THE WHO IS WHO HANDBOOK

IN THE PUBLIC SAFETY INDUSTRY

YOUR GUIDE TO PUBLIC SAFETY SOLUTION PROVIDERS

DISCOVER OVER 90 COMPANIES WORLDWIDE

Visit our website:
companies.whoiswho.eena.org

eena|112

Legal disclaimer

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This publication provides an overview of companies that are part of the EENA community.

For further information, please visit our official website at www.eena.org.

Do you have questions or comments?

Contact Jérôme Pâris at jp@eena.org.

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Introduction

The latest edition of the "**The who-is-who handbook in the public safety industry**" is here!

Do you want to get a clear overview of public safety solutions available on the market? Looking for partners in the emergency services industry? Then look no further: EENA's directory of public safety solution providers is here to be your guide in any public safety industry search!

The objective of the publication is **to bridge communication** between all stakeholders in the emergency services field, and to become **a reliable reference** for public safety professionals seeking an overview of solution providers and their products.

But market information is useful only if still relevant: that's why "**The who-is-who handbook**" is updated every 6 months. This way, you get only the latest news and updates from companies from around the world!

We would like to thank all industry representatives for contributing to this publication!

Comments or remarks? Please contact Jérôme Pâris, EENA Managing Director, at jp@eena.org.

* Please note that this publication only includes companies that are part of the EENA community. Learn more about EENA membership.

You're in the right place if you're looking for…

- A crystal clear overview of the market
- Partners in the sector
- Solution providers that can cater to your needs
- The latest solutions available

Last update on 17 Dec 2025.

Meet the companies

10-8 Systems

Kevin Ruef

Director of Business Operations

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CAD   Caller Location   Cloud Services   GIS   Interoperability Solutions

10-8 Systems is a cloud-native public safety technology company founded in 2019 with a mission to empower emergency response organizations through modern, flexible, and scalable solutions. Built by public safety professionals, for public safety professionals, our tools are designed to meet the real-world needs of agencies working on the front lines.

We proudly became the first cloud-native, browser-based Computer Aided Dispatch (CAD) platform to be deployed on a statewide level in Kentucky (USA), demonstrating our ability to scale and support agencies of all sizes. Our technology is accessible, intuitive, and always evolving to keep up with the dynamic nature of emergency response.

Our suite of solutions includes:

- ○ Computer Aided Dispatch (CAD): A fully cloud-based dispatch platform accessible from anywhere via browser.
- ○ Mobile CAD: Seamless mobile access for field units, enabling real-time communication and situational awareness.
- ○ Records Management Systems (RMS): Simplifying documentation, reporting, and compliance through a centralized platform.
- ○ Custom Integrations & Support: We're agile and committed to understanding the specific needs of each organization we work with.

What sets us apart is not just our technology, but our mindset: we're collaborators. We work closely with public safety agencies to ensure our solutions are not only effective but tailored to real operational demands. Flexibility and user-driven innovation are at the core of everything we do.

Whether you're a local department, a statewide agency, or a nationwide organization, 10-8 Systems is ready to support your mission with future-ready tools and responsive partnerships.

Airnity

Cloud Services | eCall | Interoperability Solutions | Next Gen Comms | Telecommunications

Airnity is the first "Connectivity Factory", a Mobile Virtual Network Operation (MVNO) owned by Automotive OEMs to develop connected cars connectivity, globally, for and on behalf of Car Makers.

Airnity has designed and developed its own connectivity solution, a global distributed Mobile Core Network with all the necessary networks elements. It is fully designed and developed in-house in order to enable the full control of its Telecom Network, worldwide.

But Airnity is also and mostly a telecom operator. The objective of the Connectivity Factory is indeed to offer car makers a one stop shop Telecom solution which simplifies the telecom fragmentation across the globe, from the car's on-board systems and the car maker's back end.

Airnity will operate its network with a global coverage thanks to partnership with the Mobile operators across the globe. Each car using an Airnity SIM will have the capacity to use the Radio Access Network (RAN) of the MNO-partners of Airnity in the country where the car is located.

Airnity's strength is to be able to customise the telecom software stack consistently with the need of the new generation of Connected Cars, Software Defined Vehicle generation, and at the same time to be able to localise necessary resources required to comply with sometimes complex country regulations and obtain locally the expected quality of service (QoS).

Airnity provides car makers, members of the Connectivity Factory, a global solution which fully abstracts the telecom layer from the onboard hardware and software.

Stellantis and Renault Group are the first two members of Airnity, and other car makers are expected to join the Connectivity Factory.

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Alcatel-Lucent Enterprise

Alcatel·Lucent Enterprise

eCall · Emergency Call Management · Multimedia Comms · Network Hardware · Next Gen Comms

Alcatel-Lucent Enterprise is one of the world's leading networking, communications, and cloud solutions providers. With flexible business models in the cloud, on premises, and in hybrid environments, our technology connects everything and everyone.

With headquarters in Paris, France, we have 50+ ALE representative offices around the world.

Xavier Mongin

Global Director - Government, Defense, Smart cities and buildings

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A world of smart solutions

We provide industry-specific Digital Age Networking, communications, and cloud solutions, applications, and services to global organisations of all sizes. Offering the flexibility of cloud, on premises, and hybrid means our customers can choose solutions tailored to their needs and goals.

Customized industry solutions

We are a specialist, not a generalist: Our knowledge of key vertical markets gives us a unique perspective on what different organisations require to transform their digital networking and communication. These are just some of the ways in which we create a world where everything connects.

Public safety solutions

ALE provides next-generation public safety solutions that connect communications between multiple media —radio, SMS, chat, calls, email, and video—and people—emergency responders, agencies, and authorities—to enable effective collaboration and coordination. The ability to communicate and share information in real-time provides greater situational awareness, accelerating decision-making for swift deployment of resources where and when they're needed. Included in our public safety solutions is next-generation eCall.

Our secure and resilient public safety solutions include:

Emergency communications

- Intelligent delivery of calls connecting citizens to emergency services
- Mission-critical communications

- Openness for ease of ecosystem integration

Crisis management

- Powerful integration of all audio media for close collaboration
- Command & control capabilities (C2)
- Cross-functional, real-time enhanced collaboration

Hazard prevention

- Enabling smart infrastructure for safer communities
- Interactive public safety for inclusive citizen engagement
- Alerts and information for time-sensitive safety
- Holistic public safety: physical & cyber security

Amper

eCall | Emergency Call Management | Interoperability Solutions | Next Gen Comms | Voice Comms

Amper Group: Innovating for a Safer, Sustainable Future

Amper Group is a distinguished Spanish business conglomerate with over 65 years of history, including more than 35 years as a publicly listed entity on the Spanish continuous market. Recognized globally for its innovation, Amper is a leader in technological, strategic industrial, and engineering solutions in the Defence, Security and Communications, and Energy and Sustainability sectors. With a robust international presence, Amper consistently delivers excellence through its commitment to quality, cutting-edge technology, and tailored client solutions.

Miguel Gonzalez Serrano

Product Manager of Mission Critical Communications

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What Sets Amper Apart

Amper stands out due to its ability to integrate advanced technological and industrial solutions across diverse markets. The group's extensive expertise allows it to address the unique challenges of mission-critical systems, critical infrastructure, and energy sustainability. With a reputation built on innovation, reliability, and client satisfaction, Amper ensures seamless interoperability, scalability, and comprehensive support for its clients.

Solutions Overview

1. GEMYC

GEMYC is Amper's flagship solution for integrated communications in critical environments such as 112 emergency centers, police and fire services, ports, and critical infrastructures. GEMYC delivers seamless integration of multi-technology and multi-vendor systems, supporting communication systems like:

- Telephony (analog, digital and VoIP)
- Radio communication (analog and digital), including direct connection to TETRAPOL and the main TETRA providers.
- LTE multimedia communications, including direct connection to the main MCX providers and LMR/ TETRA interop (MCPTT user client and IWF).

• Public address systems, SOS posts, and more.

It features an intuitive, web based fast response touch-optimized GUI and options for call recording and reporting. GEMYC has been instrumental in projects such as Metro de Madrid, Spanish MoI (Guardia Civil and National Police), and Public Safety in Guanajuato State and Mexico City, showcasing its ability to handle complex, high-demand environments. Additionally, it includes advanced decoders for eCall data (legacy and next-gen) to enhance emergency response.

2. E4R RoIP Gateway

E4R is Amper's RoIP gateway that controls up to 4 legacy LMR (PMR, DRM, TETRA) radios, including audio and control (I/O, RS-232, USB) in a 1U, 19 inches rackable enclosure.

It can work stand alone with SIP based remote control or in collaboration with GEMYC as a radio gateway.

E4R includes embedded high availability with redundant power supply, CPU and ethernet.

3. EmerSys

EmerSys is a web based multi-agency, high availability emergency management system designed to optimize emergency response operations. Its core capabilities include:

• Unified call taking (call queues and ACD/IVR for telephony)
• Mission based incident dispatch by sector or agency
• Own force management.
• Enhanced situational awareness via AVL integration, mobility solutions, and interactive mapping and responding.

EmerSys also supports incident protocols (SOPs), alarm management and statistical reporting. Its success lies in its ability to streamline workflows, enhance interoperability, and provide rapid, data-driven decision-making tools.

Why Choose Amper

Amper Group thrives on delivering innovative solutions that drive safety, efficiency, and sustainability. Clients benefit from Amper's personalized approach, technical expertise, and a proven track record of success in high-stakes environments. With a dedication to technological excellence, Amper is your partner in building a safer, more connected world.

Join us as we redefine the standards of engineering and innovation.

Linked-In: https://www.linkedin.com/company/amper-sa/

Web: www.grupoamper.com

Augmented Hearing

Artificial Intelligence   Control Room Integration   Next Gen Comms   Radio Solutions   Voice Comms

Revolutionizing Spoken Communication with Augmented Hearing

Augmented Hearing is a Danish audio startup enabling new standards for safe spoken communication. Our AI software modules remove noise and clarify speech in real-time during incoming 112 calls, securing a more efficient collection of critical informations. We draw on over 30 years of experience from the Danish hearing aid industry to secure maximum privacy, reliability, and effective AI deployment.

👤 **Mette Carstensen**

CEO

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Driven by Passion for Clear Conversations in Challenging Situations

Our company is driven by passion to enable better and more effortless conversations in challenging situations. We see AI as a groundbreaking technological shift in audio processing, and Augmented Hearing's mission is to couple our deep audio experience with the latest capabilities in AI to facilitate clear and safe communication in situations where speech makes a crucial difference.

Introducing Sharpi: AI-Driven Audio Clarity

At the forefront of our offerings is Sharpi, an advanced AI-driven software module, which can be integrated with any soft phone or call taker platform. Acting as a virtual audio assistant, Sharpi analyzes the sound scene 100 times per second. Sharpi has learned to separate speech from noise in real-time scenarios, such as a mother calling 112 with a crying baby or calls from loud, chaotic night-life scene. With a simple button press, operators ca filter out distracting noise, focusing on the essential conversation. Sharpi's benefits include:

- More efficient communication with fewer misunderstandings and reduced need for repetitions
- Improved mental focus and health for operators in high-pressure roles, leading to clearer decision-making
- Reduced stress levels, contributing to better employee retention
- Sharpi ensures privacy and compliance with GDPR, operating on-npremises with 100% up-time, offline, and with zero external dependencies.

