

OFFICIAL NEWSLETTER

Official Newsletter of Critical Messaging Association



THE GROWING NEED FOR REDUNDANT COMMUNICATION



As reliance on commercial networks continues to increase, so does the risk of disruption. Recent industry insights reinforce what CMA members have long understood: critical messaging must operate independently of single-network dependencies.

A recent CMA-backed industry survey highlights that adoption of paging and dedicated messaging networks continues to be driven by one key factor, reliability in high-stakes environments.

From healthcare to emergency services, organizations are recognizing that redundancy is no longer optional, it's essential.

At its core, the CMA represents a global community focused on delivering time-sensitive, mission-critical communication through resilient, point-to-multipoint technologies.



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REMEMBER TO LIKE, SHARE & RETWEET TO BENEFIT ALL MEMBERS

Insights from CMA Spring26: The Future of Critical Messaging



The CMA Spring26 conference brought together public safety and critical communications leaders from around the world to discuss the future of secure, interoperable communications. Across all presentations, a common theme emerged: agencies are rapidly moving from traditional narrowband systems to broadband, IP-based, and multichannel environments that support voice, video, and data communications.

Speakers from Germany, Australia, and Austria highlighted the growing importance of resilient networks for emergency response agencies. Germany's BDBOS outlined modernization efforts for one of the world's largest TETRA systems, including development of a next-generation broadband public safety network. Australia's ARCIA discussed challenges surrounding nationwide coverage, hybrid LMR/4G/5G systems, satellite communications, and disaster resilience in remote regions. Interoperability and secure collaboration were also key discussion points. Presenters emphasized the need for encrypted, standards-based platforms capable of connecting agencies and organizations across different systems. Real-world examples how secure messaging, and cloud-enabled platforms are improving coordination during large-scale incidents while maintaining security.

Operational innovation was another major focus. Lower Austria's emergency communications center, CMA member Notruf Niederösterreich, showcased how integrated command-and-control systems, automated workflows, and digital services are helping manage millions of emergency events annually. These technologies are enabling faster coordination between public safety agencies.

The conference concluded with a message about the importance of international collaboration. Industry organizations and CMA leaders encouraged continued participation in standards development, knowledge sharing, and future global events. The overall takeaway from CMA Spring26 was clear: the future of mission-critical communications depends not only on technology advancement, but also on strong partnerships focused on interoperability, resilience, and public safety.



DIFFERENT PERSPECTIVES
AND VIEWPOINTS,
ONE COMMUNITY FOR
SECURE COMMUNICATION





AI in Public Safety Communications: What It Means for Critical Messaging



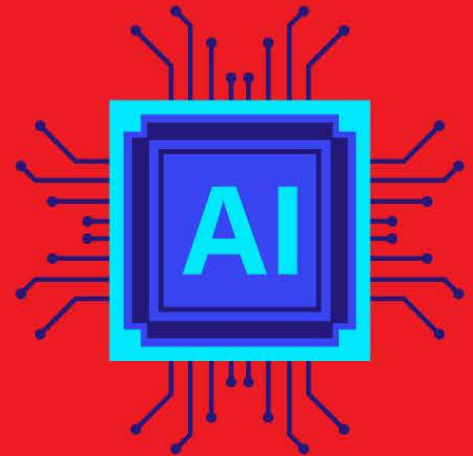
As public safety agencies across Europe continue to modernize, artificial intelligence (AI) is emerging as a powerful tool. Europe is transitioning toward Next Generation 112 (NG112) - an IP-based, multi-channel emergency communications framework, AI is increasingly being integrated into the decision layer of public safety systems. European Emergency Number Association (EENA) initiatives show that emergency communications are evolving from voice-only systems to data-rich, multi-modal environments (voice, text, video, IoT inputs).

Where AI is being deployed today:

- 📞 Call Handling & Triage
- 📶 IoT + Incident Detection
- 📶 Public Warning Systems
- ⚙️ Telecom Data Intelligence
- 🌐 NG112 & Emergency Systems

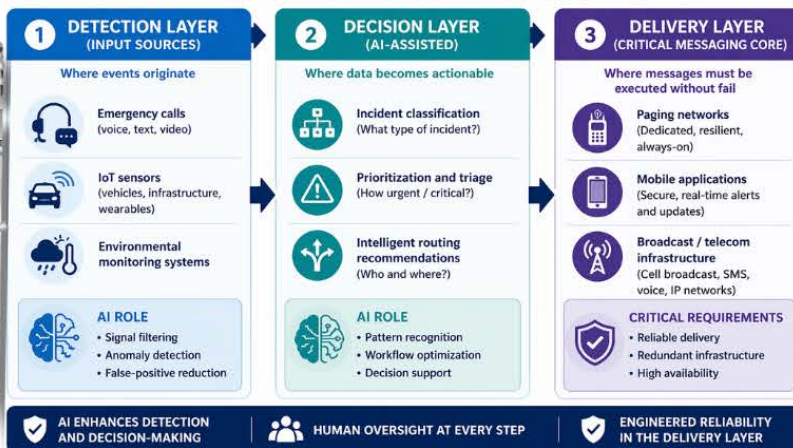
AI is an enhancement layer, not the foundation.

