



## PRODUCT SHEET

# Octave Unified Communications Radio Suite (UCRS)



Control centers face a wide range of complex challenges that require the use of new technologies. Stricter legal regulations such as the CER / KRITIS guidelines in Europe and new requirements from systems like eCall increase pressure on operators. At the same time, the likelihood of major incidents is increasing, while demands for fail-safe technology and connectivity are growing. Technological trends like AI and expanding system and communication integration are shaping the development of modern systems.

## Reliable communication when every second counts

Octave Unified Communications Radio Suite (UCRS) (formerly Unified Communications Radio Suite) is a reliable, secure and flexible solution for communication and management within and across control centers. UCRS stands out for its user-friendly design across all relevant communication workflows. Innovative workplace concepts – including remote access – and fast ad hoc and process-driven communication contribute to greater efficiency.

This is supported by highly available, secure and scalable system architecture that meets the demands of modern control centers. UCRS modules enable

seamless integration and conferencing across all communication channels such as VoIP, analog telephony, mobile networks and analog/digital radio. Users can conduct calls and conferences without media disruption, even in a mixed environment (e.g., landline, LTE and radio).

The solution can also be integrated into centralized or decentralized contact center workflows and supports Microsoft SharePoint integration. By using standard platforms and an open, modular system architecture, UCRS offers low acquisition and operating costs, ensuring long-term investment protection.

## Flexible customization for individual requirements

Organizations can tailor UCRS' web-based interface to the specific requirements of their communication processes. It can be used as a customized stationary workstation in the control center or as a mobile control center workstation on internet-enabled devices.

## Resilient and reliable

With its on-premises architecture, UCRS meets the highest security standards. A mature full redundancy concept ensures uninterrupted operation – even during server failures or updates.

## Open and integrated

UCRS features interfaces to a wide range of communication networks (landline, mobile, IP and satellite telephony, analog and digital radio) and all common computer-aided dispatch (CAD) systems.

## Intelligent and accessible

UCRS enables AI-based transcription of conversations in 99 languages – compliant with data protection regulations through operation on a local network server. For text-only communication, UCRS Real-Time Text (RTT) offers a chat feature for emergency calls.

## Part of a holistic control center solution

Thanks to its standardized unified API, UCRS can be integrated into existing control center environments. It interacts seamlessly with all common CAD systems, GIS systems and other applications. Integration with Octave OnCall Dispatch (formerly HxGN OnCall Dispatch) software enables the creation of a comprehensive control center solution from a single source.

More information at [octave.com](https://octave.com)

## 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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