Sharpi's Unique DNA: Blending Technology with Deep Audio Expertise

Sharpi's distinctiveness lies in its blend of Digital Signal Processing, psychoacoustics knowledge, and a medical-grade approach to product quality and reliability. This synergy allows us to incorporate state-of-the-art AI capabilities into commercially available products, even under stringent hardware and software constraints.

Bandwidth

Cloud Services   Emergency Call Routing   Emergency Call Management   Telecommunications   Voice Comms

Bandwidth is a global cloud communications software company that helps businesses deliver exceptional experiences through voice calling, text messaging, and emergency services. Our solutions and our Communications Cloud, covering 65+ countries and over 93 percent of global GDP, are trusted by all the leaders in unified communications and cloud contact centers.

Sarah Krawiec
Director of Product Management, Global Emergency Services

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As a Communications Platform as a Service (CPaaS), we lean into software-driven automation and innovation – but our backbone is an owned and operated carrier-grade network that we built ourselves. This "best of both worlds" communications approach delivers flexible technologies that can tackle modern challenges without sacrificing the quality and reliability of large scale telecom carriers of days past.

Global Emergency Services

Because emergencies know no borders, Bandwidth's global emergency services footprint spans across 40 countries and territories. Our country-specific VoIP emergency solutions are designed to meet the local routing rules to ensure our customers' most important calls route to the right PSAP.
Bandwidth's emergency services solutions combine compliance-forward processes to provide fast, reliable call routing and high-accuracy location management capabilities. All supported by Bandwidth's white glove support and subject-matter expertise on call 24/7/365.

Beijing GS Technology Co., Ltd

Big Data | CAD | Disaster Management | Emergency Call Management | GIS

About Gsafety

Beijing Global Safety Technology Co., Ltd. (Gsafety, stock code: 300523) is a high-tech enterprise founded and controlled by Tsinghua University in 2005. It is a sole spin-off from Tsinghua University, which is the only achievement conversion and customization company of the Public Safety Research Institute of Tsinghua University. The company was listed on Shenzhen Stock Exchange in 2016 and is now controlled by China Telecom after school enterprise reform.

Gsafety is committed to becoming a global leader in public safety technology and the best partner in public safety governance. We provide one-stop solutions for emergency management and smart safe cities.

Gsafety possesses complete independent intellectual property rights and a series of core technologies. We have obtained nearly 700 software copyrights and patent, while winning numerous awards such as the First and Second Prize of China National Scientific and Technological Progress Award, and the First Prize of 2022 China Standard Innovation Contribution.

Gsafety started to export key products and services to overseas in 2011, and established a subsidiary **Beijing GS Technology Co., Ltd.** to focus merely on overseas business. Over the years, we have been providing solutions and products for more than 30 countries and regions such as in Latin America (Ecuador, Venezuela, Dominic Rep., Trinidad and Tobago, etc.), Africa (Angola, Algeria, etc.), and Asia (Indonesia, Singapore, Brunei, Laos, Philippines, Macao of PRC, etc.), covering expert consultation, top-level design, customized technology R&D and construction, system integration and deployment, technical support and expert training, etc. These projects have significantly improved the local public safety situation and social-economic development.

Our mission:

To promote public safety protection ability through technology, to help governments, enterprises, society and organizations reduce disaster losses and to protect life and property safety.

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Key technical solutions：

   1. **Emergency management**

To achieve disaster management and weather resilience, we present the integrated hardware and software emergency response system for major incidents and disasters such as earthquake, chemical leakage, flood, drought, forest and grassland fire, etc. In particular, it includes:

- GS-ECMS: Disaster early warning system
- GS-PMS: Response plan management
- GS-RMS: Resource management
- Disaster assessment & decision support

   1. **Smart safe city**

Based on IoT, cloud computing, big data, and BIM/GIS technology, we present a series of products to ensure the automatic and accurate urban safety incidents prediction and prevention, including:

- GS-CAD 2.0: Call taking and dispatch system
- GS-EYE: Transportation safety system
- GS-iVA: Intelligent video analysis
- Urban Lifeline: Gas, pipeline, road, bridge, water monitoring and relative hazards early warning system
- Industry park and large venue security systems

   1. **E-Government**

We've also provided multiple customized e-Government solutions to various countries, including:

- Smart taxation and customs management system
- E-ID card system
- Prison security system

If your organization or institution are interested in our products and services, please do not hesitate to inquire us for free.

Beta 80 Group

Beta 8O

Artificial Intelligence | CAD | Emergency Call Routing | GIS | Next Gen Comms

Beta 80, 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 132 PSAPs over disciplines like 112 Call taking, EMS, Fire, Police, 116117 and Coast Guard, we guarantee safety for more than 69 million citizens in 12 countries, with a 100% customer retention rate.

Luca Bergonzi
Senior Business Advisor | Emergency Management Division

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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
- A RTT gateway, to allow PSAPs to receive native real time text communications from the citizens, fully compliant with commission delegated regulation (EU) 2023/444
- With the advent of AI technologies, the Life 1st multimedia platform now includes a range of intelligent applications to support call takers, including: automatic text translation; speech-to-text conversion; call transcription; image and video recognition.

Automatic call geolocation services

- 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 metadata about the user, certified with PEMEA protocol

- HTML-5 based service, that geolocates the caller through the smartphone's browser and enables videocall, chat and file sharing.

CAD

- Our jewel of the crown, Life 1st CAD. A web-based, multi-tenant, SOA-based platform, ready to manage processes coming from the traditional 112, Fire, Ambulance, Police, Coast Guard agencies, but also used in private security and other facilities.
- Life 1st includes incident management functionalities, an intelligent dispatch engine, capable of defining response plans made of vehicle, crews, stations, and tools for the rescue.
- Incident triage filter totally customizable and configurable to perform the right questions and reach the correct incident qualification.
- Mobile CAD to be used on vehicles, for a tracking of dispatch operations, status advancement reporting, route navigation
- Mobile application for first responders, used to alert volunteers and perform life-saving manoeuvres and map AED (defibrillators) nearby an incident.

GIS

- Open-source lightweight GIS platform, compatible with the most used map formats, including ESRI shapefiles, Google maps, OSM and many more.
- An intelligent routing algorithm to select the most appropriate resources for the dispatch.
- Geocoding and reverse geocoding of addresses, with a google-like search engine.

All our products are software-based, virtualised, and not requiring any special or proprietary hardware to be delivered. We provide 24/7 customer service worldwide and process consultancy, to optimize the capabilities of the customer to use the new installed Life 1st CAD at its best.

bevuta IT

Accessibility **Emergency Apps** **Emergency Call Routing** **Emergency Call Management** **Third Party Services**

Bridging Gaps. Saving Lives.

We are bevuta IT, a Germany headquartered technology company with a team working all over the world. We are driven by one common vision: A world where everyone can rely on help being on its way.

👤 **Wanja Hentze**

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Our Expertise

We built RSQnow, an Emergency Communication Infrastructure that connects everyday heroes with those in need of help.

The German emergency call app system nora is based on RSQnow. With nora, we have revolutionised the German emergency call infrastructure. By building a system in which reliable, guaranteed help is just a few taps away..

Who is RSQnow intended for?

Everyone.

RSQnow connects citizens directly with the most appropriate PSAP – just like calling 112 or any other emergency number.

The mobile app

With the RSQnow mobile app, anyone can send emergency calls. No need to speak or listen on the phone. That's why it is particularly useful for people who have difficulty making phone calls – for example people with hearing or speech impairments.

Icons and symbols, short, concise instructions, and an intuitive, accessible user interface make the mobile app easy for everyone to use.

Main features of the mobile app

- Emergency call without speech
- Continuous location determination
- Chat-based communication
- Silent emergency call for threatening situations

But RSQnow is much more than just an app.

A fail-safe system for reliable assistance in emergencies

Our end-to-end solution connects not only emergency callers to call handlers, but also any kind of emergency call data to PSAPs – by establishing a direct link between TPSPs and emergency services.

Maximum speed and high fail-safety are the key requirements for any emergency communication. That's why our emergency call app system is based on state-of-the-art software technologies and a multiply redundant server architecture that operates on the principles of event sourcing and leaderless replication.

(Geo-)redundancy and configurable routing and rerouting functions makes sure that every emergency call reaches its destination. Even during natural disasters or in critical network situations.

And because emergency data are sensitive data, all data are both encrypted during transmission and stored on the emergency call servers in encrypted form.

The web app for PSAPs

Via our APIs, RSQnow can be integrated with existing CAD software. Alternatively, PSAPs can handle incoming app emergency calls using the RSQnow PSAP web app.

The web app displays all incoming emergency calls and allows operators to take them directly. All emergency information is displayed at a glance.

If more information is needed, operators can use a chat function to communicate directly with the emergency caller.

Björn Steiger Stiftung / Bjoern Steiger Foundation

AED   Control Room Integration   Emergency Call Management   Specialised Consultancy   Triage

A tragic traffic accident was the reason for setting up our foundation: in 1969, Ute and Siegfried Steiger lost their son Björn because there was no nationwide rescue service in Germany at that time.

With the Björn Steiger Stiftung, the couple laid the foundations for the rescue services we have today. Since then, we have been committed to improving emergency assistance.

Our goal is to improve emergency assistance and rescue services in Germany. We pursue this goal in several ways by

- stimulate public discourse in order to draw attention to shortcomings in the area of emergency aid and rescue services
- Influence decision-makers to remedy these shortcomings
- actively run projects and initiatives that contribute to improving emergency aid

THE FOUNDATION AS A "THINKTANK" FOR THE EMERGENCY SERVICES

Since our foundation in 1969, we have been campaigning for a functioning rescue service in Germany and have been able to initiate many improvements over the years. The rescue services are currently in crisis. We see it as our task to develop solutions for the numerous shortcomings.

Visit www.rettungslandschaft.de for more information.

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Bliksund

Accessibility Control Room Integration Drones Recording Solutions Telemedicine

Digital tools for emergency situations providing control, insight and common situational awareness

In both emergencies and day-to-day work, having timely and accurate information is crucial for making the best decisions. Bliksund provides you with a clearer overview of routines, personnel, equipment, and the situation at hand. Our hands-on field experience, combined with customer insights, allows us to deliver impactful solutions and innovative technology. We've faced time pressure, stress, misunderstandings, and resource limitations firsthand. That's why we design the best solutions to support your workday—with a human touch.

Bliksund is an international software company founded in Norway, dedicated to delivering exceptional solutions for emergency services. Since our journey began in 2010, our mission has been clear: to revolutionize emergency services with innovative, user-friendly digital solutions.

In 2021, we expanded by acquiring Norwegian FlexitFire AS, and further strengthened our portfolio by acquiring Incendium A/S, a Danish global leader in live video streaming. In 2024, we continued to grow by acquiring Moditech Rescue Solutions BV, a Dutch company renowned for its crash recovery system. These strategic acquisitions have greatly enhanced our range of innovative tools for those who save lives.

Many of our employees have hands-on experience in the field as former doctors, paramedics, nurses, firefighters, rescue workers, or military personnel. They understand what's at stake and how vital intuitive, user-friendly solutions are for ensuring control, insight, and shared situational awareness. Whether using our electronic patient care record, real-time video streaming, comprehensive operations management system, or vehicle rescue sheets, you'll gain the oversight and insights needed to streamline your daily work.

