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Plant Equipment, Inc.

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Agent Features:

- Modifiable Layout ✔
- Predictive Dialing ✔
- Intuitive TTY ✔
- IRR for phone/radio ✔
- Pre-recorded greeting ✔
- X Y Coordinates ✔
- Alert Intercom ✔
- Multifunctional Volume Control ✔

System Features:

- NT Client/Server ✔
- Remote maintenance ✔
- Priority Answer/Call Sequencing ✔
- Squared System (Standard) ✔
- ACD (M-1 & DMS-100) ✔
- Operator Profile Database ✔
- Abandoned Call Processing ✔

What Is VESTA?

VESTA is a 32-bit, Windows NT application that utilizes computer telephony integration (CTI) to centralize call-processing functions and streamline the emergency call-taking process. It is a proven, easy-to-learn, easy-to-use system application that increases desktop real estate by consolidating a variety of equipment. It provides call-takers with a single call-processing platform integrating telephony functions with 9-1-1 accessories such as call recording, TTY, mapping and third-party applications such as CAD, MDT, AVL, government databases and more. VESTA is now deployed in some of the nation's busiest public safety answering points (PSAPs) including Baltimore, Boston, Charlotte, Dallas, Houston, Oklahoma City, Minneapolis, Salt Lake City, San Diego and more.

Why VESTA?

Why choose VESTA over the other choices in "intelligent workstations?" When you choose VESTA, you're getting more than an exceptional product, you're getting the backing of an exceptional company with a 30-year track record of superior products and support. You're getting support by PEI's team of highly qualified engineers. You're getting a company that is a Microsoft Certified Solution Provider at the Partner level, which means we have a team of Microsoft Certified Engineers and Microsoft Certified Professionals on staff. These professionals are on hand to oversee development, implementation and maintenance services at VESTA sites. You're getting unparalleled user and system training by PEI's Training and Education Group. You're getting 24x7 technical support from highly qualified professionals. And, you're getting a system that can be accessed by Mission Control, PEI's remote maintenance and monitoring services. Why VESTA? Because it's a comprehensive 9-1-1 solution backed by a company with a track record of experience, expertise and integrity.

What are the user benefits?

VESTA is fast, dependable and easy-to-use. Its graphical user interface (GUI) has been carefully designed to streamline call-processing and give call-takers a complete picture of call operations. Individual desktops can be customized per user preference with modules such as TTY, ALI, Line Organizer as well as third party applications, sized and positioned for optimum performance. With VESTA, call-takers can pre-record a greeting, which maintains uniformity and reduces stress. The combination of easy-to-use features and powerful information processing capabilities, put the call-taker in control and ultimately make for faster and more efficient call-handling.

What are its features?

VESTA has a complete menu of standard features - intuitive TTY, IRR, easy-to-read ANI/ALI, pre-recorded greeting, unlimited speed dial, plus all standard telephony features. It's true that most of these features can be found on any of the top intelligent workstations, however, because PEI listens to its customers, VESTA is equipped with some unique features that have the competition playing catch-up. IRR for Radio records both telephone and radio conversations simultaneously and allows the user to review, forward and save the file for future reference. VESTA's Line Organizer screen provides users with call-status information helping users to prioritize call-processing. A printable Auto Dial list

Microsoft Windows NT Server

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Current VESTA Workstation

Processor	Pentium III
CPU Speed	500MHZ
Hard drive	10GB
RAM	128MB
Video RAM	8MB
Monitor	15-21-inch
OS	Win NT 4.0

Current VESTA Server

Processor	Pentium III
CPU Speed	450MHZ
Hard drive	36GB
RAM	228MB
Monitor	15-inch
OS	BackOffice 4.5

helps users reference and update speed dial lists. The ANI Callback list displays identification tags on abandoned and cellular calls for immediate re-dial. These and other features make VESTA the most user-friendly system available.

What kind of controller solutions?

Versatility is crucial when configuring a system to meet special PSAP needs. VESTA provides an open architecture that works in conjunction with a variety of switching options from Key System to Central Office technologies. VESTA Standard utilizes the proven key system environment of MAARS/ComCentrex, which features highly fault-tolerant modularity and solid state, multi-line electronic key system functionality. VESTA/Meridian features on-premise automatic call distribution (ACD) and a high-performance PBX system along with all the standard 9-1-1 functionality of VESTA. VESTA DMS utilizes the powerful DMS 100 with ACD. We also have a VESTA/ISDN version utilizing a MAARS/ComCentrex ISDN hybrid environment in development.

