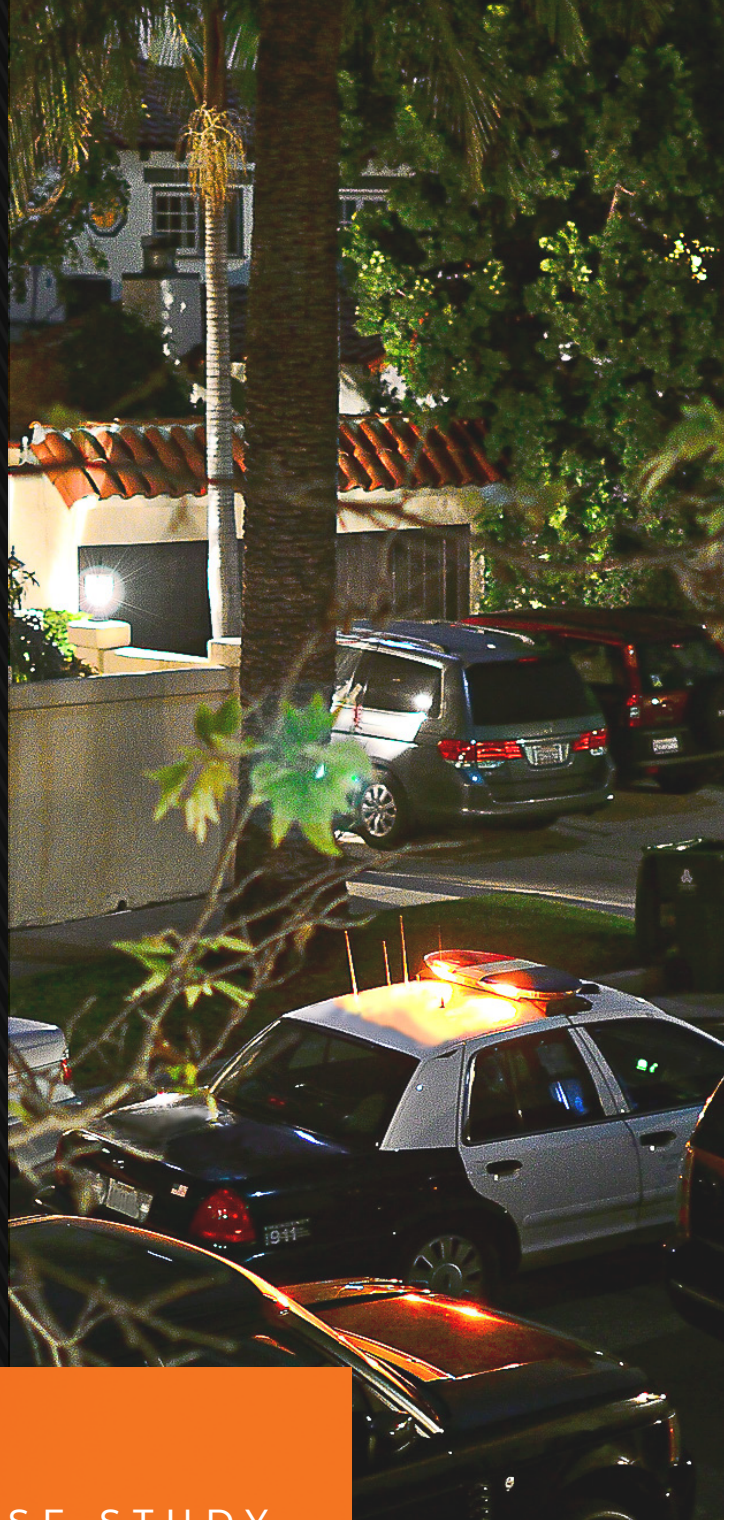


INTREPID RESPONSE ENABLED SOUTHERN REGIONAL RESPONSE GROUP TO REDUCED RESPONSE TIMES.

Communicate, Collaborate,
and Coordinate with
Intrepid Response Platform.



