



Customer Story

FAA Command Center — Mission Critical Reliability

The September 11, 2001 terrorist attacks that occurred in the United States exposed in many US Federal Government agencies the need for larger and more sophisticated communications systems. One of which was in operation at the Federal Aviation Administration's Air Traffic Control System Command Center (ATCSCC). The ATCSCC regulates air traffic when weather, equipment, runway closures or other impacting conditions place stress on the National Air Traffic Management System. In such instances, specialists at the ATCSCC take action to modify traffic demands in order to maintain safety and throughput standards.



It was from the ATCSCC that all US Air Traffic was ordered grounded during the 9/11 terrorists attacks. That emergency demonstrated the need for a communications system capable of simultaneously tying in all Air Traffic Control facilities nationwide for emergency collaborative decision making efforts. The new communications system would need to offer uninterrupted 24/7 operation and be built on a design that guarantees maximum availability for all system components.

eOn Communications teamed with Lockheed Martin and Frequentis USA in providing the FAA with a ten year life cycle contract for the design, test, installation, training and maintenance of the new communications system deployed at the ATCSCC in 2004. Integral to the system is eOn's eQueue which provides the core voice switching and sophisticated routing functions needed for the ATCSCC. The eQueue provides the reliable telephone network connections needed for critical communications in times of emergency and other air traffic impeding instances.

eOn is renowned for systems with high reliability and security. As early as 1996, when practically all telephony systems were provided on proprietary operating systems, eOn revolutionized the industry by being the first to deploy call processing equipment on industry standard computing equipment running a hardened Linux operating system. To maximize availability, eOn eQueue media servers are deployed in mirrored configurations. In the event of a processor failure, virtually every call feature remains in operation. These platform security and reliability measures are just a few of the reasons that eOn is one of the few vendors to be certified by the U.S. Department of Defense (DOD) tests for Joint Interoperability Test Command (JITC). JITC certification is needed for any equipment that is to be connected to the DOD's most mission critical communications backbone.

When your business communications needs dictate 24/7 reliability, turn to the vendor that satisfies the mission critical needs of the FAA and US DOD – eOn Communications.