



Digi Mobile VPN

Introduction

Secure, reliable communications and connections are a core requirement for law enforcement personnel and first responders. Digi provides a complete solution — called [Digi SAFE™](#) — which pairs high-performance hardware and remote management software, and supports an additional suite of value-added services to enhance the features and capabilities of your solution. In this brief, we will cover [Digi Mobile VPN](#), a value added service enabled with a [Digi Remote Manager®](#) subscription.

Together, this tech stack provides organizations with dependable and durable connections while supporting mobility and allowing vehicles to maintain the connectivity-dependent devices public safety personnel require to communicate and coordinate effectively.

The challenge: Reliable connectivity is vital for public safety officers and other emergency services that must communicate and gain intelligence rapidly in transit. But traditional cellular connections based on public networks have an inherent degree of unreliability, particularly in low-coverage areas.

Digi SAFE and Digi Mobile VPN meet this challenge, enabling onboard devices on mobile vehicles to send data via a secure tunnel. This ensures both quality coverage and secure data transfer, regardless of where the vehicles travel. Digi Mobile VPN creates encrypted point-to-point tunnels, safeguarding data in transit and protecting underlying tech assets.



Theory

Public Mobile Networks

Public mobile networks provide communications connectivity for consumers, but these networks aren't inherently foolproof which presents challenges for the mission critical communications of public safety personnel. Cell tower positioning is based on demand within locations, offering more coverage in dense, urban areas and widely used transportation routes. In rural areas or less popular roadways, connectivity is often lacking, leading to service disruptions. Additionally, emergency situations — such as natural disasters — can cause public mobile networks to fail or become overburdened, leading to connectivity issues. Such disruptions are often detrimental to response times and effectiveness of public safety organizations.

Further, public mobile networks are more secure than some alternatives, such as public Wi-Fi, but the connections are not impenetrable. Since emergency personnel commonly handle highly sensitive data and are often subject to strict data security and privacy regulations, any risk of data interception or connection compromise is problematic.

First Responder Mobile Networks

First responders' cellular networks collectively elevate public safety efforts by offering features like priority access, preemption capabilities, and enhanced security measures — ultimately enhancing coordination and response efficiency during emergencies. Built to address the unique needs of public safety agencies, they offer features like priority access to the network and preemption over non-emergency users during high-demand situations, enabling emergency personnel to maintain seamless communication even in times of network congestion, and ensuring priority connectivity during emergencies and critical situations.

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These networks — FirstNet®, Verizon Frontline, and T-Mobile Connecting Heroes® — represent a crucial advancement in emergency communication infrastructure.

- FirstNet®, established by the U.S. government, prioritizes public safety by offering dedicated access to a secure and reliable network, facilitating seamless communication among emergency personnel during crises.
- Verizon Frontline builds upon Verizon's existing infrastructure, providing first responders with priority access to their 4G LTE and 5G networks, bolstering resilience and ensuring connectivity in critical situations.
- Similarly, T-Mobile Connecting Heroes® delivers prioritized access to their network, empowering emergency responders with reliable communication tools to coordinate responses effectively.

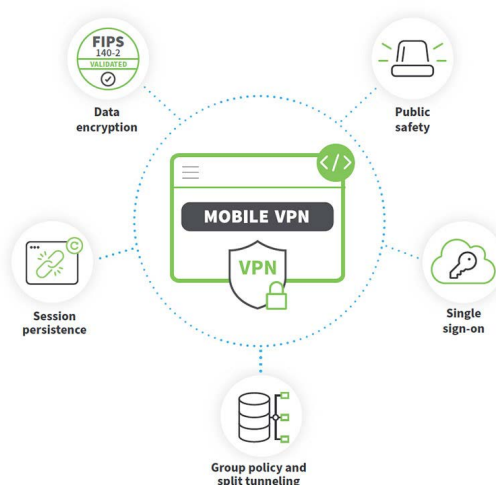
Built on robust 4G LTE and 5G networks, these platforms empower emergency personnel with portable devices and vehicle routers to enable coordinated responses, efficient resource allocation, and real-time information sharing, ultimately enhancing public safety outcomes in emergencies. Along with offering high-speed connections, the Digi TX40 5G cellular router is [FirstNet Trusted](#), ITxPT-certified to ensure interoperability, and meets the [FIPS 140-2](#) cybersecurity standard, creating a vehicle area network (VAN) that supports connection-reliant vehicle equipment.

