OCTAVE

E-book

Managed services keep your agency mission ready

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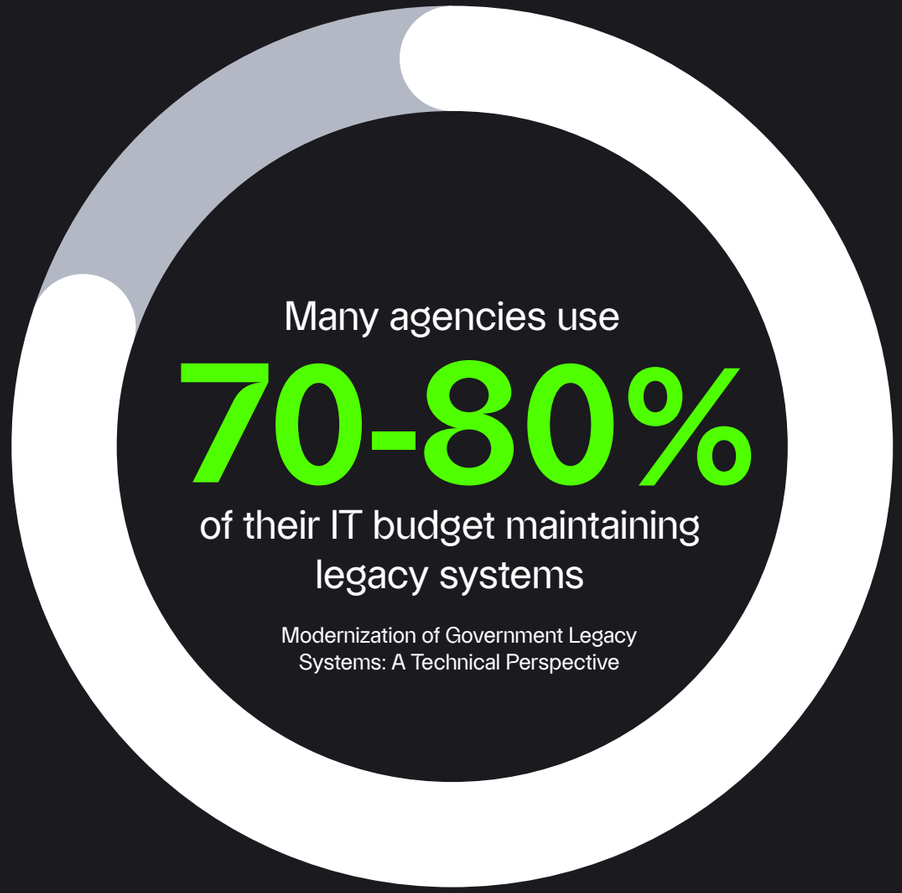
Public safety agencies operate in increasingly complex environments. Public expectations are growing, and the margin for error is narrowing.

Many agencies continue to rely on legacy technology **while spending 70 to 80% of their IT budgets** maintaining existing systems rather than developing new capabilities. This makes it increasingly difficult to improve resilience, security and operational readiness.

Whether deployed on-premises, in the cloud or in hybrid environments, today's public safety systems often include multiple third-party integrations that require continuous configuration, monitoring and optimization. Agencies must also meet evolving regulatory requirements while protecting sensitive data, all as technology continues to advance. These demands can place a significant burden on organizations that lack the in-house resources or technical expertise to keep pace.

Managed services providers help lighten that burden with proactive, tailored support that works alongside — or within — an agency to manage system complexity, optimize performance and support ongoing modernization. Managed services aren't just on-call support. In many cases, specialists work on-site as an extension of an agency's team.

This allows personnel to focus on their core mission of keeping their communities safe.





"As the 911 center for the nation's capital, our operations demand technology that is dependable, advanced and available without exception.

***Our partnership with Octave** provides the expertise needed to ensure system stability and continuous improvement, enabling us to remain focused on our core mission — safeguarding the city and the professionals who serve it.'"*

Heather McGaffin
Director
Office of Unified Communications, Washington, D.C.

Why use a managed service?

- Improve system reliability and operability
- Reduce operational risk and minimize downtime
- Optimize your technology for greater efficiency
- Allocate resources and personnel more effectively
- Enhance ability to adapt to regulatory, regional and operational requirements
- Strengthen long-term performance and operational resilience
- Bring front-line support in-house



Public safety agencies and organizations eager to explore the use of managed services can do so with the assurance that it is a well proven and mature proposition.

The compounded annual growth rate (CAGR) is estimated to be **16.33%**, with organizations around the world projected to spend **US$ 1,942.14 billion** on managed services by **2029**.

