



Critical Infrastructure Communications System for Control Rooms

Coordinate outage response, mobilize crews, manage incidents, and maintain audit-ready communications from a single platform



Deliver an Efficient and Reliable Response, Fast

Rapid, dependable communications management and coordination for critical operations.

Power generation, transmission, and distribution control rooms operate in high-pressure environments where outages, grid disturbances, cyber-threats, and regulatory obligations intersect.

Operators must coordinate people, systems, and information in real time, often under severe time constraints and public scrutiny.

Enghouse CICS aligns communications directly with control room workflows, enabling teams to effortlessly coordinate outage response, manage disturbances, support secure shift handovers, and maintain audit-ready records.



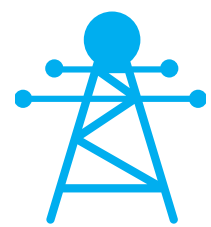
Operational Pressures Facing Modern Utility Control Rooms

- ✓ Coordinating outage response and crew dispatch across internal and external teams
- ✓ Managing grid disturbances and restoration activities under time pressure
- ✓ Responding effectively to cyber and physical security incidents
- ✓ Ensuring accurate, consistent shift handovers
- ✓ Maintaining secure, compliant, audit-ready communication records

Purpose-Built Communications for Mission-Critical Control Rooms

Enghouse CICS unifies essential control room communications into a single, resilient platform designed specifically for utility and critical infrastructure environments.

By aligning directly to operational workflows and regulatory demands, it reduces complexity while strengthening responsiveness, coordination, and audit readiness.



Priority Color-Coding
for Calls & Alerts



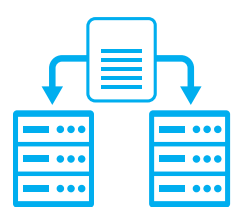
Automated Fast
Mobilization
Dial-Outs



Secure Call
Recording |
Instant Playback



Web-Based
Directory |
Role-based
Access



HA | Geo-Redundant
| Auto-failover



Flexible
deployment:
On-Prem/
Hosted

Optimized for Frontline Operations: **Real-time communication clarity and control for operators working in high-pressure environments.**

- ✓ Prioritized alerts and intuitive touchscreen workflows
- ✓ Rapid crew mobilization through automated dial-outs
- ✓ Centralized incident coordination and conferencing
- ✓ Clear, color-coded UI reducing operator stress and errors

Refined for Supervisors and Compliance Leaders: **Visibility, audit readiness, and structured operational oversight.**

- ✓ Secure call recording with indexed retrieval
- ✓ Role-based access control for secure communications
- ✓ Shift handover support with full communication history
- ✓ Automated logging for regulatory evidence preparation



Operational outcomes that matter:
Resilient, scalable communications aligned to regulatory and infrastructure demands.

- ✓ **Faster triage and response** during outages and grid disturbances
- ✓ **Improved coordination** across operators, field crews, and external partners
- ✓ **Reduced operator** training time and fatigue through intuitive workflows
- ✓ **Continuous service** availability during infrastructure or system failures
- ✓ **Always-on audit** readiness with secure, automatically generated records



CICS has strengthened our ability to coordinate complex outage events while maintaining regulatory confidence and operational control.

Utility Operations Leader

How Enghouse CICS Supports Your Critical Operations

Your business needs

Minimize outage duration and restoration timelines

Strengthen incident response during grid disturbances and security events

Reduce regulatory and compliance risk

Improve operator efficiency and reduce cognitive load

Ensure continuous operational availability

Protect organizational reputation and public trust

Align to NERC CIP expectations

How CxEngage delivers your value outcomes

Automated crew mobilization, prioritized alerting, and real-time conferencing reduce mean time to restore (MTTR) and improve service reliability metrics.

Centralized coordination tools and structured communication workflows maintain clarity and command during high-pressure situations.

Secure logging, indexed recording, and role-based access controls provide audit-ready communication records aligned to regulatory expectations.

