

Dispatch System Monitoring

Real-time Visibility for RVoIP Systems

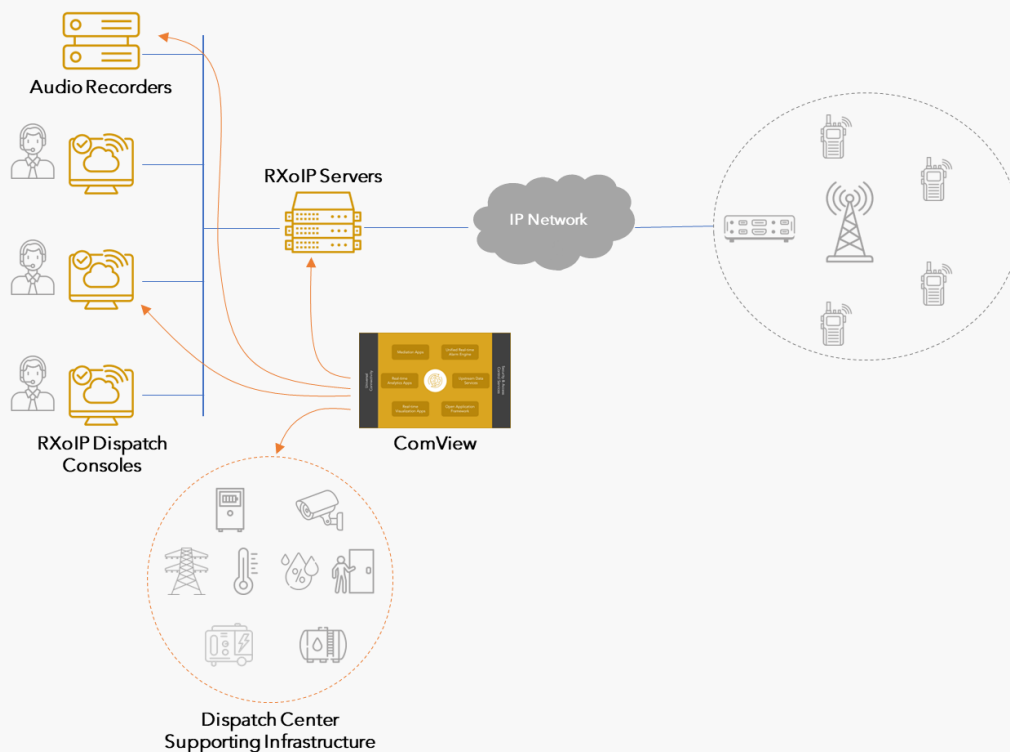
The Challenge — Silent Failures in the Dispatch Core

In public safety, utilities, and transportation operations, the Radio Dispatch Center is the command point for mission-critical communications. Modern RVoIP (Radio over IP) architectures depend on a tightly coordinated ecosystem of servers, consoles, and audio recorders — each running multiple software services and each capable of failing silently. A stalled recorder process, an overloaded CPU, a service crash, or a disk-space issue can compromise communications, disrupt dispatch workflows, or result in missing audio evidence required for investigations, audits, or legal proceedings.

These failures often develop quietly. A recorder may stop logging, a service may stall, CPU or memory usage may spike, or disk capacity may begin to run low — all early indicators of conditions that can compromise communications or disrupt dispatch workflows. Because these issues can occur at the service level rather than the system level, they frequently go unnoticed until dispatchers experience audio problems, missing recordings, or delayed responses. By the time symptoms surface, service continuity has already been affected, and Operations teams are forced into reactive recovery.

The ComView Solution — Real-Time Visibility for RVoIP Ecosystems

ComView delivers a purpose-built monitoring layer for dispatch centers, providing deep, real-time intelligence across RVoIP servers, consoles, audio recorders, and supporting infrastructure. The solution proactively interacts with each system, analyzes service-level conditions, and surfaces failure conditions the moment they occur.





RXoIP Service Level Monitoring

Track the running status of all critical RXoIP services, not just system level checks.



Anomaly Detection

Self learned baselines identify abnormal resource consumption before it becomes an outage.



Resource Intelligence

Real-time monitoring of service-level CPU and memory usage, plus system-level RAM and disk utilization to detect early-stage degradation.



Custom Thresholds

User-defined disk-usage alarms to ensure adequate free capacity for critical services — such as SQL databases — to operate without interruption.



Audio Recorder Integrity

Extract recorder logs by severity level and issue alarms from individual or redundant recorder configurations to ensure continuous recording integrity.



Immediate Alarm Reporting

Send alarms to ComView ARC, NOC/NMS platforms, enterprise systems, or cloud services.



Supporting Infrastructure Monitoring

UPS, temperature, access security, and other supporting systems consolidated into one platform.

The Results — Verified Continuity for Mission-Critical Dispatch Operations

ComView transforms the dispatch environment from reactive troubleshooting to proactive operational control:

- Early detection of service stalls, resource exhaustion, and recorder failures
- Fewer unplanned site visits and reduced OPEX
- Improved dispatcher experience and communication reliability
- Assurance that all audio recordings are captured and preserved
- Standardized monitoring across servers, consoles, and recorders
- A single operational view through ComView ARC or enterprise NMS platforms

For Operations management, this means higher service reliability, stronger operational resilience, and a measurable reduction in downtime and incident impact.

Who It's For

- Public-safety dispatch centers
- Utilities and energy control rooms
- Transportation and railway operations centers
- Industrial and mining communications hubs
- Municipal and regional emergency services
- Any organization relying on RXoIP-based dispatch communications