Source: GlobalData

Safeguard against current and future operational challenges

Small public safety agencies and large multijurisdictional organizations around the world face similar challenges that managed services can support.

Challenges	Managed services
Maintaining, updating and optimizing complex, interconnected systems	Provide access to expert support teams with rich knowledge of public safety operations and products
Updating and upgrading critical legacy systems (e.g., CAD and RMS)	Complement an agency's team with skilled resources who are experts in core systems
Retaining and finding skilled IT personnel or appropriate resources	Supplement agency resources with public safety experts and product specialists
Navigating diverse compliance standards and regulatory environments	Govern service delivery through clearly defined service level and performance metrics
Upskilling teams to keep up with constantly evolving technology	Reduce the complexity of managing, monitoring, securing and maintaining systems
Supporting and maintaining cloud-hosted models and services	Manage cloud infrastructure, optimize performance and enable real-time data sharing and collaboration



"Jefferson County 9-1-1's CAD and mobile solution is a mission-critical system and cannot be treated as a part-time responsibility .... A full-time resident systems administrator provides us with a dedicated resource focused on day-to-day ownership of system performance, configuration, testing, troubleshooting, user support and long-term planning.

***Having an Octave-trained professional** in this role ensures we have in-house expertise to properly manage the complexity of our Octave environment, protect system integrity and make changes safely and efficiently."*

John Whitehead, MPSA, ENP
Chief
Jefferson County 9-1-1

Managed services benefit Arlington County, Virginia

Watch the video

Arlington County, Virginia, modernized its 911 center by moving from a legacy CAD environment to Octave OnCall in the cloud — a shift driven by the need for a new approach to public safety technology. With the transition from on-premises, server-based connections to a cloud-based model came understandable questions about ownership, troubleshooting and accountability.

The answer was **Octave managed services**: a dedicated Octave professional, trained on Octave technology, embedded as part of Arlington's day-to-day team. Arlington describes the role as a "no-brainer," noting the managed services resource integrates like a full-time employee — participating in team activities and serving as the go-to expert for managing the CAD system. The support proved critical throughout implementation and go-live, providing always-on availability and 24/7 peace of mind, so no matter the emergency, the technology is ready.



"We felt that the managed services was just a no-brainer for us. (Our Octave systems administrator) integrates with us like he's one of our employees."

Jacob Saur
ECC Director
Arlington County

"He's embedded with us. He's us. He's on call all the time. He's available all the time."

Jeff Wobbleton
Systems Administrator (retired)
Arlington County

Managed services for different roles

Managed services deliver value across the organization, helping technical, operational and leadership teams focus on their priorities while ensuring mission-critical technology remains reliable, secure and optimized.



Agency leaders

Focus on strategic priorities, operational performance and long-term planning.



IT and system administrators

Gain expert support for system configuration, monitoring, upgrades, troubleshooting and optimization.



Dispatch and operations personnel

Benefit from reliable, high-performing systems that support day-to-day operations without disruption.



Security and compliance teams

Maintain secure, compliant environments through proactive monitoring, governance and change management.

Agency responsibilities vs. managed services

Managed services are designed to complement your agency by providing the technical expertise needed to keep critical systems performing at their best.

Agency responsibilities	Managed services capabilities*
Emergency response and daily operations	System monitoring and health checks
Supporting dispatchers, call takers and field personnel	Configuration, optimization and performance tuning
Operational planning and policy	Software updates and testing
Community engagement and service delivery	Troubleshooting, issue resolution and technical support
Strategic technology decisions	Guidance on modernization, cloud adoption and best practices