Private 5G Mobile Networks

Private 5G mobile networks address the pain points commonly associated with reliance on public mobile networks. With the [Digi TX40 5G cellular router](#), public safety organizations can create private mobile networks that offer connectivity in areas where coverage is typically lacking, ensuring reliable connections during emergency conditions regardless of the state of public mobile networks in the region. Additionally, Digi TX40 supports public or first responder networks, leveraging the TX40 cellular router's dual SIM capabilities.

Digi Mobile VPN

Digi Mobile VPN powered by [Radio IP](#) is a value-added service designed to provide the secure environment public safety organizations need for mission-critical communications. Durable and persistent encrypted point-to-point tunnels safeguard data and communications between vehicle-based devices and the organization's data centers. The mobile VPN is always on and network agnostic, ensuring seamless connectivity across wireless networks. Uninterrupted authentication enhances the user experience, while the solution exceeds data protection regulation mandates to ensure compliance.



Application

Digi Mobile VPN provides a mechanism for secure communications and data sharing between vehicle-based personnel and devices and other organizational resources and communication centers. The mobile VPN is an essential add-on feature of the Digi SAFE solution, a comprehensive connectivity tech stack featuring the Digi TX40 5G cellular router and [Digi Remote Manager®](#), a centralized platform for vehicle-based mobile technology management. Together, these solutions provide high-speed connectivity that's reliable, even in low-coverage areas. Additionally, security remains at the heart of the solution, ensuring full compliance with all relevant privacy and data protection regulations.

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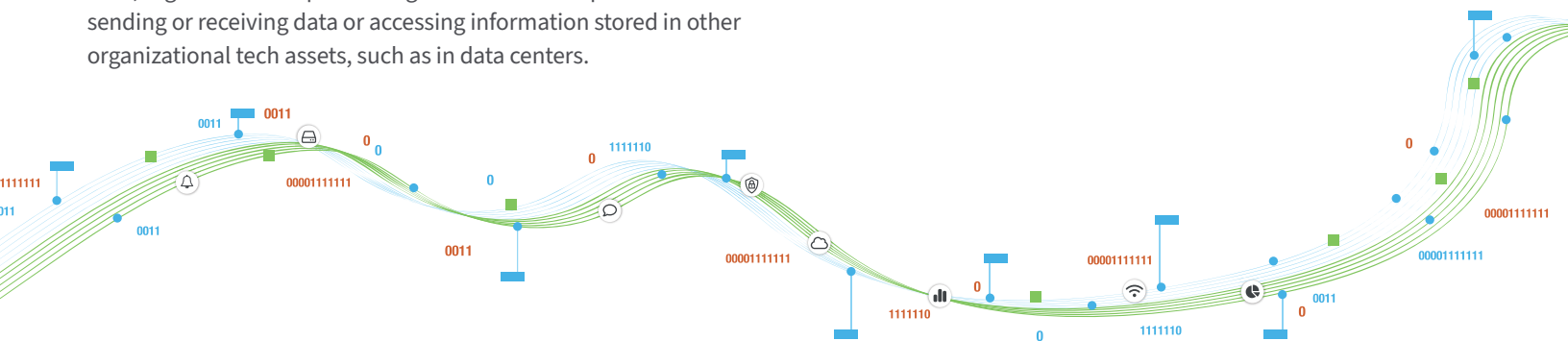
Enhanced Security with Durable Connectivity

Digi Mobile VPN offers enhanced security for mission critical communications and data sharing. The solution creates an encrypted virtual tunnel, allowing data exchanges to occur securely between the vehicle-based 5G mobile network and various organizational assets, including other vehicles within the organization, data centers, and more.

The encrypted tunnel offers end-to-end encryption, making data unreadable in transit. Along with securing communications in real time, Digi Mobile VPN protects against data interception when sending or receiving data or accessing information stored in other organizational tech assets, such as in data centers.

Digi Mobile VPN offers data security that ensures compliance with key regulations, including FBI CJIS, FIPS 140-2, and AES 256. Additionally, the solution is FirstNet Verified.

