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## ***iGillottResearch completes study of Public Safety Departments using Wireless & Mobile Communications***

**Study of IT departments supporting Police, Fire and EMS units shows high reliance on wireless communications**

**AUSTIN, Texas, October 21, 2003** – Police, fire and EMS departments have been using private radio systems for some time but are also making extensive use of public wireless networks and devices, both voice and data, according to a new major market research study by *iGillottResearch, Inc.* Today's public safety officer may use a range of wireless devices from mobile handsets to PDAs and laptops with WiFi and wide area wireless data connections. And over the next two years, the public safety departments plan to purchase many more such devices using public wireless networks.

"This study shows that public safety departments highly value reliable wireless communications," says Iain Gillott, founder and president of *iGillottResearch, Inc.* "Coverage of public networks, both in-building and in the wide area, are major concerns however. But the need to provide reliable connectivity in life-or-death situations is very real."

*iGillottResearch* surveyed 50 IT departments of varying sizes supporting police, fire and EMS units. Questions covered use of wireless networks and devices today, purchase plans, perceived benefits, vendor selection and approval process, use of location-based applications, and solution selection factors. The data has been used to prepare the Public Safety Wireless & Mobile Impact Assessment Tool, a detailed ROI model that can be used to predict the benefit of various applications in departments.

The main perceived benefits of wireless and mobile communications in the public safety sector are to enhance productivity in the field, provide rapid connectivity and response in life or death situations and to provide rapid access to information.

### **About *iGillottResearch, Inc.***

Based in Austin, Texas, *iGillottResearch Inc.* is a market strategy consultancy that conducts research on major wireless and mobile technology and business issues and the return on investment (ROI) for enterprise collaborative applications and solutions. A more complete profile of the company can be found at [www.igillottresearch.com](http://www.igillottresearch.com).

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