*Depending on the level of managed service

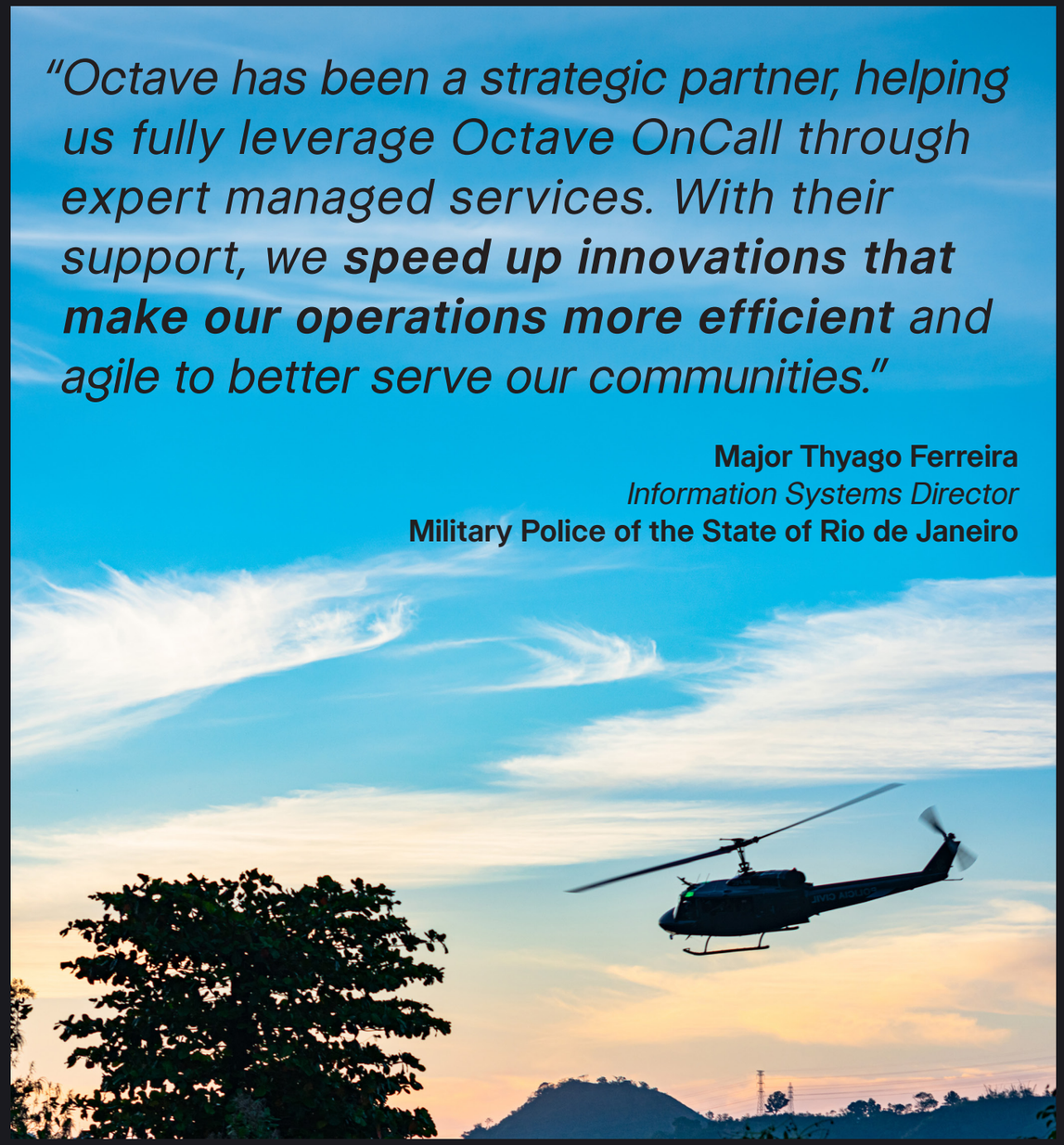
Managed services are not all equal

Managed services vary widely in scope, cost and quality. While many "traditional" providers claim impressive uptime figures suitable for commercial environments, public safety agencies operate to a different standard. ***For example, in the UK the current TETRA radio network has a 99.7% uptime.***

This is where agencies and organizations opting for a managed service offered by the company that designed, built and is continuing to develop the platform have a distinct advantage.

In addition to unrivaled technical expertise and the ability to draw on the shared knowledge from other public safety agencies using the system, taking this approach can provide commercial advantages.

Work with a team of specialists dedicated to optimizing your operations for today — and tomorrow. Be ready to embrace innovations, from cloud to AI, adapt to changing regulations and respond to the evolving public safety landscape.





Managed services keep your agency mission ready

Which managed services are right for your agency?

There is no one-size-fits-all approach to managed services. The right model depends on your agency's technology environment, available resources and operational goals. Some agencies need ongoing support for mission-critical systems, while others are looking for specialized expertise during major upgrades, cloud migrations or modernization initiatives.

For many agencies, managed services:

- Begin with CAD, helping ensure the heart of the PSAP remains reliable, secure and optimized
- Expand to RMS, analytics and other public safety technologies as operational needs evolve

Agencies with limited internal resources may benefit from a resident system administrator embedded within their team, while others may choose project-based or remote support that complements existing staff.

The goal is to create a managed services strategy that aligns with your agency's priorities, strengthens operational resilience and delivers long-term value.

Managed services from the vendor that built the system

Choosing managed services from the company that designed and continues to develop your public safety technology means working with a partner that understands your operational environment and is invested in your long-term success.