Intrepid
RESPONSE

CASE STUDY

OVERVIEW

Intrepid Networks (Intrepid) helps public safety, surveillance, and security teams perform day-to-day operations and incident management with Intrepid Response, a secure software collaboration solution for web browsers and mobile devices. Intrepid Response provides integrated voice and data real-time communication, collaboration, and coordination of shared intelligence over a common operating picture.

When the Southern Regional Response Group (SRRG) — a tactical law enforcement group — needed a faster way to mobilize its 40-person tactical team spanning 11 cities, it deployed Intrepid Response.

Intrepid's software runs on AmazonWeb Services (AWS), and the company uses AWS services to make its solution fast, reliable, and scalable. With Intrepid Response, the SRRG has improved visibility into the status and locations of all team members and equipment, and commanders and their teams can make informed decisions on the fly with near-real-time information.

IMPROVED



Improved multi-agency collaboration, coordination, and communication

REDUCED



Emergency response notification times from 30 minutes to seconds

SECONDS



Reduced emergency response notification times from 30 minutes to seconds

REDUCED



Radio chatter

OPPORTUNITY

POWERING REAL-TIME SITUATIONAL AWARENESS WITH INTREPID RESPONSE ON AWS

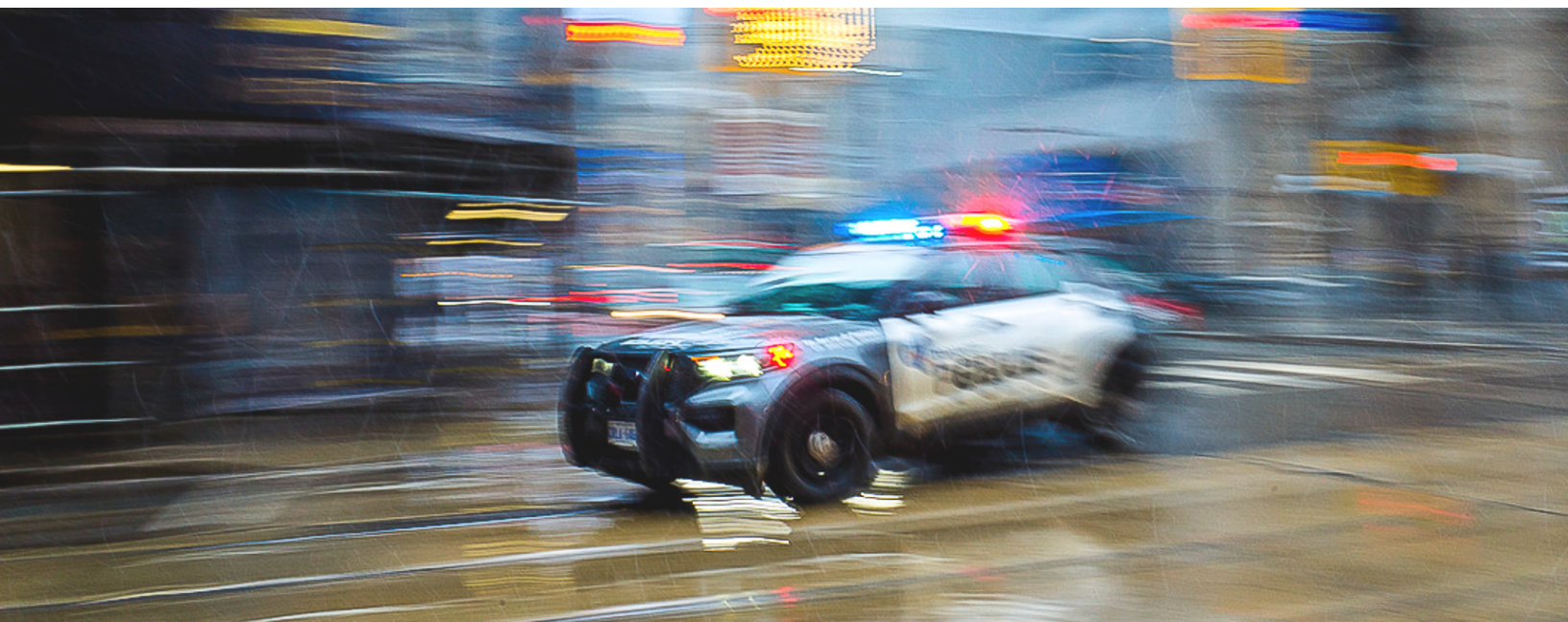
Intrepid is built on AWS and is a member of the inaugural AWS GovTech Accelerator, a program supporting GovTech startups as they develop innovative solutions for justice and public safety agencies to better serve their communities. The company began building Intrepid Response in 2011 on AWS infrastructure.

