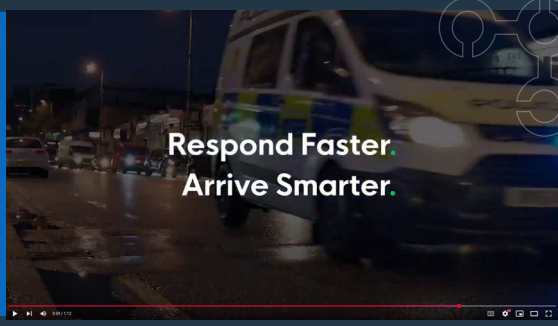
During this past Police Week 2025 in the US (May 11-17), Zetron had the honor of attending the memorial ceremony held at the Washington Law Enforcement Memorial. We are grateful for the opportunity to pay our respects to the fallen heroes whose names were being added to the wall. Watch our video recap.

Watch Now

ZETRON CAD

Coming to the UK in 2025

We are thrilled to share that Zetron CAD is coming to the UK this year. Check out this preview video of what CAD has to offer.



Visit us at booth #3049 in Baltimore, MD to learn about our evolving solutions portfolio and how it could shape and enhance the future of your operations. See you there!

Check out more about Zetron at APCO

Join us at APCO to explore infinite possibilities

Upcoming Events

June 21-26, 2025
NENA 2025
Long Beach, CA, U.S.

July 7-9, 2025
Arizona APCO NENA
Chandler, AZ, U.S.

July 27-30, 2025
APCO International 2025
Baltimore, MD, U.S.

Sept 2-5, 2025
KESC Conference - Kentucky
Louisville, KY, U.S.

Sept 17-18, 2025
ETS: Emergency Tech Show
Birmingham, U.K.

Sept 29-Oct 2, 2025
IN NENA Indiana NENA
In, IN, U.S.

Oct 12-15, 2025
AL NENA - Alabama State Gulf Coast Conference
Orange Beach, AL, U.S.

Oct 16-17, 2025
Comms Connect Melbourne
Melbourne, AUS

Upcoming Events

ZMUG

Zetron Max Users Group

Are you a Zetron MAX Dispatch, MAX Call Taking, MAX Fire Station Alerting or MAX CAD user?

If so, join our Zetron MAX User's Group (ZMUG) by emailing us at ZMUG@zetron.com or registering at www.zetron.com/zmug_registration.

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