EENA

INFORMATION PACK 2023

Jérôme PÂRIS – Managing Director

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EUROPEAN EMERGENCY NUMBER ASSOCIATION

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EENA's MISSION is to improve the safety and security of the people.

How can citizens get the best help possible if they find themselves in an emergency? At EENA, this is the question we continuously try to answer.

What is EENA?

The European Emergency Number Association (EENA)
Discussion platform and best practices sharing for emergency services, public authorities, researchers, solution providers and all other actors of the public safety sector.

Brussels-based organisation set up in **1999**

THREE PILLARS

Make knowledge available to all

Facilitate connections

Drive change

ACCESS TO KNOWLEDGE & EXPERTISE

Access to knowledge & expertise
Overview of emergency services functioning

Since 2011*, annual report on the functioning of emergency services in Europe and beyond.

55+ countries worldwide portrayed within 700+ pages.

Read an abstract of the 2022 report here.
(Published February 2023)

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Table of contents of the 2022 report

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Access to knowledge & expertise
Market overview of solutions providers

Directory of companies providing solutions/services to emergency services (approx. **100** companies* in 2023);

Updated and shared with EENA community twice a year

Check our Who's Who in the public safety industry website here.

Browse by Area of Expertise

Accessibility	AED	Artificial Intelligence	Automatic Vehicle Location	Big Data	CAD	Caller Location
Cloud Services	Control Room Integration	Cyber Security	Disaster Management	Drones	eCall	Emergency Apps
Emergency Call Management	Emergency Call Routing	Ergonomics	GIS	Information Analytics	Interoperability Solutions
Mapping	Multimedia Comms	Network Hardware	Next Gen Comms	Project Management	Public Safety
Public Warning	Radio Solutions	Recording Solutions	Resource Management	Specialised Consultancy
Telecommunications	Telemedicine	Third Party Services	Triage	Voice Comms

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Google

Accurate emergency location can be the difference between life and death. When emergency services get a call, they need to know the caller's location to send help and save lives. Today, over 80% of calls to emergency services come from mobile devices, but locating these callers can be difficult. In most countries, emergency location, if it exists, relies on cell tower location (which can have a radius of up to several kilometers) or assisted GPS (which can fail indoors, and suffers from urban canyon, multi-path, and weather reception

Google created **Android Emergency Location Service** (ELS), as a supplemental service, and offers it free of charge to emergency services and public safety so first responders

AREAS OF EXPERTISE

Big Data   Caller Location

Cloud Services

Emergency Call Routing

Atos

Atos is the global leader in secure and decarbonized digital with annual revenue of over € 11 billion and 110,000 employees serving a global client base in over 71 countries.

We help our clients evolve with a fully agile and remote workforce, migrate critical applications to the cloud so that they could operate at any time, and envision new cybersecurity threats. Atos is a co-founder of GAIA-X which aims to build a secure and transparent European data and cloud framework.

With more than 25 years of products, solutions and innovations with a clear strategy for Public Safety, Homeland Security, Healthcare, Defense, and Mission-Critical Communications, we are recognized as a trusted partner for public and private sector. Atos is a pioneer in innovative NG solutions with its globally recognized assets and

AREAS OF EXPERTISE

CAD

Control Room Integration

Emergency Call Routing

Beta 80 Group

Beta 80 Group, with over 30 years of experience in Public Safety, is a global leader and reference for PSAPs and other Emergency Management authorities worldwide.

With more than 100 PSAPs over disciplines like 112 Call taking, EMS, Fire, Police, 116117 and Coast Guard, we guarantee safety for more than 67 million citizens in 3 continents, with a 100% customer retention rate.

Beta 80 has become one of the few companies in Europe and beyond to be technologically independent in the public safety and emergency business. We can deliver an end-to-end project, worldwide, covering every aspect of a Contact Center / Control Room infrastructure.

Our portfolio now includes:

Communications

- A lightweight multi-tenant SIP-PABX, with voice recording.
- A SIP-based eCall modem, ready to manage NG-eCalls
- All the core components of NG112 ESInet (ESRP, ECRF, LIS and Forest Guide)
- Software-based SMS gateway, based on SMPP protocol.

Call geolocation

- AML server, to receive and process AML messages
- Network-based location server (cell-based location and landline call location)
- Smartphone app for emergencies, capable of delivering geolocation and other

AREAS OF EXPERTISE

CAD   Caller Location

eCall   Emergency Apps

Next Gen Comms

CONTACT

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🔗 beta80group.it/en

RapidSOS

In partnership with public safety, RapidSOS has created the world's first intelligent safety platform (the RapidSOS platform) that securely links life-saving data from 500M+ connected devices, sensors, and apps directly to 112/999/911 and first responders, providing them with real time, incident specific data in an emergency. The RapidSOS platform is an NG911 standards-compliant Location Information Server and Additional Data Repository, which is accessible to all authorized Public Safety Answering Points (PSAPs) through integrations into all major call-taking equipment, mapping software & CAD products.