Based in the southern Dallas-area metroplex, the SRRG is one of Texas's largest regional tactical programs. Individual cities don't have the budgets or resources to fund SWAT teams, so the SRRG formed to provide emergency services across the region — about 300 square miles in total.

However, the SRRG's previous tool was too slow to send notifications or make phone calls regarding emergency situations. In one example, the notification was delayed by as much as 30 minutes — far too long in rapidly evolving situations that need up-to-the-minute information. The group realized that Intrepid Response offered the features and reliability it needed and began using it in 2021. "As a commander, I can easily pull up Intrepid Response, add the information I need, and send it reliably to the team," says Lieutenant Mike Lewis, assistant commander of the SRRG Special Response Team. "It sends a text message and an email and pushes critical notifications, overriding do not disturb or vibrate settings."

AS A COMMANDER, I CAN EASILY PULL UP INTREPID RESPONSE, ADD THE INFORMATION I NEED, AND SEND IT TO THE TEAM.”

Lieutenant Mike Lewis, Assistant Commander Special Response Team, Southern Regional Response Group



SOLUTION

REDUCING RESPONSE TIMES AND ENHANCING COMMUNICATION

Intrepid simplifies and streamlines coordination with several modules that provide different sets of capabilities. Groups can purchase modules based on their specific needs. The SRRG started by using the Activate module, which focuses on emergency notifications and mobilization tools. During an emergency, the commander can quickly notify and assemble responders and equipment on the dashboard. Then, within seconds, they can see on the dashboard exactly who's responding to a call and who's unavailable. "Calling dispatch is one less thing I have to worry about in the middle of spinning up a SWAT team," says Lewis.

Using Intrepid Response, the SRRG has significantly accelerated response notifications. "Our response times have absolutely gotten lower," says Lewis. "The previous system could take 20–30 minutes to send a notification, so we'd have a massive delay." Intrepid Response is nearly instantaneous. When it

sends a notification, the information includes a link to the phone's maps application. It's automatically filled in, so users save a few seconds of response time instead of having to type or search for a location.

The SRRG has added additional modules, including Locate, which provides the live location of all team members, and Connect, which it uses to securely share digital content. With Locate, when a team member accepts a call, the commander can see their location and progress within 10–15 seconds. When an operator accepts a call, they instantly get the details of what it is, and Intrepid automatically turns on the GPS in their phone so that the commander can see their location.

Intrepid continues to improve its solution by building new features on AWS. It's using a range of AWS services, including Amazon Elastic Compute Cloud (Amazon EC2), which provides secure and resizable compute capacity for virtually any workload. It's also storing important data using Amazon Relational Database Service (Amazon RDS), a collection of managed services that makes it simple to set up, operate, and scale databases in the cloud.

Although Intrepid offers a range of capabilities, the tool also makes it simple to access only what's

SOLUTION – REDUCING RESPONSE TIMES AND ENHANCING COMMUNICATION CONTD.

immediately necessary. The SRRG can separate communication into channels while still messaging the entire team when necessary. “In emergency situations, it’s an absolute game changer,” says Kacy Greene, sales director at Intrepid. Having this high visibility into the status and positions of all the agents who receive a call greatly reduces back-and-forth radio communications. “We get the immediate response of how people are responding to our call, and it’s highly effective,” says Lewis. “It reduces a lot of chatter.”

To maximize reliability, Intrepid uses Amazon CloudWatch, which monitors resources and applications on AWS, on premises, and on other clouds. The company also uses Amazon Elastic Kubernetes Service (Amazon EKS), a managed service that runs Kubernetes in the AWS Cloud and on-premises data centers, to manage containers for its services.