Along with enhanced security, Digi Mobile VPN ensures seamless connectivity to improve the user experience. The always-on solution is network agnostic, allowing devices to transition between networks securely, enhancing mobility through continuous connectivity. There is no reauthentication when devices transition between networks, which ensures a constant connection while safeguarding data.



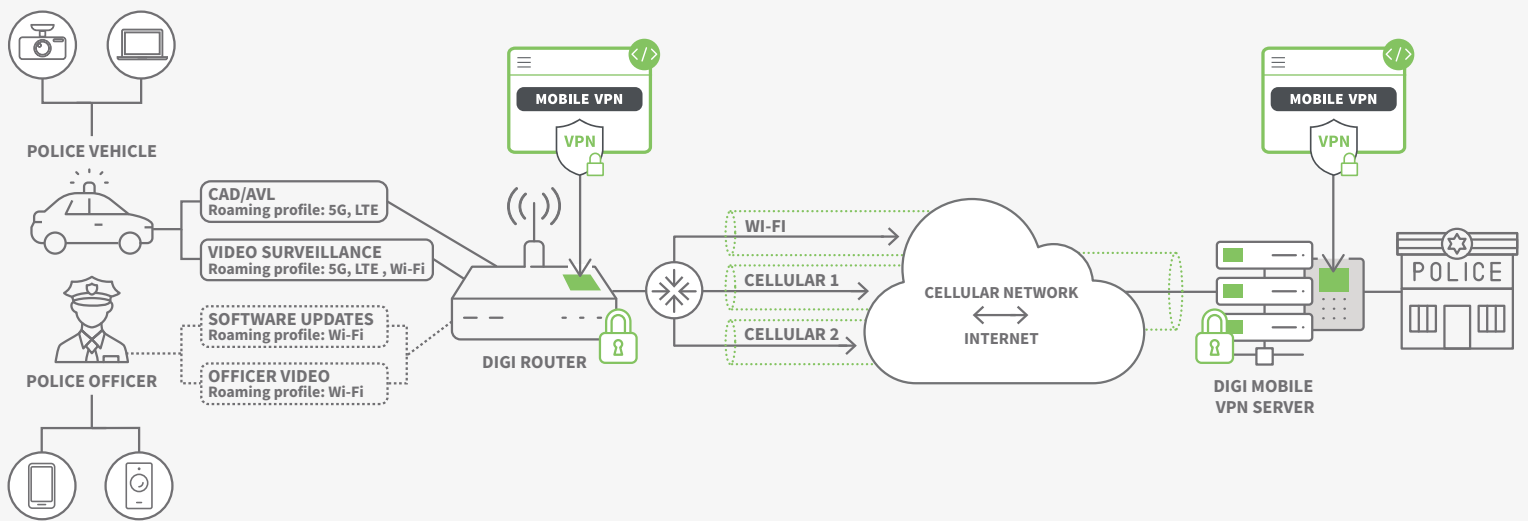
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Additional Features

- ✓ **Device authentication** — Certificate exchanges with device authorization and quarantining features
- ✓ **Session persistence** — Constant functionality, even if connectivity is momentarily lost
- ✓ **High availability** — Scalable solution with built-in redundancy and load balancing for optimal function
- ✓ **Simplified management** — Centralized management of vehicle-based wireless technology through Digi Remote Manager
- ✓ **Full tunnel and split tunnel options** — Encrypts and sends all traffic over the network or splits traffic between the encrypted tunnel and the Internet, depending on the data or communication type

Use Case: Natural Disaster Response Management

Secure, reliable communication and data sharing are essential during any emergency. However, during a natural disaster, connectivity becomes especially challenging. Public networks are often damaged during extreme weather events, earthquakes, mudslides, and fires, and those that remain may be overrun by traffic or might not offer the best security.

With Digi Mobile VPN and the Digi SAFE solution, natural disaster response management is simpler. Digi Mobile VPN and Digi SAFE support real-time communication and data-sharing, all through a first responder mobile network that's inherently secure. Cross-agency communication and collaboration can occur seamlessly to ensure individual responding vehicles and personnel are directed to the areas where they're needed most.



Additionally, with Digi SAFE with Digi Mobile VPN, the technologies can support **mobile command center** communications with connectivity back to centralized organizational resources, ensuring asset access and reliable communication with headquarters and other segments of the organization.

