# SPECIAL EDITION NEWSLETTER

Official Newsletter of Critical Messaging Association

CMA
Critical Messaging Association

## CMAMILANO26 SPECIAL EDITION

### CONNECTING INNOVATION, EXPERIENCE & THE FUTURE OF CRITICAL MESSAGING

The Critical Messaging Association brought its international community together in Bergamo for three days of technical insight, industry discussion and collaboration. Presentations examined encryption, dedicated infrastructure, public warning, hybrid technologies and practical applications of critical messaging.

Across the sessions, a central idea emerged: established communications technologies continue to evolve alongside new applications and services. This edition highlights the developments with the greatest implications for CMA members and the people who brought those conversations to life.



## Encryption as Standard, Not an Option

Swissphone used CMAmilano26 to explore why encryption and cybersecurity need to be considered throughout the critical messaging lifecycle. The presentation discussed AES-256, relevant technical standards and changing European security requirements.

Security is not solely a device feature. Infrastructure, configuration, software maintenance and operational practices all contribute to protecting critical information. The broader industry question is how manufacturers, network operators and service providers can make security a consistent design principle.

INDUSTRY TAKEAWAY | Security belongs in the design, not on the options list.



INDUSTRY TAKEAWAY: SECURITY BELONGS IN THE DESIGN, NOT ON THE OPTIONS LIST.

## Dedicated Infrastructure Matters

A presentation on the United Kingdom's Airwave and Emergency Services Network transition highlighted the complexity of replacing established mission-critical infrastructure. Coverage, operational requirements, cost, and transition risk must be evaluated alongside the benefits of new broadband capabilities.

The discussion made the case for treating dedicated radio and broadband technologies as complementary tools rather than assuming one must entirely replace the other.



## A New Chapter for Critical Messaging in France

Benoit Vallet of Groupe Assmann described its February 2026 acquisition of e*message's critical communications business in France and its plans to build on established services. The presentation discussed continuity, new applications, operational modernization and potential AI-assisted tools.

For CMA members, the development is a tangible example of continuing investment in dedicated messaging capabilities.



## Modernizing Dispatch Workflows

American Messaging's Jenna Richardson presented PageConnect Dispatch and the evolution of software-driven dispatch workflows. The session covered the transition from Message Manager, current capabilities and areas of future development.

The larger message: innovation in critical communications is happening not only in networks and devices, but also in the tools that connect operators and recipients.

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## Public Warning on a National Scale

A very compelling and persuasive presentation by Natalie Hartmann. She is a divisional head at the Federal Office for Civil Protection and Disaster Assistance (BBK) in Germany. To alert the public, a hybrid and multifaceted approach is used there, which will become even more 'multi-channel' in the future, alongside a constantly expanding 'warning mix'.

Hans Petter also provided detailed information on broadband callout via cellular services and on the status of standardisation within the TCCA.



## Critical Communications Beneath the Surface

Radio Activity, part of JVCKENWOOD, presented a German underground radio deployment designed for a demanding operating environment.

The system includes 185 VHF DMR base stations, redundant fiber connectivity, two geographically redundant master stations and approximately 1,000 radio terminals. Developed with Blickle & Scherer Communications, the case illustrates the engineering needed for coverage in complex underground spaces.




## Different Industries. Shared Critical Needs.

Call Systems Technology's presentation examined critical messaging across sectors beyond healthcare and emergency response, including education, entertainment and manufacturing. Its examples underline how dependable, purposeful communication supports a wide range of operations.



## Hybrid Alerting and Network Independence

Across the conference, speakers explored how dedicated paging, radio and broadband technologies can play distinct yet complementary roles. The strongest argument was not that every organization needs the same architecture, but that communication strategies should be designed around operational requirements and known dependencies.
The broader discussion also connected infrastructure choices with financial planning, interoperability and the challenge of communicating technical value to customers.

## What This Means for Our Industry

The conference highlighted three questions worth carrying forward:

1. How should security expectations evolve?
2. Which dedicated capabilities should be preserved as systems modernize?
3. How can the industry translate technical advances into practical customer value?



## The People Behind Critical Messaging

CMAmilano26 was more than a series of presentations. It brought together professionals from different countries, organizations and disciplines to exchange ideas and strengthen relationships. Bergamo offered a memorable setting for both the technical conversations and the personal connections that make the CMA community valuable.



Thank you to the speakers, members, sponsors and organizers who contributed to this year's gathering. The conversations started in Bergamo will continue through the work of CMA members around the world.