Intuitive, touchscreen-driven workflows streamline high-volume communication tasks, enabling faster decisions with fewer errors.

Geo-redundant architecture with automatic failover protects against system disruption and infrastructure failure.

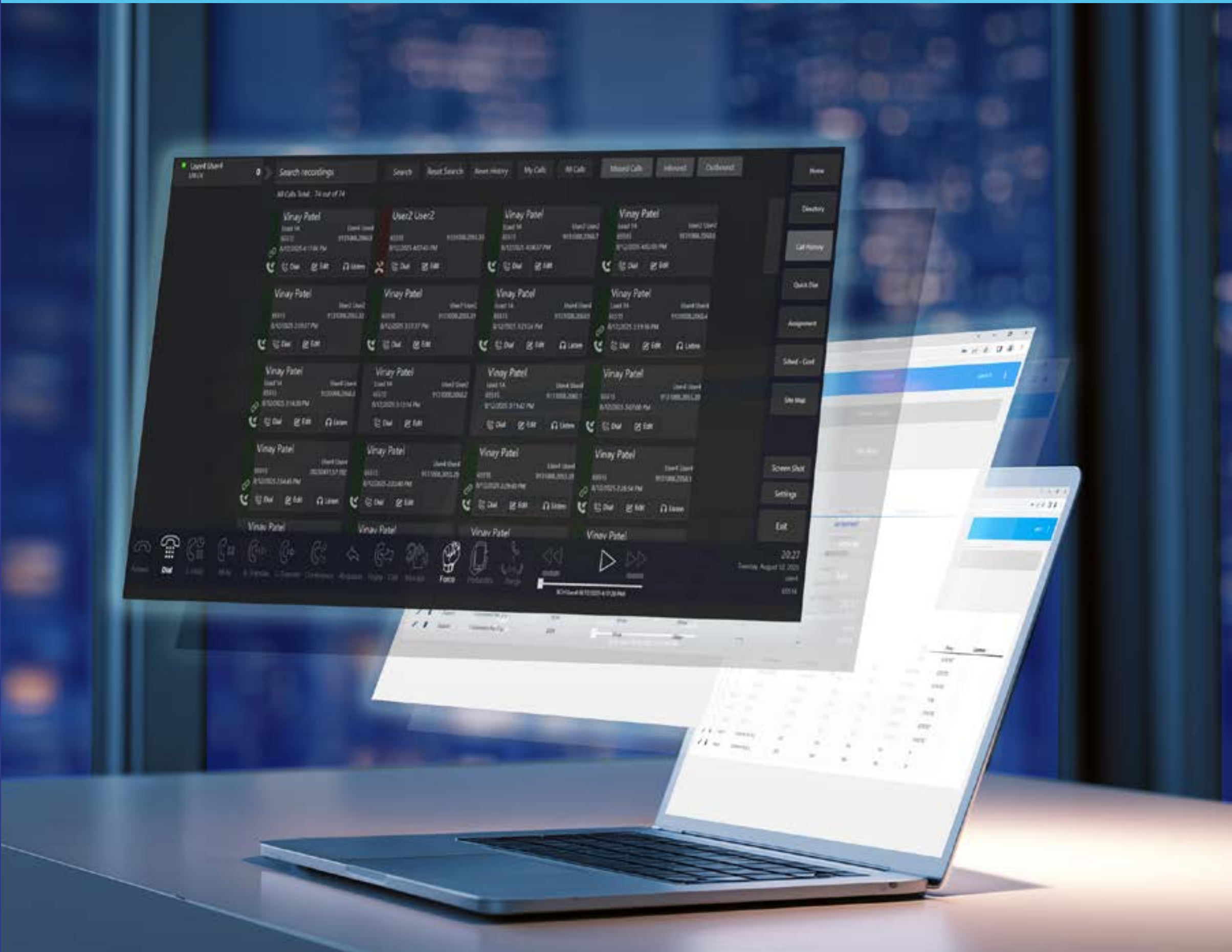
Faster response, transparent communication records, and consistent operational control strengthen stakeholder confidence during critical events.