In one example of an emergency situation, the SRRG provided backup to several city police officers. “We received information from a police dispatcher and pushed an alert within 30 seconds,” says Lewis. “We knew exactly who was coming and coordinated resources, such as the armored vehicle, while responding to this rapidly evolving incident. Intrepid simplifies our logistics and makes team activation quick and easy.”

OUTCOME

CONTINUING TO IMPROVE AND EXPAND INTREPID RESPONSE

Intrepid keeps looking for ways to improve its Response application to help its users. “Intrepid definitely listens to us,” says Lewis. “If we say, ‘Hey, it’d be great if this program could do this thing,’ they’re always improving their product in that manner.”

As part of the AWS GovTech Accelerator, Intrepid gains resources to support the development of solutions that meet the critical needs of public safety agencies. The accelerator program provides valuable business development resources as well as AWS tools and technical guidance customized for Intrepid’s unique mission. In 2023, the program culminated with a showcase of solutions at the State of GovTech conference. Intrepid’s founder and CEO, Britt Kane, presented its AWS-powered solution to government customers, industry stakeholders, and investors at the conference.

The SRRG plans to keep using Intrepid Response to coordinate its responses, send notifications, and improve public safety. “Within our SRRG regional partnership, there are a lot of people who have already seen the benefits of Intrepid.”

About Intrepid Networks

Intrepid Networks is a technology company that helps emergency teams communicate, plan, and coordinate responses with Intrepid Response, its situational awareness solution for web browsers and mobile devices.



Communicate Collaborate Coordinate



Response is a low-cost, simple-to-use web and mobile situational awareness platform for day-to-day and emergency operations. Mapping, Information Sharing, Team Mobilization, Emergency Notification, Integrated IAP Planning, ICS Reporting, and Push to Talk communication all in one deployable solution.

Scan code for
more information.

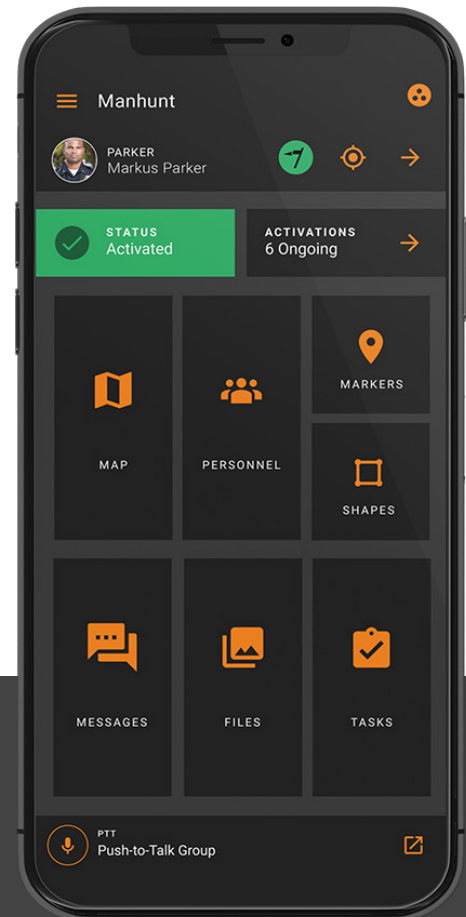


“Response has significantly increased capacity with understanding our positioning to the challenges we are facing. It improved our operational safety and contributed to our mission’s success.”

– St Paul Assistant Chief of Police during MN unrest

Platform Advantages

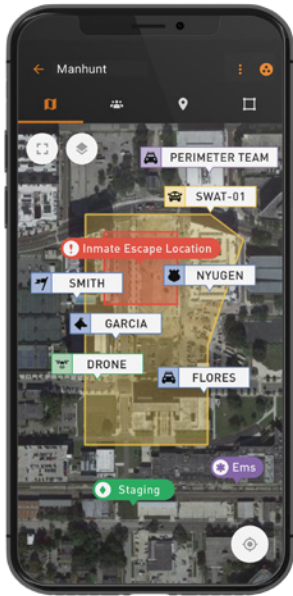
Decrease Response Times, Reduce Radio Traffic, Enhance Situational Awareness, Increased Responder Safety, Mutual Aid shared channels, Simplify IAP Planning and ICS Reporting.



