INTRADO AXSERA

CASE STUDY

HOW INTRADO SCALED CRITICAL 9-1-1 FIELD DELIVERY ACROSS NORTH AMERICA



Since 2007, Axsera has supported Intrado across nearly 10,000 public safety projects—from single call-taking positions to statewide rollouts—providing field delivery from site survey through installation, configuration, and end-user training.

OVERVIEW

Intrado provides emergency communications technology and support to **Public Safety Answering Points** (PSAPs) throughout the United States and Canada. Because these systems support 9-1-1 call handling, every **deployment must be executed consistently** and be ready for **operation from day one**.

The relationship began in 2007 with one Axsera field service engineer. As Intrado's project **volume and geographic reach expanded**, Axsera scaled alongside it to a team of nearly fifteen engineers, trainers, and site surveyors.

Today, Axsera acts as an extension of Intrado's field delivery team, supporting projects across almost every U.S. state and most Canadian provinces.

PARTNERSHIP AT A GLANCE

Since 2007

Nearly 10,000 projects

Almost every U.S. state

Most Canadian provinces

1 field engineer → nearly 15 field specialists

ABOUT INTRADO

Intrado provides emergency communications technology and support to public safety agencies and PSAPs across the United States and Canada.

ABOUT AXSERA

Axsera delivers telecom field services and enterprise wireless infrastructure across Canada and the U.S., spanning public safety, Wi-Fi, telecom integration, and structured cabling.

CASE STUDY

THE DELIVERY CHALLENGE

Public safety deployments vary widely in scale and site conditions. One project may involve a single call-taking position; another may extend across an entire state. The physical installation may be handled by Axsera, a local internet service provider, or another site partner.

What cannot vary is the standard of execution.

Intrado needed a **field services partner** able to adapt to different deployment models, **coordinate directly with PSAP teams**, and carry each project through survey, installation, configuration, and training without compromising consistency.

BEYOND STANDARD DEPLOYMENTS

Axsera has also supported specialized initiatives outside the standard installation scope, including the design of a custom equipment travel case and protective foam staging for laptops used in remote 9-1-1 call-taking configurations.

This flexibility has allowed the team to solve practical field challenges as Intrado's deployment requirements evolved.

AXSERA'S APPROACH

1 Site Survey & Consultation

Assess site conditions and gather the information needed to support network and deployment planning.

2 Installation & Configuration

Complete turnkey installation and system configuration, or configure the system after a local provider finishes the physical installation.

3 Project Coordination

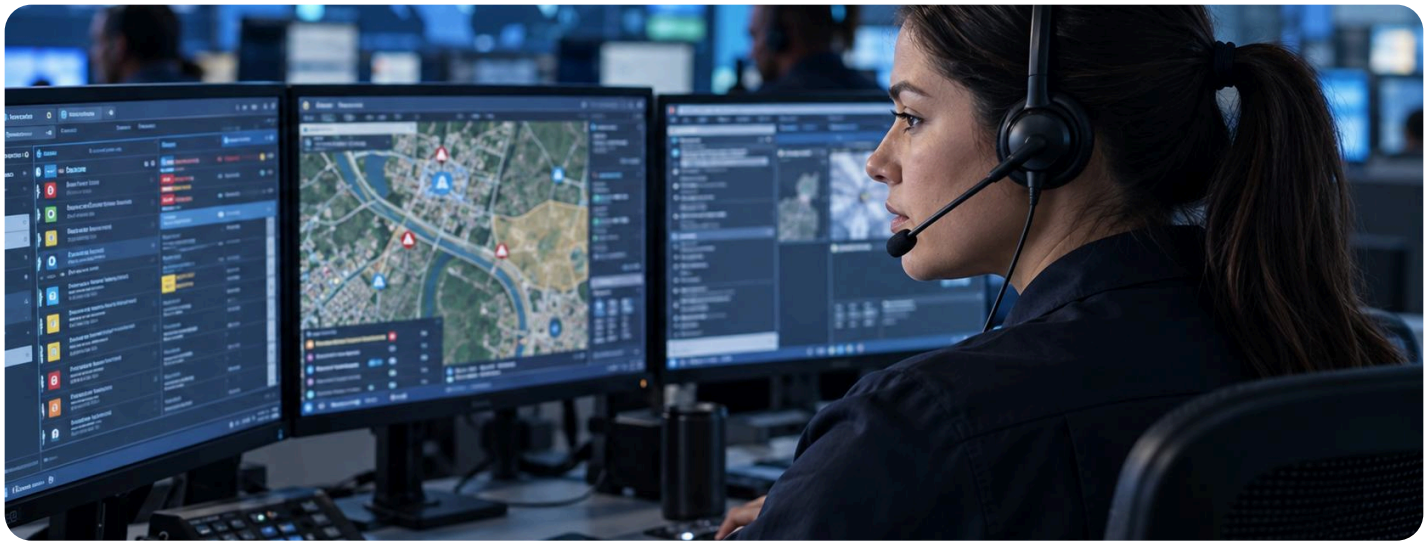
Work directly with Intrado, site contacts, and local providers to keep responsibilities clear and move each deployment toward completion.

4 Deployment Handoff

Complete the field scope and prepare the new or updated system for operational use.

5 Administrator & Call-taker Training

Provide formal training so system administrators and call takers understand the new or updated system.



CASE STUDY

RESULTS

Nearly 10,000 public safety projects	Axsera has supported Intrado across close to 10,000 projects over nearly two decades.
Field capacity scaled with demand	The delivery team grew from one field engineer to nearly fifteen engineers, trainers, and site surveyors.
North american reach	Projects have extended across almost every U.S. state and most Canadian provinces.
Consistent delivery across project sizes	The partnership supports requirements ranging from a single call-taking position to statewide rollouts.
Continuity through change	Axsera maintained a consistent standard of professionalism through Intrado's transitions from Positron to Intrado, West, and back to Intrado, as well as changes within the field team.

FIELD DELIVERY AT SCALE

Intrado gained a field delivery partner that could scale with project volume, adapt to different site conditions, and **support the full field lifecycle**—from survey and installation through configuration and training.

That allowed Intrado to **expand its geographic reach** without rebuilding field capacity for every location or deployment model.

CONCLUSION

In critical communications, the technology is only part of the deployment. The field work must be coordinated, consistent, and ready for the people who depend on it.

Axsera's long-term relationship with Intrado shows what dependable field delivery looks like at scale: qualified resources, adaptable execution, and a consistent standard across thousands of public safety projects.

NEED RELIABLE FIELD EXECUTION ACROSS MULTIPLE LOCATIONS?

Axsera supports site surveys, installation, configuration, coordination, and training across Canada and the United States.

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