The rich data available to PSAPs with access to the RapidSOS platform, empowers them to provide more efficient and effective emergency responses. It provides secure access to accurate device location data from millions of iPhones and Android devices, without the need for the caller to use an app. Additional emergency data is also available from databases of user profiles (e.g. medical data from MedicAlert), smartphone apps (e.g. Uber), wearable devices, connected cars, connected buildings and security systems. You can learn more at rapidsos.com/public-safety-products/.

There are two ways to access the RapidSOS platform:

Get access with RapidSOS Portal

RapidSOS Portal is a web-based method for PSAPs to access the RapidSOS platform within a matter of weeks. PSAPs with RapidSOS Portal can receive the benefits of all

AREAS OF EXPERTISE

Big Data   Caller Location

Disaster Management

Emergency Call Management

Next Gen Comms

CONTACT

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   Global Expansion Director

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🔗 rapidsos.com/europe

Access to knowledge & expertise
Legislation & regulatory developments

Receive regular information on EU legislation related to public safety;

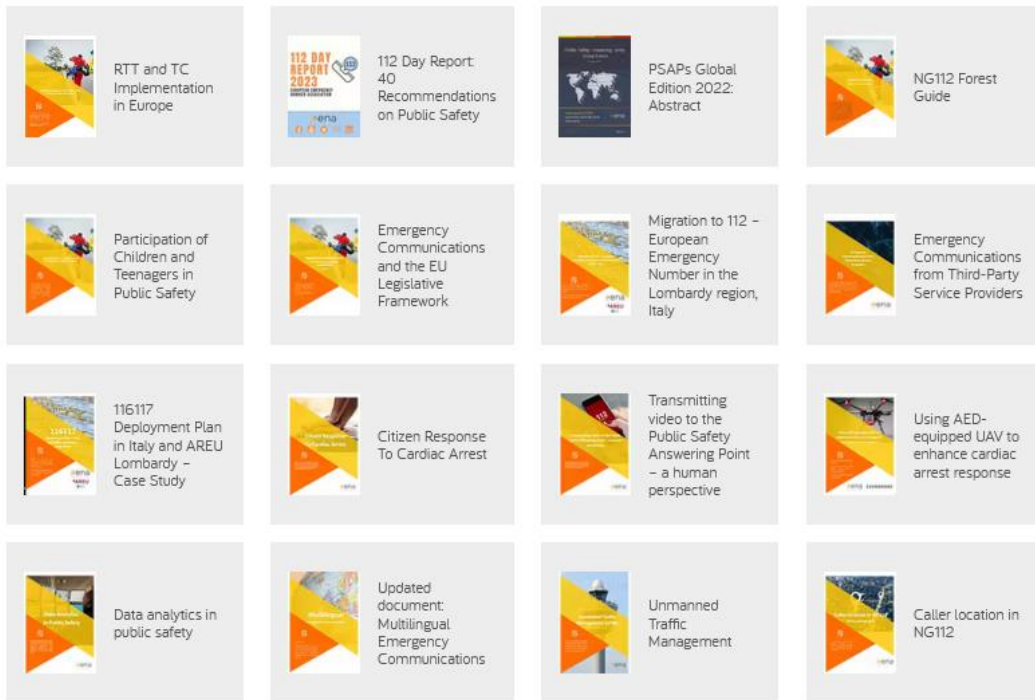Our advocacy work & useful resources can be found <u>here</u>.

December 16, 2022

THE EUROPEAN COMMISSION ADOPTS NEW RULES ON EMERGENCY COMMUNICATIONS IN THE EU

Access to knowledge & expertise
Library of reference documents

120+ operations & technical documents.

Check out our Knowledge Hub here.

Access to knowledge & expertise
Webinars

Operations and technical issues; Legislation; Hot topics

Check past and upcoming webinars [here](#).

January 30, 2023 Delegated Regulation of the European Electronic Communications Code: What You Need to Know	**September 22, 2022** Ensuring continuity of access to emergency services in the transition to IMS/VoLTE services	**July 19, 2022** Findings of the 'Galileo for AEDs' project	**June 28, 2022** AML: Matching emergency communication with the AML data (provided by SMS and HTTPS)
March 28, 2022 Natural hazards: Dealing with the unexpected	**February 22, 2022** Introducing ISCRAM: Bridging research and public safety	**June 15, 2021** Emergency communications reforms in Slovenia	**June 8, 2021** Emergency communications reforms in Sweden
June 1, 2021 Emergency communications reforms in Portugal	**May 25, 2021** Technical workshop on identifying and resolving AML errors when using Android Emergency Location Service (ELS)	**May 18, 2021** Emergency communications reforms in The Netherlands	**May 4, 2021** Emergency communications reforms in France

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Access to knowledge & expertise
Events

EENA Conference & Exhibition

➤ **1000+** public safety experts from 60+ countries worldwide;

➤ **100+** speakers;

➤ **35+** exhibitors from all over the world.