Our mission, across all sectors, is to make your work easier, safer, and more efficient. Learn more about us at bliksund.com

Our solutions:

IncidentShare – secure live streaming

Irene Dybdahl
Sales Director

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IncidentShare is a secure, intuitive, and fast solution for the reception, management and sharing of real-time video. It is developed in close collaboration with users within fire and rescue, police, healthcare, and insurance. Real-time video gives you a better overview of the incident and ensures that veryeveryoneone quickly obtains common situational awareness.

Through virtual presence, you can free up valuable time and ensure quick exchange of information and efficient collaboration. You can manage the incident effectively, quickly assess the situation and coordinate appropriately, sending the right crew with the right equipment, skills, and training.

GRID – Operational management

GRID is a cloud-based operations management solution that gives you a holistic overview of resources and processes. You get an overview of your crew, resources, competence, and exercises, as well as shared procedures, guidelines, and communication support.

The solution is modular and developed in close collaboration with professionals from the emergency and healthcare services. It can be tailored to your organisation's needs, always keeping the user experience in mind.

GRID takes care of all your needs to keep track of vehicles and equipment as well as your staff's competence, courses, uniforms, and exposures. It also enables quick and efficient communication in a shift work environment where you can communicate directly with individuals or groups via SMS and news bulletins. It allows you to schedule your send outs with predefined distribution lists,or publish directly to information screens.

Crash Recovery System – Essential Vehicle Information

Having up-to-date vehicle data is critical for effective rescue operations and saving lives. In today's increasingly complex automotive environment, first responders need reliable information, particularly with the growing number of advanced propulsion systems. Bliksund CRS provides comprehensive vehicle coverage, interactive data, and multiple identification methods, offering quick access to accurate digital rescue sheets for vehicle deactivation, securing, and safe extrication.

At an accident scene, Bliksund CRS allows emergency responders to easily access all rescue-relevant information about the vehicle. It provides the crucial missing link in emergency response: the latest digital vehicle information, accessible on any device.

EWA - A complete ePCR solution for the prehospital area.

Bliksund EWA – Emergency Worker Assistant, is an electronic Patient Care Reporting solution for ambulance services and a real-time live view board for the emergency room providing updated patient status throughout the emergency care chain. The solution secures accurate and complete recording of patient information, effective flow of communication, and improved patient care and safety.

The system consists of a tablet-based app for use in ambulances, a live-view display in emergency departments, a medical record server for secure storage of patient data, as well as integration with emergency operations centres.

Bosch Service Solutions

eCall   Emergency Apps   Emergency Call Routing   Emergency Call Management   Third Party Services

Bosch Service Solutions is a leading international provider of connected services with over 10,000 employees worldwide. Since 1986, this Bosch division has developed comprehensive service solutions tailored to customers and users, with a particular focus on Customer Experience (CX) in alarm and emergency call management for the automotive, logistics, healthcare, pharmaceutical, and building systems industries. Available in 60 countries and over 40 languages, the offering is designed to make everyday life safer, more comfortable, and more efficient, in line with the "Invented for life" principle. Customers benefit from industry-leading AI expertise, scalable automation, and an international team of service experts integrated into a global partner network. Through the intelligent integration of sensor technology, software, CX expertise, and intervention services, data-driven services with the highest safety and quality standards are created – ranging from specialized individual services to the integration of complex global value chains.

👤 **Philipp Schrenker**

Schrenker

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In 2012 we started the Bosch eCall Service in Europe which makes an important contribution to road safety. Today, Bosch eCall Service is active in more than 60 countries allowing rescue operations to be carried out in an even more targeted and rapid manner thanks to multilingual capabilities and the effective way in which false alarms are resolved. We provide as much information as possible to the rescue services and offer psychological support to the occupants until the emergency services arrive. We are continuously developing our partnerships with PSAPs to provide the best service to all parties involved in the rescue chain. Currently our solution supports around 50 million vehicles worldwide while 25 automobile brands trust Bosch to handle the emergency calls from their vehicles.

We want to continue to grow and expand our position as a leading provider of innovative mobility and service solutions for greater safety and convenience on the roads. In 2026 we expect well over 52 million vehicles equipped with Bosch eCall Service.

Buehler

Project Management   Specialised Consultancy

We are engineering consultants specialised in communication and information systems as well as in telecommunication and mobile communication systems.

We are management consultants specialised in organisation and corporate development together with process optimisation and project management.

👤 **Hermann Bühler**
Managing Director

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For complex critical infrastructure including public safety we are one of the few competence centres in Austria and Central Europe. Our range of services includes engineering consulting for electrical engineering, services in information technology as well as management consulting including business organisation.

We are an efficient team with extensive experience and high-level academic qualification. Profound and experienced understanding builds the basis of our expert opinions, analyses and studies, planning and implementation projects.

We are likeable, empathic, focussed and persistent. We stand for consulting for fact- based sustainable and economic implementations. We stand for engineering services with well understood conceptual and theoretical fundament.

We count small enterprises as well as large companies, governmental bodies, national and international service providers and private and public network operators for energy, telecommunications and mobile networks to our customers.

Innovation in technology and methodology is one of our core competences. We are actively taking part in innovation and research activities. We have close contact with the Universities of Technology in Vienna and in Graz at national level and participate internationally in projects in the COST-Framework (European Cooperation on Scientific and Technical Research).

From our office based in Mödling, just south of Vienna, we have been managing our national and international projects since our foundation in 1995.

Cestel

Cestel ≡

CESTEL (Centro Español de Servicios Telemáticos) is a Spanish software and telecommunications company with a strong track record in developing **mission-critical and emergency solutions**. They are a key player in the digital transformation of emergency services, with a particular focus on accessibility and implementing next-generation emergency communications.

👤 **Fernando Ortiz**
CEO

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🔗 cestel.es

Mission-Critical and Emergency Expertise

CESTEL specializes in mission-critical systems, providing IT and communication solutions for the effective and integrated management of all communications and coordination for emergency centers (like 112 and 061), police, fire departments, and civil protection. Their solutions prioritize **reliability, security, and availability**, crucial in environments where failure can have severe consequences.

Their **Calypso suite** is a modular communication platform that integrates various communication sources. Its native SIP architecture allows for managing radio equipment both at main and remote sites. Calypso optimizes call handling and resource coordination in emergency centers, successfully deployed in 911 emergency call systems internationally (e.g., Salta, Argentina) and for local police forces in Spain.

NG112 and NGeCall Solutions

CESTEL is at the forefront of developing solutions for the next generation of emergency services, including **NG112 (Next Generation 112)** and, notably, **NGeCall**, the evolution of the eCall system.

For NG112, CESTEL offers its **NG PSAP (Next Generation Public Safety Answering Point)** tool. This allows 112 centers to receive "total conversation" emergency calls (real-time audio, video, and text), along with file exchange, critical for managing multi-victim incidents.

Regarding NGeCall, CESTEL's **CES-eCall server** facilitates the transition. This server decodes MSD (Minimum Set of Data) frames received at the 112 and integrates them with existing telephony systems, helping emergency services adapt to NGeCall's evolving multimedia communication requirements.

Accessibility and Secure AI Solutions

Accessibility is a core pillar for CESTEL. They are deeply committed to improving emergency service access for everyone, especially those with disabilities.

CESTEL recently acquired the GHALE business unit from Chapsvision Cybergov. GHALE is an innovative platform compliant with the ETSI PEMEA standard, enabling European citizens to contact 112 centers using their native country's applications. This eliminates communication barriers for individuals with visual and hearing impairments and improves accessibility for the elderly.

Their solutions comply with the **European Accessibility Act (EAA)**, which mandates accessibility for all new digital emergency products and services, including 112, by June 2025. CESTEL provides real-time communication for hearing-impaired individuals (via text services), sign language interpretation through video interpreters (like SVisual in Spain), and accessible information formats. These solutions benefit not only people with disabilities but also those abroad who don't speak the local language, removing linguistic barriers.

In terms of speech technologies, CESTEL offers:

- **Automated telephony systems:** These interact with callers, gather information, and route calls appropriately.
- **Automatic transcription software:** This accurately and quickly converts audio into written documents, vital for recording and analyzing emergency communications.

While not explicitly detailing "automatic translation," CESTEL's focus on accessibility and removing language barriers suggests a commitment to solutions that enhance understanding in multilingual environments, potentially including secure translation capabilities in their multimedia platforms. The security of these systems is paramount given the sensitive nature of emergency operations.

Cinia Oy

CAD   Control Room Integration   Cyber Security   Emergency Call Management   Specialised Consultancy

Cinia Oy is a Finnish cyber security, software and network solutions provider with strong expertise in critical systems and infrastructure vital for functional business and society, including public safety -sector.

We serve in demanding software projects, and provide network services for, and secure the most important systems. Together with our customers we create digital success stories for secure future.

👤 **Moni Banerjee**

Business Director

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Secure Software Development

We offer development project, operational maintenance and system and security monitoring as a complete package. We are able to work with governmental and other security classified environments. Following DevSecOps principles, security is built into applications from the start. Our long experience in demanding critical software projects is combined with professional pride and a culture where we aim high.

Cyber Security and Secure, Reliable Data Network Connections

We provide fast and low-latency network solutions for critical services and data network connections. We build also secure network solutions for transport equipment and rolling stock. We ensure the reliability of our client's critical services 24/7 with our network operations center (NOC) and cyber security operations centers (SOC).

Cinia Respond -product has been designed to meet the critical needs of command-and-control rooms of public safety and security that operate in real time 24/7.

Cinia Respond has been optimized to serve the emergency response centers in call-handling, task monitoring and management as well as the needs of the police, emergency services, emergency medical services, the border security and private sector command and situation rooms. Virtual control room architecture enables several command and control rooms that can be networked in such a manner that work loads are automatically balanced and situational awareness shared among the various centers.

Key features:

- Integrated communication
    - Multi-channel call-handling
    - Co-operation and collaboration
    - Field communications
    - Public communications
- Coordinated Call Taking and Computer Aided Dispatching
    - Multi-authority situation assessment and decision support
    - Virtual Control Room based load and incident sharing
    - Integrated risk analysis
    - Dynamic response determination
    - Multi-channel dispatching
    - Evaluation of related emergency calls and tasks
- Situational overview
    - Unit information
    - Task management
    - Command capability management
- Field support
    - Information and registry searches
    - Occupational safety
    - Context based guiding
- Integrations and automation
    - Various integrations with field systems used by authorities and other IT systems
    - Modern integration architecture to support both legacy and state-of-art integrations
    - Automated virtualization platform to provide fast, efficient and reliable adaptations to various environments

Through partnership with us, you will get the design, planning, set up, and maintenance of demanding professional digital services and applications. Instead of ready-made packages, we always base our designs on the client's needs. Future-proof, secure solutions are built on the sum of carefully selected technologies and tools, quality assurance methods, and continuous monitoring.

We offer true partnership for enabling successful critical services.

Cinia Oy is a Finnish cyber security, software and network solutions provider with strong expertise in critical systems and infrastructure vital for functional business and society, including public safety -sector.

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We offer true partnership for enabling successful critical services.