What about integration?

As a Microsoft Certified Solution Provider, PEI has designed VESTA with an open system philosophy allowing it to automate data exchange across multiplat-form, multiprotocol environments. This allows VESTA to migrate with emerging technologies and provide users with a proven platform that will support future needs. VESTA systems have been successfully integrated with third-party proprietary systems, legacy mainframe platforms and a variety of CAD applications throughout the nation. PEI maintains a special Integration Services group formed to provide seamless interoperability with specific customer applications. With highly qualified teams located on both coasts, the group is dedicated to working with the customer to develop and carry out an integration program that meets every expectation.

Why Windows NT?

VESTA is a Windows NT application that utilizes the BackOffice family of products. PEI has led the move to this versatile platform, which has become the new standard in public safety. In addition to its robust performance and native 32-bit architecture, Windows NT supports a broad variety of protocols. With more and more systems - radio, CAD and others - moving to NT, integration of desktop technologies is improving user performance and reducing the total cost of ownership. The BackOffice family of server products brings a variety of functions to VESTA. SQL Server adds database functionality for a variety of features such as CallDetails, ORION and more. SMS allows VESTA systems to tap into PEI's Mission Control. Exchange Server connects users by e-mail. Windows NT provides VESTA with a platform that allows it to integrate and migrate with new 9-1-1 technologies as they emerge.

What are the HW specs?

VESTA is typically provided as a bundled product with Windows NT, BackOffice, VESTA and other customer-defined PEI software loaded on Compaq (or HP) PCs and servers. Systems are pre-configured at the factory per installation specifications.

Software and configuration

VESTA workstations and servers are pre-configured according to PEI defined product standards. System configurations include pre-loaded Windows NT 4.0, specific BackOffice products (SQL, SMS, Exchange, etc.), and VESTA. All machines are "burned in" for



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a minimum of 24-hours to ensure against premature failure. Factory configured systems help optimize installation procedures and ensure the integrity of PEI products. As an extra measure of protection, each site's configuration is recorded with all system settings on a CD product developed by PEI called CPR (Critical Product Restoration). PEI keeps one copy of CPR and a copy is shipped with the system. CPR can be used for potential future technical support, repairs, returns and other maintenance functions. In addition, PEI keeps a complete inventory of the hardware, software and peripherals for each site in its database. This helps technical support track and troubleshoot systems, reducing downtime and cutting man-hours in restoring a system's integrity.

Training and education

PEI offers a full range of courses at specially designed training facilities at PEI Headquarters in Temecula, California and at PEI East in Blue Bell, Pennsylvania. End user product training is most often conducted on-site at the customer's premises. Our installation and maintenance and professional development courses can also be packaged for presentations on location, wherever needed. PEI instructors are personable, knowledgeable, and accomplished professionals dedicated to teaching mission-critical skills to the 9-1-1 community. Hardware and software product classes are taught with a hands-on methodology designed for maximum retention. Microsoft Certified professionals, who have more than 10,000 hours of intensive training, teach our software-related classes. Our new Professional Development Series features experienced instructors with extensive resumes in the 9-1-1 industry. For a schedule of available classes, please check the training section of our Web site at www.peinc.com.

Service and support

Our commitment to comprehensive service and support services begins with intensive pre-installation planning and continues through system configuration, installation, cutover, maintenance and beyond. Our goal is to provide a level of quality support that adds value to our customers' operations. From our 24x7 Help Desk and expert Field Engineers to Project Management and Mission Control, PEI offers more service options than any other 9-1-1 equipment manufacturer.

Upgrade-Advantage

Upgrade-Advantage is an extended warranty program designed to insulate public safety agencies against the risks of operating mission critical telecommunications systems in an age where technology is outpacing investment cycles by an alarming rate. It encompasses the entire 9-1-1 IT environment including PC hardware, operating system, cabling, specialized firmware, and software applications. Available in three and five-year programs, Upgrade-Advantage represents PEI's commitment to total customer service in a multi-platform, multi-vendor environment.

The VESTA legacy

PEI has been at the forefront of product development since its first key telephone system was installed in a PSAP in 1972. MAARS, introduced in 1989 was the public safety industry's first modular 9-1-1 controller. Likewise, VESTA was the industry's first CTI 9-1-1 system. That was in 1995. Today, VESTA has evolved into the industry's most versatile and adaptable 9-1-1 solution in the public safety industry.

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Microsoft WindowsNT Workstation

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