⚡ **BOTTOM LINE:** AI is not replacing communication systems, it is optimizing how they operate



AI-ENHANCED PUBLIC SAFETY COMMUNICATIONS ARCHITECTURE

Intelligent Detection. Informed Decisions. Reliable Delivery.



INTELLIGENT SYSTEMS. TRUSTED COMMUNICATIONS. SAFER COMMUNITIES.





Global Industry Update: Market Shifts Create New Opportunities



Recent developments across the U.S., Europe, and Australia highlight a period of strategic realignment within the communications industry, where operational disruption and internal transitions can create uncertainty and potential breaks in the continuity of critical messaging.

In the U.S., Spok, Inc. has announced organizational changes aimed at improving efficiency and reinforcing its focus on core services, reflecting broader trends in healthcare communications.

Across Europe, telecom providers such as Deutsche Telekom and Orange S.A. are adjusting investment strategies in response to regulatory and market pressures, while organizations like TIM Group and SES S.A. continue to evolve through structural changes and consolidation.

In Australia, ongoing investments in public safety networks and critical communications infrastructure reflect a continued focus on resilience, coverage, and modernization to support emergency response and essential services.

Together, these developments underscore a broader industry trend: organizations are reassessing how communication systems are structured and delivered. For CMA members, this evolving landscape presents an opportunity to spread our message and strengthen our alliance in an increasingly complex environment.





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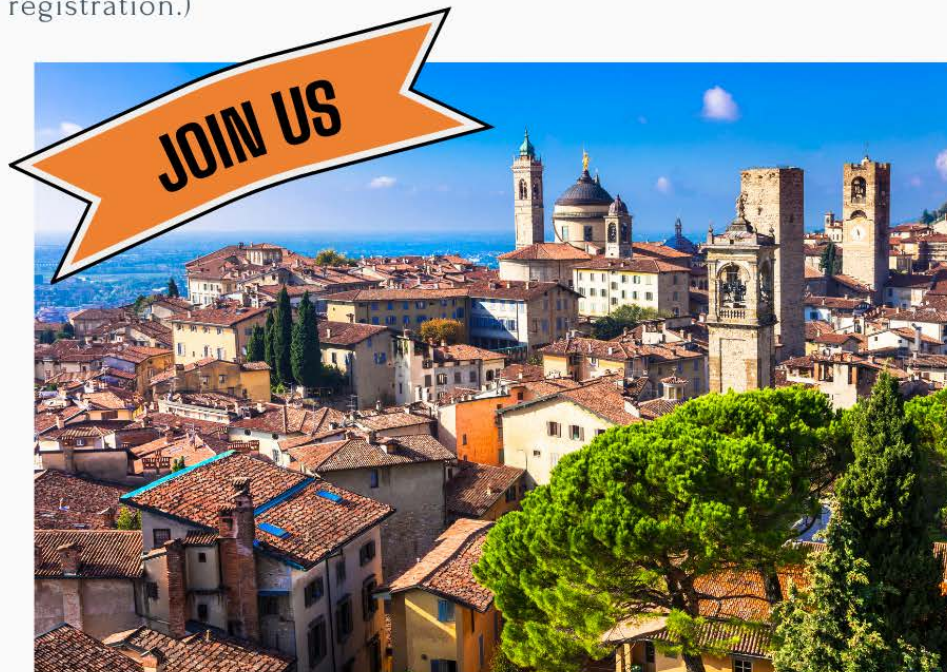
CMAmilano26



CMA Milano 2026 is shaping up to be one of the most anticipated gatherings for the critical messaging community. Set in Unesco awarded Bergamo, Italy, this event will bring together industry leaders, innovators, and operators from around the world to explore the technologies and strategies driving the future of critical communications. Attendees can expect in-depth discussions on multi-channel messaging, network resilience, public safety modernization, and the evolving role of emerging technologies such as AI and IoT.

Beyond the sessions, CMA Milano offers a unique opportunity to connect with peers, exchange real-world insights, and strengthen relationships across the global CMA network. Whether you're focused on advancing your organization's capabilities or gaining a broader perspective on where the industry is headed, this event provides the knowledge and collaboration needed to stay ahead.

👉 Register now and learn more: <https://critmsg.org>
(Navigate to Events → CMA Milano 2026 for full details and registration.)



UPCOMING TRADESHOWS

 TCCA CRITICAL COMMUNICATIONS WORLD
 LONDON, UK
 JUNE 2026
MISSION-CRITICAL AND BUSINESS-CRITICAL COMMUNICATIONS

 PMREXPO 2026
 COLOGNE, GERMANY
 NOVEMBER 2026
A LEADING EUROPEAN EVENT FOCUSED ON SECURE COMMUNICATIONS, CRITICAL INFRASTRUCTURE, AND PROFESSIONAL MOBILE RADIO

 APCO INTL EXPO 2026
 ORLANDO, FL
 AUGUST 2026
U.S. EVENT FOR PUBLIC SAFETY COMMUNICATIONS