Utility compliance programs include:

- CIP-007 System security management
- CIP-008 Incident response and reporting
- CIP-010 Configuration and vulnerability management
- CIP-011 Information protection

Enghouse CICS is designed to help control rooms deliver under pressure

By aligning communications directly to control room workflows, it enables faster coordination, clearer accountability, and uninterrupted service continuity without introducing additional system complexity. Enghouse CICS transforms mission-critical communications from a reactive utility into a strategic operational advantage.



Customize to Suit Specific Industry Needs

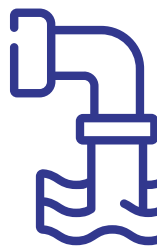
Enghouse CICS' flexible configuration lets you adapt to variable requirements.



Electric Power Generation and Transmission Utilities

Grid disturbance management and outage coordination under regulatory scrutiny.

Supports automated crew mobilization, secure logging, geo-redundancy, and compliance-aligned record retention.



Water & Wastewater

Coordinating field teams and responding to infrastructure incidents.

Centralized incident communication and automated callouts ensure rapid, coordinated response.



Oil & Gas

Managing distributed assets and high-risk operational events.

Secure conferencing, role-based access, and resilient architecture support mission-critical control.



Transportation

Real-time incident management across distributed networks.

Touchscreen coordination tools and automated notifications streamline operational response.



Public Safety Agencies

Emergency coordination across multiple departments.

High-availability communications and structured logging maintain clarity and accountability.



Critical Infrastructure & Security

Managing threats and maintaining uptime for essential services.

Secure communications, rapid incident response, and robust monitoring ensure operational continuity and protect critical assets.



Build Trust with Consistently High Standards

Enghouse CICS is designed for business and customer confidence.

Reliability, consistency and compliance help organizations respond in regulated and mission-critical environments. Enghouse CICS provides secure regional deployments, high availability architecture, and support for compliance-aligned operations.

With role-based access controls, encrypted communications, geo-redundant recording, and structured upgrade processes, CICS helps utilities maintain audit readiness while minimizing operational risk. Backed by Enghouse Interactive's global expertise in mission-critical communications, organizations gain a stable, future-ready partner committed to long-term innovation and resilience.



Grid
Disturbance
Recovery



Outage
Coordination



Incident
Response



Shift
Handover



Audit &
Compliance
Reporting



The Communications Solution Your Control Room Needs

Enghouse CICS delivers the communications foundation that critical infrastructure providers need to operate confidently, respond rapidly, and maintain regulatory trust. Designed for the realities of modern control rooms, it delivers resilience without unnecessary complexity.

Book a demo to see how Enghouse's Critical Infrastructure Communications System for Control Rooms supports your operations



Enquire about becoming
an Enghouse Partner



About Us

Enghouse Interactive is a leading global provider of contact center software, services and video solutions serving thousands of customers for over 40 years. Its portfolio spans cloud, on-premises, and hybrid CX platforms along with quality management, workforce optimization, outbound communications, and video technologies. Enghouse Interactive is a subsidiary of Enghouse Systems Ltd (TSX: ENGH).

Regulatory & Compliance Disclaimer

Enghouse Critical Infrastructure Communications System (Enghouse CICS) supports utility and critical infrastructure organizations in meeting operational, security, and regulatory obligations. Its capabilities assist with compliance efforts including secure communications, audit-ready logging, role-based access controls, and resilient system architectures. However, compliance with applicable laws, regulations, and standards remains the responsibility of the customer.

Regulatory requirements vary by jurisdiction and may change over time. Enghouse works collaboratively with customers to align system deployment and configuration with relevant regional and industry requirements, including but not limited to NERC CIP, UK NIS Regulations, NIS2, GDPR, ISO-based standards, and national critical infrastructure protection frameworks across Europe and Asia Pacific.

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