Backed by more than 30 years of public safety experience, Octave helps agencies maximize system performance while enabling internal teams to focus on strategic priorities and mission-critical operations.



"Our IT team really enjoys having Octave CAD personnel next to them as they maintain and build the system for the future. They update the system every day and we benefit and the community benefits from that."

Scott Brillman
Director
Fairfax County, VA

“They have embraced working with us as a true partner, and we’re really looking forward to growing the managed services capability and supporting them over the years to come.”

Chris Leaver
Executive Director
Octave



Managed services support critical nationwide agencies

Octave has a strong foundation of managed services success across the Asia-Pacific region, partnering with organizations including a national public safety agency in New Zealand and roadside agencies across multiple states in Australia.

These organizations provide critical services to millions of residents, and they rely on Octave managed services for proactive support.

“They have embraced working with us as a true partner, and we’re really looking forward to growing the managed services capability and supporting them over the years to come,” said Octave Executive Director Chris Leaver, speaking of the Asia-Pacific customers.

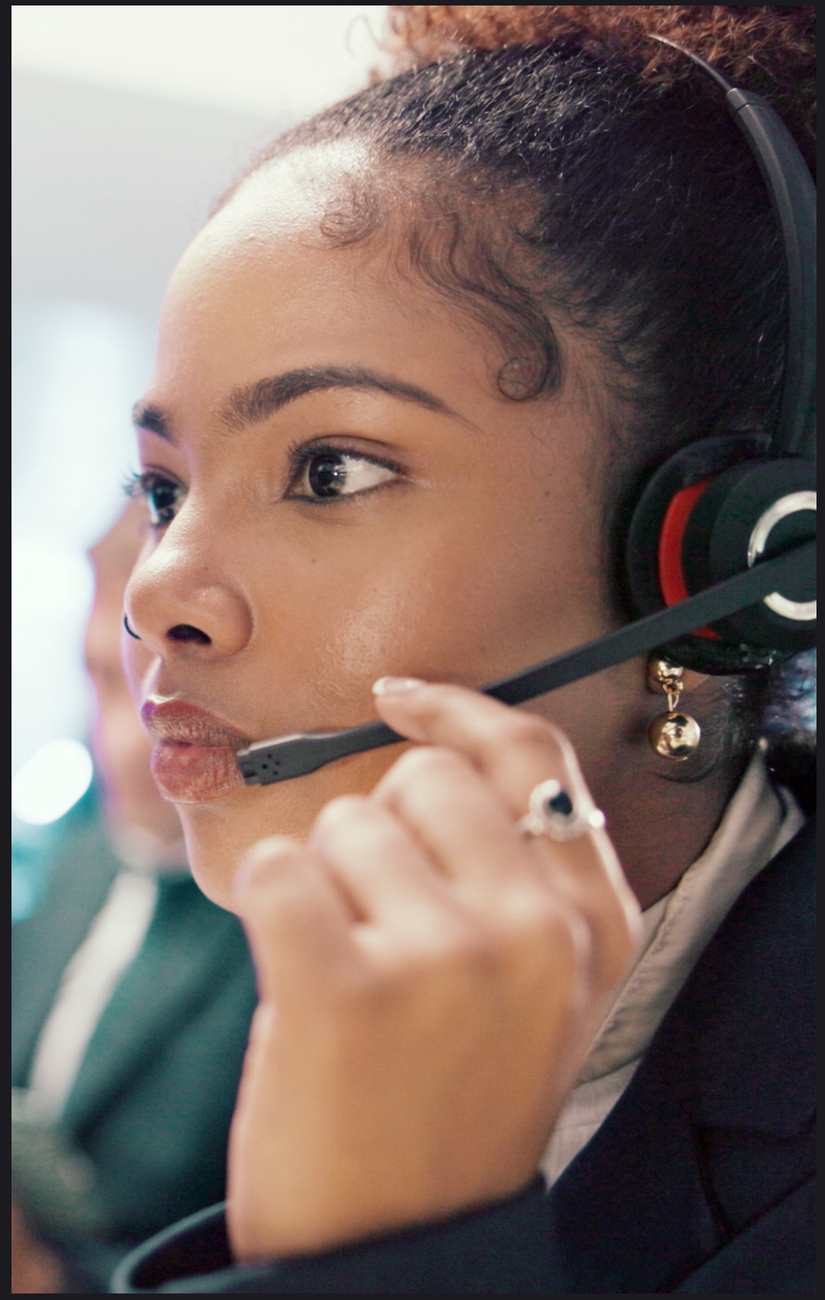
Employing managed services allows these agencies to do what they do best, which is serving their communities. Meanwhile, Octave product experts can manage the technology. In the end, that means the public is getting the best service possible.

