ON THE MOVE

With Orlando Public Safety

"We had heard about NetMotion Mobility and when we found out about the static IP GPRS conversion we started looking seriously."

Mark Crain, Sr. Manager for Systems and Networks and Dave Kaicke, Microcomputer Engineer, City of Orlando, Florida

Crain and Kaicke: We're responsible for 500 police vehicle installations, 70 fire vehicles, 60 building and code enforcement inspectors, and 15 support personnel that are fully mobile clients. AT&T brought the NetMotion [Mobility] piece to the table. We downloaded a demo and put some test servers on the network. Once we got CDPD devices to log into the domain—that was exciting. We knew we could certainly do it with GPRS and the other higher speed wireless networks. Now our wireless clients are fully functioning members of our network community rather than second class citizens with access to only a very few resources.

 "When we installed NetMotion Mobility, we were up and running within an hour.

Crain and Kaicke: Being able to log into the domain with Mobility is a big plus, because now domain policies can be easily deployed to the remote units. We used to have local user accounts with no passwords on those machines.

Those are gone now and you need a network account to log in—security is greatly enhanced. Mobility also gives us session persistence, especially with the AS400, our host CAD and records server for the Police Department, which wasn't really designed for mobile functionality. Now we don't have all the dropped connections. We can even map drives to remote units and fix problems in the field instead of calling them in.

 "We started with the static IP solution, but then discovered we could do a lot more with it."

Crain and Kaicke: As expected, our data speed increased when we upgraded to GPRS. But we were also happily surprised at the number of applications—which were never designed with mobility in mind—that worked flawlessly. Internet users saw a big difference. We installed Mobility on a few inspectors' vehicles. They saw higher speed and increased functionality of applications.

Some of the other benefits included the deployment of virus definitions and domain policies. Prior to NetMotion Mobility, a major configuration change meant recalling and manually updating or re-imaging 500+ machines. Many of those types of changes can now be done by just changing a domain policy and sitting back. It had always been virtually impossible for a client to obtain virus definitions without coming in to the station and plugging into the network and re-booting. That all happens in real time now, without any user involvement!

MEET THE MOVERS

Located in the heart of the Florida high technology corridor, Metro Orlando is rich with technology education programs, leading-edge research initiatives and vocational training efforts. In this environment Orlando Public Safety is charged with the protection and security of some 185,000 citizens and the countless tourists who flock to the area's year-around attractions. They're well equipped and well supported to meet the demands of their mission. And they take every advantage of Orlando's reservoir of technological savvy, including the City of Orlando's IT specialists who ensure communications and integrity for the city's 900 police and 400 fire personnel.

The City of Orlando's Technology Management Division continuously seeks out and evaluates the best hardware, software and technology available to ensure state-of-the-art performance for systems and the people who use them. Their long-term goals are ambitious, but they continually move closer to them as they create a seamless, easily managed system that allows anywhere, anytime communication and the most efficient use of resources and funding.