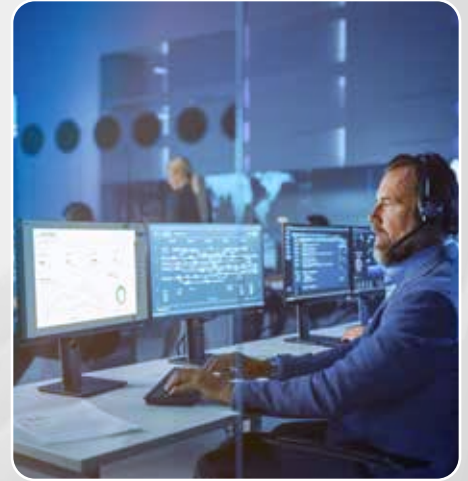




# Critical Communications Platform

The NUSO Critical Communications Platform (NCCP) unifies voice, SMS, IVR, events, and operational workflows into a resilient command-and-control environment. Designed for utilities, critical infrastructure, and operational control centers, NCCP delivers real-time coordination, operational visibility, and resilient communications continuity from a single operational workspace.



## Operational Challenges

Operational teams can no longer rely on disconnected dispatch systems, siloed communications tools, and manual coordination workflows. Critical infrastructure operators and command centers need resilient, real-time communications platforms that improve situational awareness, support operational continuity, and enable faster coordination across field teams and operational environments.

## Unifying the Command Environment

NCCP centralizes voice, SMS, IVR, events, and operational workflows into a unified command environment that enables real-time coordination, resilient communications, and operator-led control. Designed for mission-critical operations, NCCP improves situational awareness, supports operational continuity, and helps teams respond faster during outages, incidents, and high-volume operational events.

### Unified Operations

Unify voice, SMS, IVR events, and operational workflows in a single command-and-control environment, improving coordination, visibility, and real-time operational response across critical communications teams.

### Resilient Communications

Support operational continuity with resilient, high-availability architecture designed for failover, communications persistence, and mission-critical coordination during incidents and high-volume operational events.

### Operator-Led Control

Enable operator-led workflows with dynamic prioritization, real-time interaction management, and flexible operational control designed for fast-moving environments and incident response coordination.

### Real-Time Visibility

Improve situational awareness with real-time visibility into operational events, field communications, priority interactions, and active workflows across distributed operational teams and command environments.

## Built for Critical Operations

- Utility outage coordination
- Field response management
- Critical infrastructure communications
- Operational continuity workflows
- Transportation command center
- Distributed operations coordination
- Incident response
- High-volume operational event management
- Secure public sector operational communications environments



**Utilities & Energy**  
Critical Infrastructure

**Transportation & Operations**

**Public Sector & Secure operations**



### Transforming Legacy Dispatch

Modernize legacy dispatch and operational coordination workflows with NCCP by unifying voice, messaging, IVR, events, and field communications into a resilient command environment that improves situational awareness, operational continuity, and real-time coordination without disrupting existing operations.