

Enghouse CICS

Critical Infrastructure Communications System for Control Rooms



Purpose-Built Communications for Mission-Critical Control Rooms

Critical infrastructure operators depend on control rooms that are reliable and responsive. Seamless communication keeps essential services running safely and efficiently.

The Enghouse Critical Infrastructure Communications System (CICS)

is a purpose-built control room solution designed for mission-critical environments. Developed with input from control room operators, Enghouse CICS combines ease of use, reliability, and resilience to streamline coordination and speed decision-making during both routine operations and emergencies.

Core priorities include:

- Intuitive operation that minimizes training time and enables operators to focus on critical calls.
- Reliable performance with auto-failover and geo-redundant architecture to ensure uninterrupted service.
- Efficient communication management to handle high call volumes and enable fast, informed responses.



Designed for Control Room Excellence



Enhouse CICS delivers the tools that control room operators need to communicate, collaborate, and coordinate efficiently, under pressure.

Designed by control room professionals, this intuitive control room software streamlines communication, reduces training time, and helps operators focus on the most critical tasks in real time.

Key features include:

- Touchscreen-enabled interface
- Color-coded call indicators and visual call status cues
- Comprehensive call history with playback to ensure no detail is missed
- Scheduled conferencing with automated callouts for planned maintenance or response coordination
- Secure, web-based contact directory management with configurable permissions and profiles
- Geo-redundant data centers and auto-failover for uninterrupted availability
- Compliance with high-security and audit standards, including NERC, CIP, ISO, and RBAC



*demonstration purposes only



Built for Reliability, Efficiency, and Control

Choosing Enghouse CICS means equipping your team with a control room solution that enhances responsiveness, reliability, and ease of use whether you manage utilities, public safety operations, or other critical infrastructure.

Streamlined Operations

An intuitive touchscreen interface lets operators manage calls, monitor colleague status, and act quickly with minimal training. Features like selective call pickup, speed dial, and color-coded indicators help teams prioritize critical interactions.

Enhanced Collaboration

CICS simplifies conferencing and coordination. Automated callouts keep participants connected during planned work or emergencies, while the integrated contact directory ensures accurate, up-to-date information is always at hand. Operators can easily manage and edit contact details through the intuitive touchscreen interface, supporting clear communication across teams and shifts.

Guaranteed Reliability

Geo-redundant design and auto-failover ensure uninterrupted operation, even during outages or infrastructure failures. CICS strengthens your critical communications infrastructure with secure data handling, built-in redundancy, and compliance with NERC CIP, ISO 27001 and other relevant regional requirements and standards.

Flexible Deployment

Deploy CICS in the cloud, on premises, or in a hybrid configuration. As operational needs evolve, the system can adapt seamlessly between models to support growth and continuity.



A Complete Solution for Coordinating Mission-Critical Communications

Enghouse CICS is built to keep your operations connected, resilient, and ready for anything. Its intuitive interface, advanced communication tools, and secure, redundant design help control rooms maintain visibility and control when it matters most.

Trusted by utilities, energy providers, and transport operators, Enghouse CICS delivers the dependability and performance that every mission-critical control room demands.

Ready to optimize your control room?

Discover how Enghouse CICS can enhance your communications and operational reliability.



Contact us today to learn more and schedule a demo.



About Us

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of communications and contact center software, services, and video solutions, serving thousands of customers for over 40 years. As an experienced control room solutions provider, Enghouse Interactive brings deep expertise in communication technologies that support both customer engagement and mission-critical operations like those enabled by Enghouse CICS.

Enghouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enghouse Interactive's reputation for consistently honoring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premises, in the cloud, or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enghouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enghouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.

Contact Us to Learn More

With over 40 years of extensive expertise, our team of experts are ready to optimize a solution that's right for your organization, today and tomorrow.

Visit us at enghouseinteractive.com
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Infrastructure Communications System



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