The all-rounder from Kapsch.
MFD – Multifunction Dispatcher.
The versatile communications platform for critical workflows.
Multifunction Dispatcher is a highly customizable software solution based on industry standard hardware for user-friendly dispatching over a variety of voice communication channels, such as radio, GSM-R, local battery, emergency call box, and other wireless technologies. It also supports SMS messaging over GSM and GSM-R. Thanks to a standardized, intuitive interface, even a large set of diverse wireless and wired communication technologies can be easily operated together. The result is high efficiency in handling your critical communication needs.

MFD has developed over the years into a mature product based on state-of-the-art technology and is continually improved by Kapsch: a high-availability, secure, and industry-independent solution for voice communication. Our many years of experience allow us to produce custom solutions, individually tailored to your needs. For years, MFD has ensured secure voice communication in critical operational areas at Austria’s largest railway infrastructure company. MFD lives up to the widest range of demands, such as call waiting, conferencing, call monitoring, call forwarding, placing emergency calls, voice recording, and sending SMS messages, making it a complete solution for your control center communications. The system is practically infinitely scalable: from the smallest solutions to complex, nationwide networks or even hundreds of dispatching workstations.

**One application for everything:** Central application with intuitive user interface for merging various internal and external communication channels

**Customizing:** Configurable according to your individual needs, policies and wishes

**Always up to date:** We continuously improve our products and utilize advanced technologies as a stable basis

To ensure the most efficient use of MFD by your employees, we offer customized training packages for all your needs

You can rely on us: Our experts support you in your daily work with MFD based on individually structured SLAs

Flexibility and high availability: Seamless switching guarantees uninterrupted operation even if an MFD unit is removed from the network for maintenance

**Role- and function-based operation:** Simplifies team-based collaboration

Use of industry standard hardware systems

### Use cases for MFD

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<th>Public and private railway infrastructure companies</th>
<th>Energy supply companies</th>
<th>Emergency services, such as ambulance, fire department, police</th>
<th>Industrial facility surveillance</th>
<th>Replacement for proprietary call systems with connection to public address systems</th>
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