In turn, a centralized control point can be created on-site after a disaster strikes, speeding up responses and ensuring headquarters facilities are rapidly informed if circumstances change. Along with streamlining communications, this strategy improves overall safety, allowing all involved agencies and personnel to receive real-time updates and notifications and adapt to changing risk levels and other factors. This enables agencies to reduce risk as the situation evolves.

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Use Case: Remote Resource Access

Emergency responders and police forces often need access to critical records or knowledge libraries held in central repositories. During medical emergencies, reliable communication between EMS personnel and hospitals is crucial for ensuring the safety and health of patients. Additionally, emergency medical personnel may need access to information libraries for the safe administering of life-saving procedures.

For police officers, access to vehicle and criminal databases is essential for assessing situations and making sound decisions. Whether it's running vehicle tags and driver IDs or checking for existing warrants or criminal histories, critical data provides officers with on-the-spot information and situational awareness, ensuring the safety of themselves and those in the immediate area.

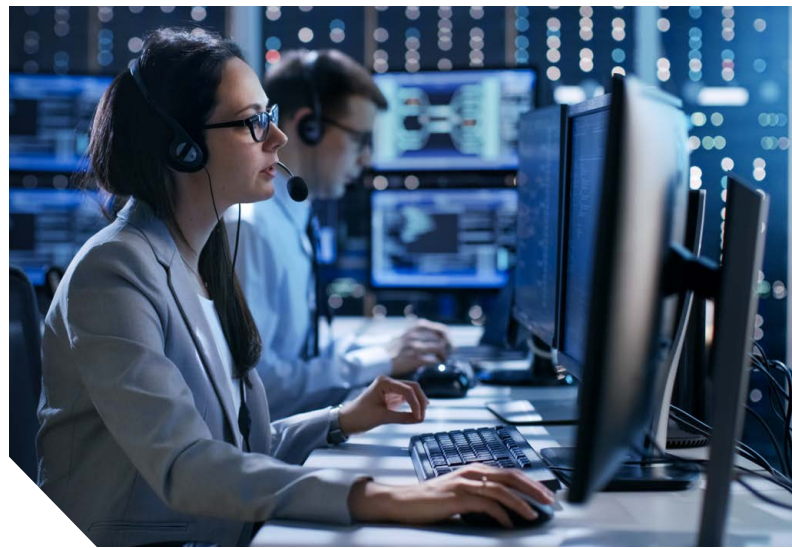
Digi Mobile VPN and Digi SAFE ensure access, including when using vehicle-based devices to connect to centralized resources. The provided 5G connectivity supports real-time communications and data exchanges, while Digi Mobile VPN creates encrypted tunnels to ensure compliance with data security and privacy regulations relevant to the agency.



Use Case: Dispatch Communications

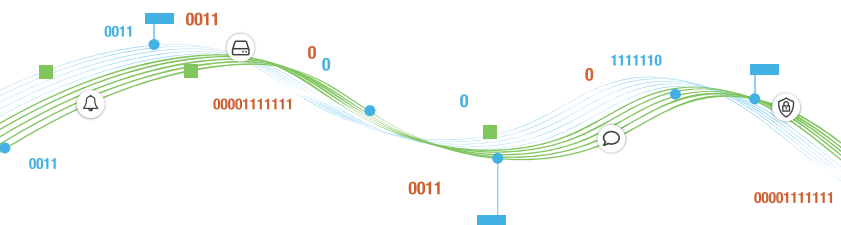
Highly reliable and secure communication between dispatchers and responding emergency personnel is vital. Dispatchers are classically tasked with directing emergency response vehicles to the correct location, ensuring proper prioritization and effort coordination in cases of multi-vehicle or multi-agency responses.

With Digi Mobile VPN, communication between dispatch teams and first responders is appropriately encrypted, ensuring data security. Additionally, the first responder mobile network ensures connectivity, providing fast, reliable service even in remote or rural areas. Information sharing and effort coordination can then occur with ease, allowing emergency personnel and first responders to act efficiently during urgent situations.



Connect with Digi

Digi experts can help determine if Digi Mobile VPN is right for your organization. Our team will work with you to assess your connectivity needs and identify existing challenges, creating a plan to address pain points and support your deployment every step of the way. Whether you're implementing new connectivity solutions or seeking to improve connectivity within an existing network, Digi can make the migration seamless and simple.



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