Intrepid **RESPONSE**

LOCATE

Geo-spatial solution with feature rich mapping. Monitor location of all personnel, tagged assets, and markers in near real-time.



Features

and Benefits

Real-time GPS location of all team members.
Reduce location radio traffic by 80%.
Improved coordination with teams outside of the vehicles.
Auto-Navigate to personnel and markers.
UAV Drone, GPS trackers and WIFI beacon integrations.
Manage multiple simultaneous operations.

Plus: New Feature
Marker Attachments – Attach up to 6 files to static markers

REPORT

Simplify IAP Planning and ICS Reporting

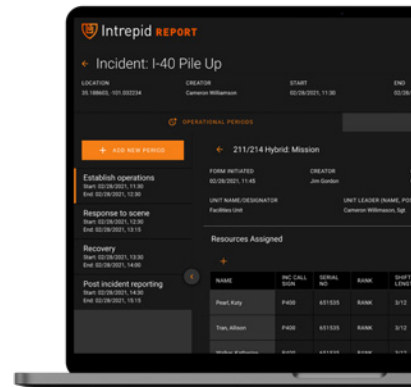
A web-based system enabling teams to create and manage all ICS form reporting, sign-off, and FEMA submittal. Incident Action Plans are efficiently created and instantaneously shared, keeping personnel informed of the operational period's incident objectives, work assignments, available resources, and planned actions to achieve the goals.

Features

and Benefits

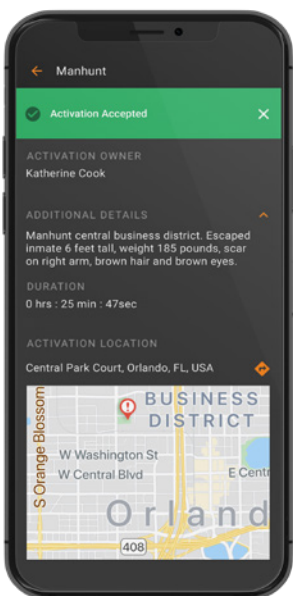
Quickly create, manage, share, and adapt ICS forms and Incident Action Plans as the incident unfolds.
Reduce operating hour costs with ICS form automation.
Download and collate ICS forms for faster reimbursement submissions.

MOBILE APP
COMING SOON



ACTIVATE

A simple-to-use web and mobile emergency notification and response team mobilization tool.



Features

and Benefits

Persistent and loud notifications ensure the responder gets the request.
Overrides phone sleep and do not disturb modes.
Receive critical information and auto-navigation to the incident.

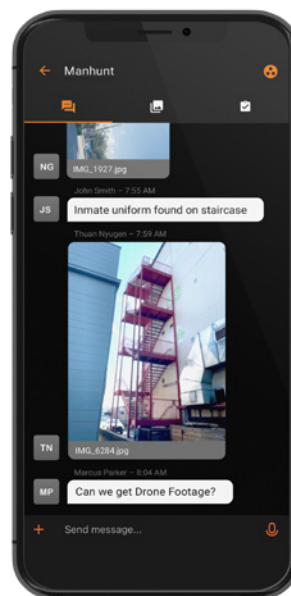
Plus: New Feature
Mobile Activation – Activate teams from anywhere. Select your team, set up vital details and monitor who accepts or declines the activation

Pair Activate with Locate:

Once a responder accepts the Activation, their current location is now visible on the Locate map

CONNECT

A multi-layered collaborative workspace that provides highly secure team communications and sharing of digital content on demand.



Features

and Benefits

Highly secure multi-media sharing of text, videos, photos, and documents.
Instant messaging with individuals or entire team.
Collaborative documents and white boards.
Automated Task Management.

Push-to-Talk
Integration with
Leading PTT Solutions

Evolve calls directly from personnel markers to individuals or ad-hoc group
Customizable PTT button location





SCAN FOR MORE INFORMATION.

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