CityGIS

Custom fit 112 software

When every second counts

CityGIS provides sophisticated GIS software for 112 centers and its connected vehicles, creating a large overall ´common operational picture´. CityGIS systems have it all, from A to Z, from the incoming call at the Center to automatic navigation in vehicles, to transferring information, of the highest quality, designed for the mission critical 112 operations, and backed up by many years of experience. Every innovation we pursue is based on our mission statement: "To provide the best geographical coordination & information systems where every second counts." The results of this ambition are found in our wide range of products. For example: web based GIS, back office systems, automatic address retrieval, database, GPS, 3D, camera integration, communication, navigation, mapping, disaster management, personal locators, covert operations, ePCR, and a new vehicle multipurpose hardware platform with remote management and maintenance. Our products can be placed across the whole spectrum of critical communication, for example:

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   Project Manager

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- **CityGIS 8.0 powered by Orca** is our latest version web based (HTML5) GIS and is designed for emergency centers and vehicles for dispatch. Within this dynamic and intuitive client the dispatcher can easily find needed information and share it with colleagues, with mobile systems in the vehicles or with other emergency centers. CityGIS 8 is designed to be easy to master and to get results fast without many actions. The systems' modular structure makes it easy to connect to new technologies or sources of information. It's built to evolve. This netcentric web based Geographical Information System architecture increases efficiency, cuts down costs and simplifies maintenance.
- **CityGIS Navigator** is a multiplatform navigation that quickly and safely navigates the vehicles to an incident. Meanwhile all necessary information about the incident, about victims, the surroundings and other need-to-know information is shown and easy accessible. The software also provides a platform on which a clear and direct communication between vehicle and control room is made possible.
- **CityGIS C&D (Calltaking and Dispatch)** is a web based (HTML5) version of our central emergency room system. The core principles of this development are efficient communication and an intuitive user interface, which can be deployed with the push of a button. The dispatched units will immediately receive all the needed information for a quick and effective operation.

Next to the described products we provide many more services over the whole scope of the critical network to make the work in the control rooms and on the streets more efficient and hence creating a better environment for the emergency services.

- **CityGIS electronic Patient Report Form (ePRF)**, built in cooperation with our clients in the healthcare sector, enables paramedics and doctors to efficiently collect patient data that can be used to improve the level of patient care on the road and in the medical centers. The electronic Patient Report Form has been specially developed for the ambulance services. The touchscreen application enables paramedics to communicate with the control room, hospitals and billing systems. Due to the clear UI, ride and patient data can be registered and exchanged quickly. Ride and patient data are sent directly from the control room to the electronic Patient Report Form. Subsequently the paramedics are able to add extra information about the location or the patient. Once again, increasing efficiency of communication and saving valuable time.

CreaLog Software-Entwicklung und Beratung GmbH

CreaLog

Artificial Intelligence | eCall | Emergency Call Routing | Emergency Call Management | Recording Solutions

CreaLog is a leading provider and developer of ICT solutions for telco operators and enterprises for over 30 years. We assist fixed-network and mobile-network service providers in evolving their networks and creating new services to meet their customer needs. Thanks to our profound experience and knowledge, we are able to extend our offer with new essentials as NG112 and conversational AI.

👤 **Johannes Beck**
Product Manager

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Telco services encompass cloud-based value-added intelligent network services with number translation and advanced individualized call routing. The CreaLog 2024 Platform enables flexible creation of Bots with AI technology to drive automated customer interaction in multiple channels, like Voicebot, Chatbot, messenger-bot and RCS-bots.

For more than 3 decades, we have consistently delivered innovative and reliable telecommunications solutions. Customers in various European and African countries, including Deutsche Telekom, Vodafone, A1 Telekom Austria, Sunrise, Swisscom, POST Telecom Luxembourg and Unitel, trust our solutions.

Out telco platform, is ideally suited for NG112 requirements aiding implementation of Next Generation Core Services (NGCS) and ESInet.

Emergency calls in carrier networks

Our emergency call routing solution efficiently connects emergency calls to the most suitable responder by addressing caller location, PSAP region specific responsibility and availability and caller language. Special policies ensure reliable call routing even during overload and network outages in crisis situations.

Critical emergency call services

Emergency Service Routing Proxy and Emergency Call Routing Function

CreaLog´s emergency call steering and routing significantly enhance the accessibility of emergency calls. This is facilitated by our Emergency Services Routing Proxy (ESRP) and Emergency Call Routing Function (ECRF) that are integrated into the ESInet (Emergency Services IP network).

Calls are dynamically assigned to the best available Public Safety Answering Point (PSAP) after verifying technical and organization availability, ensuring no loss of information.

With regard to predictable and unpredictable events alike, network congestion can be prevented on the basis of predefined criteria. The greeting function proactively informs callers about major events or reduces the number of faulty calls with the help of standard greetings.

Our solution reliably forwards caller location to PSAPs and connected networks by retrieving data from eCalls, location servers or other databases. This includes initial, interim, and updated location information as required.

Bot assisted emergency call handling

Our solution leverages conversational AI, large language models (LLM) and artificial intelligence for automatic call handling. This enhances emergency call taking by identifying the required service at the start of the call, assisting caretakers with automatic transcription and automatic translation with intend-, entity- and emotion-detection, extended analytics of your historical data and facilitating session completion reports. Emergency call handling can be enriched by bots to preselect the required 112 service, as police, fire brigade, ambulance, road side assistance, e.g.

eCall112 and NGeCall handling

CreaLog has a unique solution to handle eCalls centrally in the network to extract the Minimum Set of Data (MSD) from eCall112 –via modem, or from NGeCall from the SIP signaling and store these in the Location Information Server (LIS).

This supports shifting the eCall handling from each PSAP into the network and provide a uniform approach for location information retrieval in the LIS. This allows the PSAP to query the LIS for location information for any emergency call.

Barrier free communication with RTT:

Emergency calls for deaf and hearing-impaired individuals are streamlined with Real Time Text (RTT) alongside voice calls. RTT provides character-by-character transmission as typed on a smartphone. Our solution support policy-based routing of RTT calls and offer RTT bridge functionality for interworking RTT signaling with your CAD solution, conferencing and coordination with other PSAP participants and first responders.

Network based recording solution:

With the advent of ESInet and cloud based emergency call service platforms, the CreaLog MVR solution is ideal for the Emergency Call Service Provider to host a secure network-based session recording solution, that not only records the voice call, but as well other communication, like RTT data and the communication with the LIS Server or other entities in the ESINET, etc.

Advantages for emergency organizations

The CreaLog NG112 emergency call building blocks are designed to modernize your emergency call network and support multimedia communications, complying with Next Generation Core Services. Our IP based solution meets stringent network availability and reliability requirements:

- Maximum availability of the NG112 service and improved accessibility to support a diverse range of emergency call traffic, including voice, text and video calls.
- Support for a wide range of interfaces to manage traffic from multiple services and applications, incorporating new functionality as technologies evolve.
- Advanced emergency call routing with flexible options ensures rapid response times and prevented call loss due to non-availability or PSAP overload.

CYTA

Cloud Services · Cyber Security · Telecommunications

Cyta, (Cyprus Telecommunications Authority - Governmental organization) is the leading provider of integrated electronic communications in Cyprus. Making the most of its technologically advanced networks, it offers a wide range of services and solutions to meet the ever-increasing demands of its residential and business customers for voice, data and content applications.

With a pivotal role in the digital transformation of our country, Cyta is advances and maintains subsea and satellite networks for international connections of strategic importance that have established our country as a regional telecommunications and connectivity hub in the Eastern Mediterranean.

Our Vision is to offer people modern solutions of electronic communications which give them the freedom to discover – and communicate with – the world.

Our Mission to provide total (integrated) and reliable electronic communications solutions in a simple, smart and secure way and to improve the way of life and the productivity of our clients.

👤 **Andreas Makris**

Head of Public ICT Projects

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Dataminr

Artificial Intelligence   Big Data   Cyber Security   Disaster Management   Information Analytics

Dataminr has created a revolutionary real-time Artificial Intelligence (AI) platform for detecting events, risks and critical information from public data signals. Recognised as one of the world's leading AI companies, Dataminr enables faster real-time response and more effective risk management for public and private sector organisations including multinational corporations, governments, NGOs, and newsrooms.

👤 **Tim Evans**

Account Executive, International Public Sector

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🔗 dataminr.com/products/first-alert

The company's First Alert product serves government agencies at national, federal, state and local levels plus defence and NGO markets in Europe, the US and across the globe, including the United Nations, which relies on First Alert in over 100 countries.

The company is known for its trailblazing AI platform that has pioneered multimodal fusion AI for real-time event detection. Harnessing the power of LLMs, multi-modal foundation models and Generative AI, Dataminr's AI platform is at the forefront of AI innovation. Dataminr has been recognised by Forbes AI 50 and Deloitte Fast 500, and was named to the Forbes Cloud 100 for six consecutive years.

Our solutions

Dataminr's First Alert Software as a Service (SaaS) product provides the public sector with a global, scalable, persistent, and accurate indications and warnings capability through its leading AI and Machine Learning (ML) platform combined with its unique access to over 1,000,000 publicly available information (PAI) datasets.

First Alert enhances:

- Situational Awareness
- Risk/Event Detection
- Crisis/Emergency Management
- Strategic Planning

Through Dataminr's AI/ML engine, First Alert lawfully utilises 1,000,000+ datasets, including global/regional social media, sensor data, major/local news outlets, blogs, official government sources, deep/dark web forums, audio transmissions and cyberspace sensors to detect and deliver real-time situational awareness.

The platform translates over 150 languages and uses advanced AI techniques to cross-correlate these multiple PAI datasets spanning text, audio, video, and machine sensor data to formulate a diverse digital representation of an emerging event providing the earliest detection and validation.

First Alert provides its near real-time alerts of breaking news and emerging activity in English, French or German via web-based application, dashboard, email and mobile App. Integration via connectors or our API are also available.

Supporting Emergency Services

Our clients are the first to know about high-impact events & emerging risks so they can mitigate & manage crises more effectively. Our platform's core purpose is to ensure emergency services can manage incidents more effectively when every second counts. It is ideally suited for operations rooms & command awareness. We are used 24/7 in over 160 countries to help organisations solve real-world problems.

First Alert has been designed to support the European public sector. Providing real-time & historical alerts on everything from natural disasters, fires, road traffic collisions, violent crime, public disorder to cybersecurity and geopolitics.

Trust and compliance are of the highest importance to Dataminr and we adhere to the GDPR as well as international standards such as SOC 2 Type 2 ISO/IEC 27001, ISO 27701 and UK Cyber Essentials Plus.

We have a hugely experienced team to work with EENA members. Our world class customer support and training provides users with tailored information flows to match their strategic and tactical areas of responsibility.

DATUS AG

Artificial Intelligence | eCall | Emergency Call Management | Telecommunications | Voice Comms

DATUS AG has been a specialist in individual IT solutions for over 50 years and offers a wide range of products and development platforms developed in-house. Our focus is on the development of innovative, tailor-made communication solutions for companies and the public sector. As a medium-sized company anchored in the lively university city of Aachen, we successfully implement projects of various sizes with the most innovative technology Made in Germany.

Ralf Tränkner
General Manager

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As a specialist in information technology, DATUS AG develops and manufactures communication solutions for a wide range of tasks. Our customers include private companies, authorities and organizations with security tasks such as the police and fire brigade and the defense industry.

The basis of our in-house developed solutions is the Asterisk-based development platform Indali. For the control center area, the Emergency Communication System "ECOMS" was developed with a wide range of solutions such as emergency call decoder, emergency call gateway, communication management system (KMS), overload routing, control center networking and NG eCall gateway. Our portfolio is complemented by a wide range of gateways, SIP switching instances and security solutions from our partner Secunet AG, such as session border controllers, intrusion detection systems and a secure messenger.