Octave's global team of specialists brings deep knowledge of your system architecture, performance characteristics, integrations and future product roadmap. Working as an extension of your team, they provide proactive guidance, technical expertise and ongoing support to help keep systems reliable, secure and optimized.

Designed to meet diverse operational and regulatory requirements, Octave managed services provide flexible support that adapts to your agency's needs. Whether delivering routine operational services, modernization initiatives or project-based expertise, Octave helps agencies improve performance, reduce complexity and prepare for future technology advancements.

Explore Octave managed services

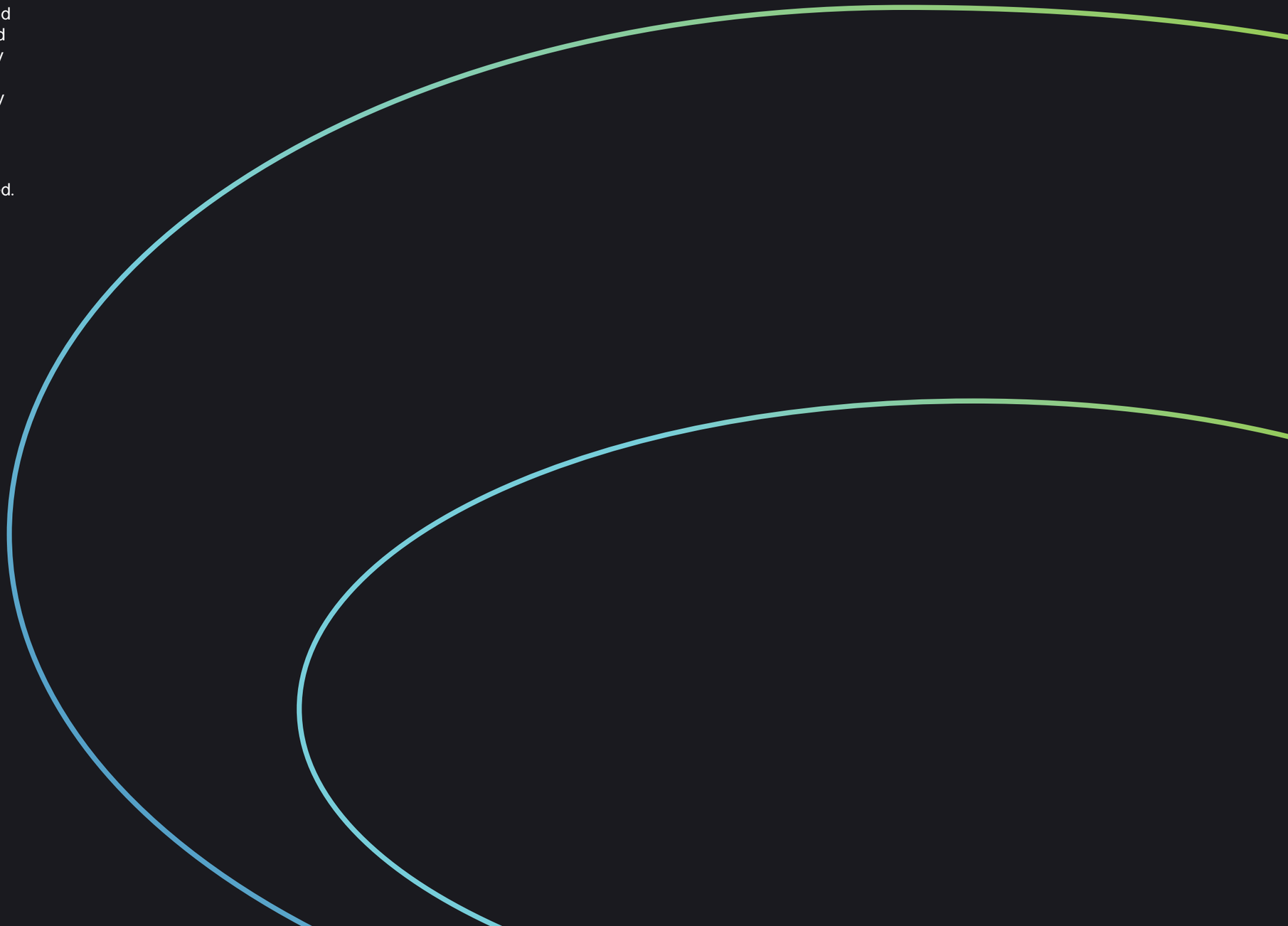
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About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property, and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency, and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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