➤ 2,5 days

➤ Every year;

Also:

➤ And other events (online or in-person) depending on opportunities and priorities

Access to knowledge & expertise
Support provided by EENA staff

EENA' senior executives have years of experience working in the public safety sector, it allows EENA to support public safety professionals in several ways:

➤ Briefing on how the market is structured in Europe;

➤ Recommendations on Business development & Strategy;

➤ Briefing on current and future EU legislation;

➤ Briefing on <u>standards</u> related to emergency communications;

➤ …etc

Access to knowledge & expertise
Other services

➢ Tenders Alerts: receive alerts when we hear about publication of tenders

➢ Regular update on EENA activities: each quarter, EENA staff shares an update on ongoing and upcoming activities during a 1-hour conference call gathering all corporate members.

CONNECTING PEOPLE

Connecting people
EENA's worldwide community

1700+ public safety officials

(1450 from Europe; 300 from other regions)

From **80+** countries worldwide

Connecting people
EENA's worldwide community

100* solutions/services providers

View the most up to date list of companies here.

Read more about each company here.

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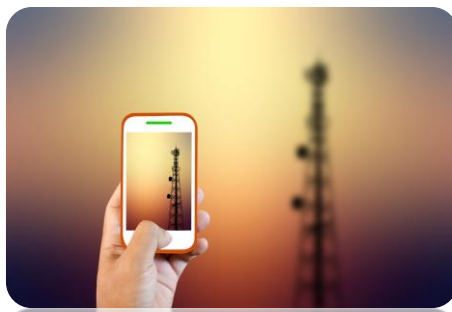# Connecting people
EENA's worldwide community

Connecting people
EENA's worldwide community

Also:

➢ Researchers;

➢ Mobile Network Operators;

➢ Members of the European Parliament.

Connecting people
We partner with other associations

EENA Conference & Exhibition
The get-together of the community

➢Every year
➢**2,5** day-conference & exhibition
➢**3-4** streams running in parallel
➢**1000+** public safety professionals
➢**60+** countries (Europe + other regions)
➢**100+** speakers
➢**35+** exhibitors

In Ljubljana, Slovenia (19-21 April, 2023).
More information: *https://eenaconference.org*

Get access to EENA community
EENA annual conference & exhibition

Unlimited number of passes for your staff

Otherwise it is 1,200 EUR/delegate for companies that are not members

Possibility to exhibit/sponsor/have a speech while non-members cannot *- Fee to be paid on top of the membership fee*

Connecting people

Thematic Event: Implementing EU law on emergency communications

➢ Designed for stakeholders interested in the delegated regulation supplementing the European Electronic Communications code, including PSAPs, solutions providers, end-user representative organisations, national ministries, providers of operating systems and mobile network operators

➢ *September 2023, Brussels (date and venue to be announced)*

Connecting people
EENA Business Partners Networking event

➢ Designed for private companies looking for partners to develop their activities in the emergency services field in Europe
  Do not expect to meet with staff from emergency services or public authorities at this event!

➢ *Each company has a slot to introduce itself;*

➢ *Several timeslots designed to allow as much networking between participants as possible: several coffee breaks, a networking cocktail, a networking lunch, a dinner.*

➢ *9-10 November, 2023*

NG112

Standardised technology to modernise emergency communications

Advanced Mobile Location (AML)

Reverse 112
(Public Warning)

AED Mapping

© Heartrunner/Rabadang, 2021

Call 112 (emergency number).

Nearby volunteer citizen responders are found.

Volunteer citizen responders make their way to the scene.

Early life-saving interventions, CPR and use of AED.

The emergency call centre sends out an alert.

The app alerts by sound signal.

Volunteer citizen responders collect an AED on the way.

The ambulance arrives.

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Services **fees**

Large companies	Medium companies	Small companies	Mobile Network Operators, VoIP providers
10,500 EUR	6,300 EUR	3,150 EUR	6,300 EUR

Please note that:

1. Your company will not become member of EENA but member of EENA's Advisory Board, which is not a legal body of the association but a group of entities within EENA community that get benefit from EENA services described in the previous pages.

2. By paying one of the above-mentioned fees, your company can benefit from EENA services from 1st January until 31st December.

3. Your company can nominate an unlimited number of representatives that will benefit from EENA services.

4. The above-mentioned fees do not include VAT. VAT will be added to your invoice if applicable.

6. EENA membership being valid for one year (1st January-31st December), it must be renewed at the end of each year. It is not done automatically.

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