As the latest innovations, we have expanded ECOMS with flexible and economical solutions for the implementation of new technologies such as AI-supported applications, RTT, and NG eCall. ECOMS AI includes speech processing (transcription and simultaneous translation), speech understanding to support decision-making in customer-specific procedures and processes as a co-pilot, and a voicebot to relieve employees of telephone communication.

DATUS also offers a wide range of services in the Services segment. From needs-based planning, installation, commissioning and project management to on-site maintenance and support through the in-house hotline, the company provides a comprehensive range of services.

In all customer segments and numerous large-scale projects, DATUS AG demonstrated the highest level of solution competence and reliability as an experienced, competent and reliable project participant.

DENSO

Caller Location | eCall | Next Gen Comms | Radio Solutions | Telecommunications

DENSO is a global company focused on advanced mobility that positively changes how the world moves and contributes to greater well-being. As a global Fortune 500 company, we have a broad product portfolio and widespread global impact. We are a trusted Tier 1 automotive supplier and influencer providing thermal, powertrain, mobility, electrification, & electronic systems to carmakers and other manufacturers around the world. We are the world's second largest parts and systems provider in terms of sales.

Deepak Sharma

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Deutsche Telekom

eCall   Multimedia Comms   Next Gen Comms   Telecommunications   Voice Comms

Deutsche Telekom is one of the world's leading integrated telecommunications companies, with more than 252 million mobile customers, 25 million fixed-network lines, and 22 million broadband lines.

We provide fixed-network/broadband, mobile communications, Internet, and IPTV products and services for consumers, and information and communication technology (ICT) solutions for business and corporate customers.

Deutsche Telekom is present in more than 50 countries. With a staff of some 199,562 (Dec 31, 2023) employees throughout the world, we generated revenue of 112 billion Euros in the 2023 financial year.

Today, we are developing from a classic telephone company into a service company of a completely new type: the software company that sells telecommunications services. Because only a Telekom that is digitalised in all areas can continue the successful path of the past years. With our presence in Europe and the USA, we are ideally positioned for this. We want to become the leading digital telco. The core business, i.e. the operation and sale of networks and connections, will remain the basis.

Bernd Müller

Product Owner Emergency Calling

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DS Information Technology

CAD · Caller Location · Disaster Management · Emergency Call Management · GIS

DS Information Technology Co., Ltd. (short as DS) is a professional solution provider of public safety and emergency command, which founded in 1993, Shanghai, China. After 30 years of deep cultivation in emergency command industry, DS is ranked first in market share of the public security, firefighting, commanding and dispatch industry in China. With the vision of " Making Life Safer", DS is dedicated to innovation for emergency response technology. Meanwhile, on the way to develop better solutions and services for global customers, DS solutions always insist on end user-oriented and customizable.

👤 **Qian Sun**
Director of Int'l Business Development

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As a specialist service provider of public safety and emergency solutions, DS integrates Cloud Computing, Big Data, AI, 5G, IoT, Converged Communications, which committed to providing a full range of services such as emergency command, decision support and early warning for governments and enterprises. In addition to the public safety and fire fields, specialized emergency solutions and integration services for large campus and urban governance are provided as well.

As the leading company in China's public security market, DS has been devoted to the global market. Since 2012, DS has exported the commanding solution to over 20 countries in Europe, Middle East, Latin America, Africa, and Southeast Asia, as well as the long-term service of consulting, operation, and maintenance. With all these successful experiences, DS has been kept at the forefront of urban emergency response innovation. According to the annual public security reports from the customers, the great contributing to policing efficiency and a significant increase in public sense of security and satisfaction has been made by DS' solutions and services.

For 30 years, the solutions of DS have served and been proven reliable by 500+ organizations domestically and internationally. We are willing to embrace change, fast respond to demands, deeply explore diverse scenario requirements, and take the advantage of industry knowledge, experience, and innovative technology to provide high-value solutions and services for our customers.

All Business Scenarios Full Coverage

Alarm Reporting Stage

Multi-Channel Alarm, Unified Access and Management

DS's self-developed communication platform has capabilities of multiple alarms access, voice and audio/video dispatching.

1. Supporting a variety of alarms access, including fixed-line, mobile phone, SMS, email, and automatically alarm, etc., making multiple channels of alarm reporting available for the public.
2. Supporting social media alarm access. Through the public alarm APP and Facebook alarm application designed and developed by DS, the public can quickly report emergency to the command center, establish contact with the command center in the first time, and then upload evidence files such as pictures and videos related to the command center if necessary.
3. The **Computer Aid Dispatch** platform supports unified access and unified queuing to various channels of alarm reporting

Call-taking Stage

Positioning

1. Supporting real-time positioning of cell phones, automatically alarm devices positioning and Internet positioning.
2. Through the **Intelligent Positioning Platform**, the command center is able to send a SMS to the alarm reporter to request for his/her current location. After the reporter authorizes the request, his/her location will be sent to the command center and associated with the event ticket automatically, and displayed on the Geographic Information System synchronously.

Standard Operating Procedure

According to the event's category and level, the **Computer Aid Dispatch** platform can automatically pop-up the standard questions for call-taker that should be asked in the operation of call-taking, to ensure that the event-related information is recorded quickly, standardized and complete.

Alarm Reception, Rapid Entry of Event Information

The command center receives alarm through the **Computer Aid Dispatch** platform and then starts to record event information. Key information such as event location, phone number, and event's responsible jurisdiction are automatically entered into the event ticket through the Geographic Information System, greatly improving the efficiency of receiving alarms and speed of call-taking operation.

Dispatching Stage

Onsite Situation Visible, Command Resources Visible

1. Based on the Geographic formation System(GIS), the scene situation is visual to the command center, the command operator is able to view the distributions of on-site units and vehicles, and track their real-time positions as well, which is conducive to resource allocation, accurate dispatch, and improve efficiency of command and dispatch.
2. After the event being located on the map, GIS can automatically display nearby cameras and onsite units, and available vehicles as well.
3. The command center is able to play the live videos from the nearby cameras and mobile terminals integrate with GIS.

Converged Video Conference, Efficient Collaboration

1. Muti-Media Dispatch Platform provides video conference function for command center to handle major events or other situations which required muti agencies collaboration like command center, police stations, onsite responders, experts, and involve traffic agency, fire agency, hospital as well, supporting a variety of terminal devices access from different video monitoring platforms, so the command center and other relevant agencies are able to handle the event together timely and make decision better.
2. The command center can use the **Collaborative Platform** to create a dynamic group (groups) to discuss how to handle a specific event, create tasks based on the event and assign to internal department operators or other department officers.

Releasing Instruction, Process Operation Automatically Recorded

1. At this stage, the command center can directly issue instructions by voice and video call to relevant departments and onsite responders through GIS and Multi-Media Dispatch Platform.
2. The Collaborative Platform supports the command center to create instruction ticket based on the event and allocate to involved department and onsite responders.
3. The **Computer Aid Dispatch** Platform has capability of allocating event ticket and releasing instruction to relevant police stations or onsite responders which equipped a terminal device and deployed **Mobile Dispatch Application** (MDA).

Event Disposal and Feedback Stage

1. Division centres or police stations receive event ticket and instruction released by the command center through the Police Station Application (PSA), and then conveniently sign instructions and complete process feedback with **Mobile Dispatch Application**.
2. With the **Mobile Dispatch Application**, onsite responders can directly sign for event tickets and instructions, complete disposal feedback, and upload evidences (text, pictures, audio, video) to command center if necessary.

Intelligent Analysis and Reporting

1. Report System provides the command center with functions of alarm-related information review, exporting and printing, including query and statistics of call-related data, event information, management-related and operators performance.

2. **Map-Based Police Analysis Platform** has capability of multi-dimensional data analysis, providing the command center with functions of event situational analysis, police force situational analysis, periodic and regional thematic analysis reports, and personalized export function is supported as well. It's convenient for the command center to conduct security trend analysis and comprehensive decision-making.

3. **Dashboard** displays the overall event situation to the command center, providing functions of multi-dimensional display of event-related situation and police resources-related data, such as focused event list, major event topic, and thematic analysis of responders. It supports command center to monitor the overall event process satus and responders' distribution, and it also can be used for work reports, and public media release.

Multi-layer Command and Structures Full Coverage

Multi-layer Structures Coverage and Adaptation

DS's Emergency Command Solution has capability of multi-layer command and adaptation with multi-level, multi-agency, multi-business department and multi-role, so we can cover all kinds of customer's department structures and different command layers. According to customer's organizational structure, we provide suitable applications and matched function features for their relevant department or agencies, so all involved departments or agencies at different structure levels are able to joint operation, better collaborate and timely communication.

1. **Multi-level command mode**: the command center dispatches events and instructions to division centres, police stations and others.

2. **Flat command mode**: the command center dispatches events and instructions directly to onsite responders.

Multi Modes of Event Process

DS's Emergency Command Solution supports different event process modes based on customers' needs.

1. Integrated Process Mode

The police operator handles the event process of call-taking and dispatching in one workstation. The police operator is responsible for answering the incoming alarm calls, filling in the event information, allocating the event ticket to corresponding jurisdiction and issuing disposal instructions, monitoring the event process and feedback.

2. Separate Process Mode

With Computer Aid Dispatch Platform, the call-taker is responsible for answering alarm calls, and filling in event information, and then the event ticket can be allocated to specific dispatcher's workstation. The dispatcher starts to handle the event, such as event evaluation, analysis the event, and issue disposal instruction to relevant subordinate departments or field responders based on event category, or event's responsible police station or dispatcher's ID.

Voice and Video Convergence, Wireless Convergence

DS's Emergency Command Solution supports voice integration and video integration from different platforms and multiple terminals.

1. Realizing the integration of wired and wireless networks, supporting wireless command and dispatching.
2. Supporting multi-terminal and across-network video conferences, realizing unified information transfer and share among different participants, such as onsite responders, experts, alarm reporters, dispatchers, and decision makers, etc,
3. Supporting video conference from multiple video terminal, including handsets, vehicle-mounted cameras, CCTV cameras, UAVs, iPad, etc,

Keep improving with continuous innovation, serving customer with latest technology and solution, we are committed to making life more efficient and safer.

Eli Technology. Inc

Caller Location   **Emergency Call Routing**   **GIS**   **Mapping**   **Next Gen Comms**

The majority of emergency calls today are made from mobile devices, and most originate indoors. The most critical piece of information for these calls is ensuring that the emergency services (112) receive the exact civic (dispatchable) address of the person in need.

👤 **Brenda Marques**

Marketing and Events Coordinator

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However, current location technologies often provide estimated caller locations with low accuracy for indoor settings. This lack of precision can hinder 112's ability to respond effectively, impacting outcomes in emergencies. As enterprise environments transition to cloud-based services such s teams meetings, this location gap is growing rapidly.

As 112 transitions to "Next Generation Services" and aligns with the EECC Directive 2018/1972, Article 109, for enhanced caller location and universal access, location data must evolve to meet these requirements.

ELi Technology Inc. addresses this challenge with its patented **EML (Emergency Mobile Location)** solution. EML is fully interoperable, easily integrated into both legacy and IP-based networks, requires no additional hardware or infrastructure, and is GDPR-compliant. It delivers real-time, dispatchable location plus latitude and longitude data directly to Public Safety Answering Points (PSAPs) and or Next Gen 112 core networks. With precise indoor and vertical location capabilities (with accuracy under three meters), EML pinpoints the caller's room and floor level, enabling faster emergency response and ensuring EECC directives compliance.

