

Case Study

Industry: Law Enforcement

Upgrading a command and control room in a new police station



The background

Black Box Norway has worked with the Østfold Police District in the past on other technical projects. As a result of this partnership, when the district began planning a new building, they came to Black Box for a command and control room solution.

As part of the move to a completely new building, the department also wanted to completely overhaul their technology. Their old command and control room used old analog technology, and the system devices were large and outdated. The KVM setup was a mix of VGA/PS2 and VGA/USB point-to-point extension, plus smaller desktop KVM switches to give a single user access to one or two remote systems.

The solution

The district needed to update its entire system. They wanted to replace the old IT equipment with a new digital platform that incorporated PCs with DVI and USB interfaces. The district also wanted to incorporate very fast video switching of high-definition video with video walls and touchscreens in their command and control room. Finally, they needed to get away from simple point-to-point extension; a multi-user matrix switch was a better, more modern solution for them.

Early in the building planning, Black Box engineers and sales techs visited the department. We talked with the IT staff and system users to see what their needs were for the new system.

The needs of the customer included fast switching times, redundancy, and hot swappability to avoid downtime—which, in an

emergency, is a disaster. As a result, Black Box Norway suggested the DKM FX matrix switching system be deployed. To show the police department how it worked, a live demonstration was staged at the Black Box offices.

One of the advantages of the DKM FX system is that it is scalable and flexible. It can be configured in several different ways for video and KVM switching and extension. For multiple users, simultaneous access, and a mix of proprietary cabling (copper and fiber), the DKM FX switches are a great command and control room solution.

For the police station, the DKM FX solution was configured with two video walls, one 4-by-2 and one 2-by-2, and a Media Control System in a room with five desks with multiple users throughout 24/7 shifts. The larger video wall has a tile function, where an image can be sent to a 2-by-2 area. The Media Control System enables users to switch sources and control the video wall from an external touch screen. The different operators have a mix of systems on their desk. Some of the extension systems are integrated to transmit to the video walls, but not all them need to be connected to displays; some of them simply connect to remote CPUs or servers.

The customer is very pleased with the quick switching and practical functionality of the command and control room set up. The DKM FX solution and video walls were pre-configured before shipping to the customer site, and the users did the installation onsite so that they knew the system from the ground up. With completely upgraded facilities, equipment, and command and control room, the Østfold police department can serve its community better than ever.

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The DKM FX solution is configured with two video walls, one 4-by-2 (top center) and one 2-by-2 (on the right), in connecting rooms with five desks with multiple users throughout 24/7 shifts. The DKM FX was also configured with a Media Control System from a third-party provider. This Media Control System integrates with the DKM FX in order to bring touchscreen compatibility to switching and control for the video wall. The larger video wall has a tile function, where an image can be sent to a 2-by-2 area. The different operators have a mix of systems on their desk. Some of the extension systems are integrated to transmit to the video walls, but not all them need to be connected to displays; some of them are simply connected to remote CPUs or servers.