Building on this innovation, ELi Technology offers the **ATLS Location Service**, which enhances EML's capabilities by visualizing accurate location data on digital indoor floorplans. Integrated into existing safety applications and incident management software, ATLS provides upgraded location intelligence for daily operations and emergencies, including threats or medical incidents. This includes the ATLS portal service to insure ease of client onboarding and scalability.

ATLS requires no additional infrastructure, is highly cost-efficient, and supports safer, more productive working and learning environments. Its mission is to leverage advanced location technology to protect, empower, and enhance everyday life. With a commitment to innovation and positive change, ATLS contributes to a smarter, safer world, helping businesses and 112 stakeholders thrive making life simpler and safer for all.

For more information about **EML** or the **ATLS Location Service**, please contact ELi Technology Inc.

Emy Solutions

Artificial Intelligence | CAD | Control Room Integration | Emergency Call Routing | Project Management

Emy Solutions is a Latvian software development company specializing in **emergency response and civil protection**. Our flagship product, **Emy**, is used by Latvia's emergency services, including the **Emergency Medical Service (NMPD)**, **112**, the **State Police**, and the **State Fire and Rescue Service (VUGD)**.

Emy Solutions is characterized by **deep domain and technical expertise**, **flexibility towards client needs**, the **ability to implement complex systems with high quality**, and a **strong focus on continuous product development**.

In **2013** we deployed Emy at the Latvian Emergency Medical Service (NMPD), where it supports **call-taking and ambulance dispatching**. The system includes a mobile application for ambulance crews, **EmyTab**. In **2022** we developed an AI-based module named **Emil** as part of the Emy platform, supporting **resource planning** for NMPD.

In **2023** Emy was implemented by the **Information Centre of the Ministry of the Interior of Latvia** as the platform for the national **112 system**. Within this solution, emergency alerts are received via multiple channels, categorized, and forwarded to the appropriate emergency services (State Police, VUGD, or—via integration with NMPD's Emy—NMPD). The system features **GIS integration** and **an Android mobile application** for field units of the State Police and VUGD. As part of this project, we also developed the **112.lv citizen mobile app** and the **website https://112.lv**.

Currently Emy Solutions, in collaboration with **Utimaco**, is implementing the **national public warning system** in Latvia. Through both this and the 112 system project Emy Solutions has demonstrated its **capability to deliver nationwide, multi-stakeholder solutions**.

Among our clients is also **Jelgava Municipality**, which uses Emy for **urban management** purposes.

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Engelbart Software GmbH

Artificial Intelligence | eCall | Ergonomics | Information Analytics | Next Gen Comms

Emergency Solutions by Engelbart: Innovating Life-Saving Technologies Since 2015

At Engelbart, we understand the critical importance of emergency services. Our mission is to continuously innovate and develop solutions that enhance emergency response times, improve efficiency, and ultimately save lives in high-pressure situations.

Dirk Engelbart
CEO

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Next-Generation Emergency Communications (NG112 / NG911)
Engelbart is at the forefront of modernizing emergency communications with our NG112/NG911 solutions, providing key components that improve response capabilities. Our offering includes:

- **Emergency Service Routing Proxy (ESRP)**
- **Emergency Call Routing Function (ECRF)**
- **Location Information Service (LIS)**
- **Call Bridging Function (BRIDGE)**

These solutions, rigorously tested at multiple NG112 Emergency Communications Plugtest events, ensure reliability and performance. Engelbart is leading the full-scale NG112 deployment in Portugal, helping to modernize the nation's emergency response system.

eCall and NG-eCall Solutions
We support both traditional eCall and next-generation NG-eCall standards, delivering critical services for seamless communication in emergencies. Our NG-eCall offering includes:

- ANS-1 decoding and encoding
- NG112 components
- NG-eCall Simulator

Having operated eCall services in Portugal and France for over five years, Engelbart is now driving the migration to NG-eCall, enhancing future emergency communications across Europe.

Enterprise Emergency Calling

Engelbart's enterprise emergency calling solution is designed to provide precise and efficient internal emergency response. Our solution, built on NG112 standards, ensures that emergency calls are accurately routed to internal teams or external emergency centers based on predefined location policies. It integrates seamlessly with systems such as AVAYA Aura, MS Teams, and audiocodes, enabling a unified emergency communication system.

Emergency Call Notification

Our emergency call notification application activates as soon as an emergency is detected, immediately notifying relevant personnel. This crucial tool accelerates the rescue chain by ensuring timely information is relayed to the right people, optimizing response times and improving the effectiveness of emergency assistance.

AI-Powered Emergency Support

Engelbart is leveraging advanced AI technologies to transform emergency services, including:

- Language detection and real-time translation
- Agent assist and Agent well-being monitoring
- Post-call analytics and summarization
- Dynamic background noise cancellation
- Voice biometrics and fake voice protection

These innovations optimize communication, enhance agent performance, and ensure resource efficiency, helping responders act quickly and accurately.

Agent Desktop

Our advanced Agent Desktop is designed for 112/911 services, equipping agents with the tools and information needed for efficient emergency response. Integrated with AVAYA Elite Call Center and various CAD providers, our desktop ensures a seamless, coordinated service experience.

With Engelbart, emergency services are faster, smarter, and more efficient—ultimately saving lives when it matters most.

Enghouse Networks

Artificial Intelligence   Emergency Call Routing   GIS   Public Warning   Telecommunications

Enghouse Networks is a world-class telecommunications, technology, and solutions provider. We have a number of software applications to enable public safety and emergency communication services. Our focus is the enablement of digital transformation, ultimately building a connected global community.

Enghouse Networks is a division of Enghouse Systems Limited (TSX:ENGH), a publicly traded Canadian software and services company established since 1984. Enghouse has 2000 employees and operates in 120 countries.

Among our comprehensive suite of solutions, we provide:

- Alert Broadcast Centre (ABC) – Wireless Emergency Alerting
- Vidyo: Remote Medical Consultation
- Network Servcie Assurance
- Emergency Call Routing

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Alert Broadcast Centre

Alert Broadcast Centre (ABC) is a flexible solution for wireless public alerting. It supports the geo-targeted, mass distribution of emergency messages to mobile subscribers via multiple different channels (Cell Broadcast, SMS, Push Notifications, MMS, USSD). It also supports all standard interfaces through which authorities may submit alerting campaigns (CAP, CMAS, WPAS) and can easily accommodate others.

Depending on the architecture specified for a national alerting systems, Alert Broadcast Centre can be offered as a central solution to the national authority or to the operators of public wireless networks to help meet their statutory obligations in support of national and local alerting.

Alert Broadcast Centre also supports the configuration and scheduling of commercial messaging campaigns that do not interfere with emergency alerting, which help operators to monetise their investment.

The Alert Broadcast Centre solution comprises of multiple modules, some of which may or may not be required, depending on the type of system specified by a particular national regulator.

NOTE: The majority of National Regulators specify public alerting systems based on Cell Broadcast. If SMS is specified, we include additional modules in the solution to support geo-targeting.

For further information on this product please Contact Us

Learn More: https://www.enghousenetworks.com/portfolio/customer-experience/alert-broadcast-centre/

Vidyo: Emergency/Urgent Care

The emergency department (ED) is one of the most expensive and resource constrained settings in healthcare. Health systems are turning to virtual care strategies to help them expedite triage, improve ED throughput efficiencies, centralize resources, reduce LWBS (left without being seen) metrics, and minimize unnecessary readmissions.

For health systems considering transforming their delivery model to include emergency department virtual care, Enghouse VidyoConnect Healthcare and vidyo.io provide an integrated approach to triage, on-demand specialist access, peer-to-peer collaboration, care coordination, and case management.

VidyoConnect Healthcare can be easily integrated with the provider's electronic health record (EHR) solution and workflows, browser and mobile-based patient portals, and existing scheduling tools. VidyoConnect Healthcare offers a unified user experience across mobile, desktop, and web platforms. This ability to connect from anywhere can enrich the patient provider experience with the addition of multi-participant capabilities, remotely operated pan-tilt-zoom cameras, medical exam cameras, and digital stethoscopes. VidyoConnect delivers the consistency, ease of use, and rich features that drive clinical adoption across the care continuum.

**Learn
More:** https://www.enghousevideo.com/video-conferencing-solutions/industry/telehealth/urgent-care

Network Service Assurance

Network service interruption can have dire consequences for a mission critical emergency communications networks. The Enghouse Service Assurance suite optimizes network performance by providing situational awareness. Empower your network to pre-empt, act on, and resolve network issues. Based on a two-decade history of innovation, Enghouse delivers a cost-effective, feature-rich solution for Service Assurance applications in wireless, broadband, fixed, and converged networks.

The Enghouse Service Assurance Suite is vendor agnostic, interfacing with all element management systems and active equipment in the network, regardless of the manufacturer or technology. Adding coverage of servers, databases, applications and environmental parameters provides a true end-to-end management capability on one platform.

Supporting high-volume event processing with advanced, flexible filtering and correlation, the Enghouse Service Assurance suite enables network engineers to find and focus on network issues. This happens without examining thousands of low-level events to isolate trouble spots and determine root cause, thereby saving precious time and quickly resolving network outages.

Learn More: https://www.enghousenetworks.com/ServiceAssurance

Emergency Call Routing

Most countries have a single number (such as 112 in Sweden) for emergency calls to the police, fire brigade and ambulance services. It is not only compulsory in many countries for operators to handle emergency calls from all types of users, including fixed and mobile phones, but for the emergency services to be fast and effective, different dedicated alarm centres are required to serve specific areas.

Enghouse Networks Emergency Call Routing (ECR) service application identifies the origin of emergency calls and handles the routing to the appropriate alarm centre. The operator can either send the correct routing number and information to the next carrier or route the call directly to the appropriate alarm centre.

Location information from the network can also be part of the emergency information to provide the Public Safety Answering Point (PSAP) with mobile positioning information.

For further information on this product please Contact Us

Enghouse Transportation & Public Safety

CAD   Caller Location   Control Room Integration   Emergency Call Management   Telemedicine

Enghouse Transportation Public Safety – Locus Solutions

Your Trusted Partner in Emergency Response

Enghouse Transportation is committed to innovation in public safety. Together, we are on a mission to enhance emergency response capabilities and make the world a safer place.

Locus Solutions, a division of Enghouse Systems, specializes in developing critical IT solutions for emergency vehicles, rescue services, and security companies.

Locus has extensive experience in the development, delivery, and maintenance of control room solutions and mobile devices for emergency services.

We create robust, highly scalable, and technologically advanced software solutions:

- ***LocusMobile** for task management in the field, facilitates effective communication between emergency service centers and field units. It's essential for fire brigades, ambulance services, and emergency doctors, providing real-time assignment information, detailed incident descriptions, and comprehensive resource overviews.*

- ***LocusEmergency** control room solutions for the emergency call centers 110, 112, and 113 offer a robust platform for emergency services centers, streamlining the reception, recording, and management of calls and alarms. It features decision support tools, fleet management, and integration with external systems, ensuring efficient incident handling.*

- ***LocusCare** for on-call emergency doctors and response centers for welfare technology, is designed for on-call emergency doctors and welfare technology response centers, offering a map and assignment management system integrated with decision support. It improves the registration, management, and prioritization of incidents, ensuring effective care delivery.*

- ***Telehealth Solutions** with Video Conferencing built for healthcare, offer secure, HIPAA-compliant video conferencing integrated with EHR and medical devices, tailored to enhance patient care across various healthcare departments with flexible deployment options.*

Contact us today for more information about our solutions, visit www.enghousetransportation.com or write us an email at infoET@enghouse.com.

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ER24

CAD | Control Room Integration | Disaster Management | Emergency Call Routing | Emergency Call Management

Er24 is the premier private emergency medical care provider in South Africa.

We operate from 59 bases throughout South Africa and provide quality emergency response and pre-hospital care services, supporting both public and private hospitals.

ER24 is wholly owned by Mediclinic Southern Africa which represents the Southern African operations of Mediclinic International which is ranked as one of the top 10 private hospital groups in the world. It has 107 hospitals and clinics worldwide.

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Communication Manager

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National emergency contact centre

At ER24 we have one national emergency number – **084 124** – operated through a state-of-the-art emergency contact centre. Highly trained and dedicated operators, using sophisticated dispatching software, mapping technology and medical databases, manage the centre 24 hours a day. This comprehensive support network enables us to customise solutions to meet our clients' individual needs.

Customised contact centre services

ER24 provides customised contact centre services for stakeholders to integrate their emergency protocols using our highly skilled staff and leading contact centre software. These services give our clients peace of mind that highly specialised help is available at the press of a button.

ER24 is the South African operator for Vodacom and Cell C's 112 Emergency Centres.

A dedicated **Emergency Text Service** specifically for the Deaf, hearing and speech impaired is operated through the ER24 112 Centre for clients on the Vodacom cellular network. The disability/hearing impaired service was developed ER24 in conjunction with Mediclinic Southern Africa's ICT team and Tech Mahindra.

Operational solutions

Operational solutions include a fleet of over 300 rapid response vehicles and ambulances. The aeromedical fleet includes helicopter and fixed-wing air ambulances in strategically located areas to minimise flight response time.

ER24's Global Assist services extend the capabilities of the aeromedical fleet and industry expertise. ER24

Global Assist is connected to an expansive network of emergency service bodies in an integrated scene management system which provides our global client portfolio with access to aeromedical evacuation services in Africa and abroad. The Site Based Medical Solutions division provides a medical assistance infrastructure to mitigate on-site accident risk hence minimising health and safety impacts.

For more on ER24's products and service offerings in South Africa and abroad, visit our website on https://er24.co.za

Esri

Big Data   Emergency Call Routing   GIS   Mapping   Next Gen Comms

Esri, the global leader in Geographic Information Systems (GIS), is leading the way in emergency communications. The ArcGIS mapping and spatial analysis system supports computer-aided dispatch (CAD), records management systems (RMS), and the GIS-enabled Next-Generation Core Services that power NG112 with a suite of tools to manage address data, create service boundaries, perform advanced analysis of call data, and integrate disparate systems and sensor data in real-time. Esri remains on the cutting edge of NG112, including the ability to integrate 3D building exteriors and 3D indoor floorplans into emergency call taking applications to take advantage of the latest developments in emergency caller location accuracy: vertical positioning with Z-axis elevation data and detailed dispatchable addresses. Esri technology is open and interoperable, configurable out of the box, integrates with existing CAD/RMS solutions, and enables data sharing and maintenance workflows that ensure public safety systems have access to the most current data possible, even across jurisdictional boundaries.

Brooks Shannon

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esri.com/en-us/industries/emergency-communications/overview

eurofunk KAPPACHER GmbH

| CAD | Control Room Integration | Emergency Call Management | GIS | Voice Comms |

eurofunk KAPPACHER GmbH

eurofunk is one of Europe's leading specialists in the planning, implementation, and support of control centers and emergency call centers for public safety, industry, and transport. With over 600 experts and more than 50 years of experience, eurofunk delivers tailored and future-ready solutions from a single source.

👤 **Leo Oberaigner**

Senior Sales Director

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What sets eurofunk apart is the complete package: we develop, produce, and integrate everything you need for a fully functional operation center — hardware, software, services, and long-term support.

Our 360° Approach:

- **360° Solutions:** We don't just integrate systems — we design and deliver fully integrated operation center solutions customized to your needs.
- **360° Products:** Our product portfolio covers everything a modern control center needs — all developed to work seamlessly together.
- **360° Service:** Our service doesn't stop after installation. You get direct access to experts, 24/7 support, and long-term partnership throughout the entire lifecycle of your solution.

Our Portfolio at a Glance:

Command & Control:
Reliable decisions require the right information at the right time. Our command and control systems bring together data, experience, and expertise to support fast and accurate responses in any situation.

Communications:
We provide highly available, IP-based communication systems — from emergency calls and radio to video and chat. Our Unified Communications Cloud ensures all channels are connected, secure, and ready for use anywhere.

Multimedia Solutions:

From video walls to station alarms — we help you manage visual and audio information efficiently. Our systems support collaboration and situational awareness by integrating video streams, software tools, and building technology into one smart interface.

Control Room Desks:

We design control rooms with a focus on ergonomics, clarity, and technology. Our eDESK family combines sleek design with practical use, supporting better concentration and smoother workflows through a "clear desk" philosophy.

IT Solutions:

Reliable operation centers need robust IT. We provide secure, high-performance platforms — including network, virtualization, databases, and monitoring — fully aligned with your operational systems. eurofunk is certified according to ISO 27001, ISO 9001, ISO 14001, BSI IT baseline protection and has been awarded the Cyber Trust Europe Silver Label.

Our 360° Service:

We are available 24/7 through our in-house service desk, with direct support from technicians — no complicated handovers. Our Customer Care Center and Consulting Team support you throughout the lifecycle of your solution and help you adapt to future needs. Whether remote or on-site, we're there when it matters.

Everbridge

CAD   Control Room Integration   Emergency Call Routing   Emergency Call Management   Public Warning

Everbridge

Everbridge is the global leader in High Velocity Critical Event ManagementTM (CEM) and national public warning solutions.

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Population Alerting and Public Warning solutions.

The Everbridge Public Warning platform provides a comprehensive, feature-rich, multi-channel, flexible, modular solution to help Governments, Public Safety, and Security Authorities keep residents and visitors safe and informed before, during, and after critical events. It includes:

A universal multi-channel front-end console and gateway which allows the creation of alerts that can be disseminated via any alerting system such as Cell Broadcast, Location-Based SMS, address based SMS, email, mobile app, sirens, TV, radio, digital signage, and social media

- A proprietary one2many Cell Broadcast backend installed with the telecom operators
- A proprietary Location-Based SMS backend installed with the telecom operators
- PSInsightsTM that provides real-time visibility into an area affected by a critical event for quicker decision-making, faster emergency response, and more accurate communications

The Everbridge Public Warning platform is engineered, built, and supported to meet and exceed the requirements of EECC Article 110.

Everbridge is the only vendor that can deliver both technologies recommended by BEREC in a single platform and without the need for any third-party dependency. Everbridge is the world's most trusted countrywide public warning solution, deployed in such countries as Spain, the UK, the Netherlands, Greece, Norway, Iceland, Germany, Estonia, Sweden, New Zealand, Australia, Peru and Mauritius.

CAD, Emergency Call Routing, Dispatch, and Incident Response Management

Everbridge SAGA provides Public Safety Answering Points (PSAP), Emergency Call Centers (ECC), and National and Local Security Services with an end-to-end Emergency Call Management and Incident Response Platform to manage emergencies from call taking through triage and routing, to dispatch, mobilisation and activity tracking.

Among other customers, Everbridge SAGA is used by France's National Police and Gendarmerie, 144 Emergency number in Switzerland and Dubai Civil Defence in the Middle East.

Physical Security Integration Management software

Everbridge Control Center correlates events from disparate safety and security systems (library of 250+ subsystem connectors) into a common operating picture to focus people's attention on what really matters. Control Center integrates seamlessly with the wider Everbridge Critical Event Management (CEM) platform.

The platform provides users with actionable alerts, next step actions, automated reporting and dashboards to better manage risks and ensure compliance with operating procedures. Automated workflows ensure rapid, consistent responses, reducing the risk of human error. It also facilitates device activation to ensure you are always in operational control and protecting your people. Dynamic reports and dashboards provide real-time actionable insights for your operations teams and leadership.

Control Center extends response workflows beyond the desktop, empowering field teams to take immediate, informed action with the Control Center Responder mobile app.

Eviden

Artificial Intelligence   **CAD**   **Control Room Integration**   **Emergency Call Management**   **Next Gen Comms**

Eviden is a next-gen technology leader in data-driven, trusted and sustainable digital transformation with a strong portfolio of patented technologies. With worldwide leading positions in advanced computing, security, AI, cloud and digital platforms, it provides deep expertise for all industries in more than 47 countries. Bringing together 41,000 world-class talents, Eviden expands the possibilities of data and technology across the digital continuum, now and for generations to come. Eviden is an Atos Group company with an annual revenue of c. € 5 billion.

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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 sectors.

We bring to our customers the most extensive range of solutions to address their public safety challenges. We provide solutions to ensure a timely reaction while providing an efficient response to save lives, starting with urgent communication handling, emergency and crisis management, tactical communications, connectivity with safe and smart cities, law enforcement, intelligence, anti-terrorism, border control and more.

From observation to action, Eviden solutions make it possible to collect and analyze critical data, generate the appropriate response and ensure situational awareness. Organizations such as emergency medical services, police, firefighting services, and civil protection can obtain the information they need for timely decision-making. Eviden solutions are based on secure networks and communications.

We are among the leaders who can demonstrate end-to-end Public Safety capabilities live based on our own corporate intellectual property and services linked to all stages of the process, including planning, design, transformational steps, integration and finally operation with day 2 support.

Our goal is always to provide standards-based solutions to allow seamless integrations with existing customer systems for reduced cost and easier integration.

Emergency and crisis management

The GEMMA emergency and crisis management product covers both PSAP and field operations, fitting the needs of public safety and other incident-handling organizations like 112 / 911 / 999 / 000 PSAPs, emergency medical services, firefighters, police, civil protection, transports, major events and more. GEMMA has been chosen by public safety organizations around the world, for nationwide operations, for regions such as Aragon, Galicia or and Extremadura in Spain, or for major cities such as Madrid and Paris.

As a natively multi-agency and multi-jurisdiction product, GEMMA helps improve cooperation between PSAPs, command & control centers and the response personnel. It covers the entire emergency and crisis management lifecycle, from communications handling and resource dispatching to first-responder intervention and event escalation when a crisis arises. As part of comprehensive solutions, GEMMA combines with other Eviden and partner products including unified and critical communications, recording systems, data analytics and intelligence systems into end-to-end systems that rely on Eviden' innovation and recognized strength as a service integrator.

GEMMA is available both on-premises and in the Cloud. It provides a homogeneous and configurable user experience, with an extensive use of standards and open/source components, for real-time information updates and sharing in full security (i.e. GEMMA is certified compliant with the Spanish national security framework ENS in the HIGH category) and with the highest performance and quality considerations.

- **Communication handling** with multi-channel and accessible intake, including real-time-text and video communications, and with MCX solutions for communication with field operations.
- **CAD (Computer Aided Dispatch)** with standard-based information exchange, interoperability with agency-specific systems, resource and victim management.
- **GIS-centric operations**
- **Incident data lake** allowing exploitation of all operational data with business intelligence tools and dashboards.
- **Standard integration mechanisms and APIs** through a comprehensive GEMMA Service Catalog with a public data model.
- **AI-powered operations** with automatic decision and reasoning, and an **AI-based operational assistant**

Secure and tactical communications

Lifelink critical communication solutions respond to situations where communication is a vital issue. They ensure safety and relevant response to threats. Teams in the field can efficiently communicate and share data in real time with a high level of resiliency and security. Lifelink consists of a complete portfolio covering all needs, from infrastructure to devices, including mission-critical applications, services and maintenance, with key core elements:

- **Lifelink Wireless:** Full range of secure private network solutions based on 4G LTE / 5G technologies including NB-IoT and LTE-M for sensors connectivity.
- Legacy-to-LTE gateways to interconnect multiple types of networks such as TETRA to LTE.
- **Lifelink Hoox**: highly secure smartphone solution with a high-level of data protection.

- **Lifelink Hub**: compact multichannel communication module that allows you to automatically switch from one network to another without interruption, including Device-to-device features.
- Mission-critical applications such as:
    - **Lifelink MCx Connect:** full featured broadband for mission-critical services on a smartphone that brings a new mission critical set of services including MCPTT, MCData, MCVideo and real-time geolocation. Fully 3GPP compliant, this app successfully passed the ETSI interoperability Plugtests in October 2020. It enables integration with IoT data sources, such as drones and sensors, for example to support safe city applications. It enables seamless migration to 5G, whether it is a private, public or hybrid network.
    - **Lifelink Multinet Series** that easily combine and record multiple network technologies from a unified C3 Command, Control and Communication platform.

-
    - **Lifelink Multinet Dispatcher** combines all critical calls from different networks, such as TETRA, GSM-R, LTE, PBX, VHF, UHF or analog networks. They can be easily initiated in one step. Communication between the control center and field staff is always performed reliable and the required level of security is guaranteed.
    - **Lifelink Multinet Recorder** can record all communications at different positions of the connection and throughout the lifecycle of the incident or event. It provides support for nearly all communication technologies and is based on IP architecture and standard COTS hardware. NG112 / NG911 communication types are supported including voice, data, pictures, RTT, video, eCall.

Artificial Intelligence for public safety

Eviden expertise shows that **AI-based public safety solutions** can optimize emergency response. AI-based tools can provide early incident detection using publicly available data. Extending the GEMMA emergency and crisis management platform, AI can assist operators of emergency response organizations. Drawing on symbolic and generative engines, these tools can exploit operational data to deliver context-driven and language-independent assistance to operators.

Eviden recently launched **BullSequana AI**, which offers a comprehensive stack of HPC, Enterprise and Edge infrastructure, software and services. **BullSequana AI 100** is part of the BullSequana AI range optimized for trusted AI inference outside the datacenter, available in rack, desktop or mounted format.

Vertical AI Solutions build end-to-end AI solutions harnessing latest AI accelerators such as generative AI, computer vision, and data migrations. thanks to our +400 data scientists. Together with our +400 data scientists and key partners Databricks, Azure, AWS, Nvidia and Google Cloud Platform.

AI-based video analytics

Eviden Computer Vision Platform (CVP), also known as Ipsotek VISuite, leverages cutting-edge AI-powered video analytics to transform video data into real-time, actionable intelligence. Backed by over 20 years of experience and global deployments across 15+ industries, CVP empowers users to elevate safety, security, and operational efficiency. From airports and smart cities to manufacturing and critical infrastructure, CVP offers a comprehensive solution.

It equips users with precise real-time and post-event data insights through a broad range of applications, including perimeter and intrusion detection, forensics, traffic and crowd management, license plate recognition and more. Committed to innovation, Eviden continuously develops new AI capabilities for CVP, ensuring seamless integration with the various Video Management Systems, Crisis Management tools, and communication technologies like 5G.

Cybersecurity

Eviden provides unique end-to-end cybersecurity solutions with a data-centric and preemptive security approach to secure citizen data. We design, develop, manufacture, integrate software and hardware products, and bring a unique combination of expertise and experience in trusted digital identities, access management, data security, data confidentiality, threat detection and incident response.

Our offer is built around four core assets to accompany public safety organizations on their journey to thrive in the digital age of security, transparency, and trust:

- **IDnomic / cryptovision**, secure and trusted digital identities

- **Evidian**, identity and access management solutions

- **Trustway**, data security and confidentiality

- Our comprehensive offer of Managed Security Services:

  - ○ **Managed Detection and Response (AI-Driven MDR)**: Threat hunting, monitoring, containment and incident response
  - ○ **Managed Security Services (MSS)**: Threat, vulnerability, identity and device management solutions
  - ○ **CERT Services**: Data forensics, breach response, red teaming, and more
  - ○ **Cloud security**: Deploy and augment security controls. Monitor and respond to evolving threats
  - ○ **Security Consulting and Compliance**: ISMS, compliance audits, security testing, zero trust, and more.

Safe cities: exploiting Big Data, Edge computing and Artificial Intelligence

Our solutions make it possible to leverage smart cities' data and enrich them with artificial intelligence and the Internet of Things to ensure the public safety of the future. This can include data sources such as CCTV, smart buildings, smart lighting, traffic monitoring, parking monitoring audio detection, IoT devices and personal wearable devices. The goal is to make this pre-analyzed data available to call takers to accelerate the decision process and better inform the PSAP.

Eviden Universal Data Platform is an innovative data exchange solution for cities that collects, stores and performs big data analytics from security and emergency information to manage intelligent incident response. By collecting and analyzing data from multiple open sources, this solution provides insights to trigger and manage a real-time response.

Predictive analytics optimize resource management, and the secure exchange of data between systems enhances inter-agency collaboration. For example, the platform can interface with GEMMA to keep the public informed of an incident, making it easier for emergency teams to operate.

Frequentis

CAD   Control Room Integration   Multimedia Comms   Next Gen Comms   Public Warning

Experience and Innovation: Integrated Dispatch and First Contact Solutions.

Frequentis safety-critical communication and information solutions leverage more than seventy-five years of experience, driving innovation throughout the company´s history with many 'industry firsts'. For more than two decades, it has been supplying emergency services and critical infrastructure organisations with highly reliable, easy-to-use control centre solutions. As communication technology evolves towards more open and multimedia-oriented standards and platforms like NG112 and MCX, Frequentis is leading the way in defining and implementing these standards through active participation in industry organisations, such as EENA, NENA, APCO and TCCA. Find out more about our Public Safety achievements here: YouTube.

👤 **Katarina Stanisavljevic**

Marketing Operations Specialist

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🔗 frequentis.com

With an installed base of users across the globe, the company is serving some of the world's largest and most demanding public safety institutions:

- Building on its long-standing, successful relationship with the **London Metropolitan Police Service** as one of the most renowned public safety organisations worldwide, Frequentis has recently been tasked to support the realisation of the **Met**'s "Total Digital Policing Strategy" with its multimedia communications platform 3020 LifeX™.
- In addition to single organisation deployments, 3020 LifeX™ also has a proven track record in simultaneously supporting multiple organisations, e.g. in the **PERLE** project for the **Hamburg Fire Brigade** and **Hamburg Police**. In PERLE, Frequentis serves as a future-ready technology partner which increases both organisational efficiency and operator convenience, optimizing emergency communication with the citizens and the first responders.
- Apart from regional deployments, 3020 LifeX™ also comprises a communication backbone for nationwide public safety deployments, e.g. for the **ELKOS** system by the **Austrian Federal Police**. ELKOS represents a unified, logically centralized, and highly georedundant system which supports Fire control rooms in Lower Austria and all Federal Police control rooms across Austria. Other nationwide deployments include the Ambulance Radio Programme in the UK and the Police Service of Scotland.

Based on this success, Frequentis has continued to expand its customers base in the international Public Safety market in recent years.

Highlights of the Frequentis portfolio include:

- The **3020 LifeX™** multimedia integration platform utilises a service-oriented architecture (SOA) combined with multi-tenancy capabilities in order to support the virtualisation of control centre operations in hosted data centre deployments. It provides a fully-fledged contact centre solution for emergency call taking (including attribute-based ACD and IVR), radio dispatch (simultaneous connection to TETRA, MCX and other professional mobile radio systems) and seamless integration with common CAD/GIS and recording solution providers using standards-based interfaces. The use of web-client technology enables key information to be presented on any device (PC, laptop, tablet, mobile phone) with proper security authorisation, dissolving the physical borders of a control room. In addition, Frequentis 3020 LifeX™ encompasses a fully integrated recording solution which covers all control room communication streams, incl. voice, video, chat, instant messaging as well as other social media channels.

- MissionX is an integrated, end-to-end solution based on Mission Critical Services (MCS/MCX) as defined by 3GPP, which reliably ensures mission-critical multimedia communication over public, dedicated and hybrid standardised 4G/5G mobile networks provided by various network operators.

G4S Telematix S.A.

Automatic Vehicle Location eCall Emergency Call Routing Emergency Call Management Third Party Services

G4S Telematix, part of G4S, an Allied Universal company, stands as a leading provider of integrated secure mobility solutions with a robust presence across Europe, the Middle East, and Africa. With 30 years of expertise, we specialize in the remote monitoring, management, and protection of mobile assets, ensuring the security and efficiency of our clients' operations.

Evi Schimfle
Head of International Security Business

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🔗 en.g4stelematix.com

Our comprehensive Monitoring & Response services are designed to secure our customers' mobility, structured around three core pillars: Logistics, Automotive, and People. With an extensive network of highly trained security professionals in over 40 countries, we offer secure mobility services, including Fleet Management, Stolen Vehicle Tracking, eCall, bCall and High-Risk Cargo Monitoring.

In the realm of secure mobility services, our Control Tower manages and supports our network of 24/7 local centers, ensuring streamlined response across borders, effective multilingual communication, standardized procedures across all regions, performance monitoring with premium standards, and scalable solutions that adapt to evolving needs.

Our network of professional security partners provides high-complexity security services tailored to various industries. With decades of experience, our Control Tower delivers unmatched expertise in security management.

G4S Telematix is certified with ISO 22301, ISO 9001, and ISO 27001, ensuring compliance with the highest security standards.

At G4S Telematix, we align our Secure Mobility Solutions with your business goals. Our solutions, ranging from advanced technology platforms to security audits and certifications, are customized to mitigate risks, enhance efficiency, provide peace of mind, boost profitability, and strengthen brand reputation.

By leveraging human expertise, cutting-edge technology, and strategic partnerships, we continually push the boundaries of innovation and excellence. Our mission is to create a world where businesses operate with confidence, knowing their assets are protected, operations optimized, and customers satisfied.

Genasys

≋ genasys

Genasys is a global provider of Protective Communications software solutions and hardware systems that include emergency preparedness, response, multi-channel alerting, analytics, and clear voice mass notification speaker systems that feature the industry's highest speech intelligibility rating. Protecting people and saving lives for over 40 years, Genasys covers more than 155 million people in over 100 countries.

👤 **Juan Noguera**

Senior Software Expert

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The **Genasys Protect** platform is a full suite of Protective Communications tools for all hazards providing real-time and modeled data, integrated intelligent zones, multi-channel alerting, sensor and camera integrations, targeted communication, data-driven decision making, secure inter-agency collaboration, and more. No other platform delivers integrated hardware and software solutions for proactive preparedness and diverse multi-channel communication that ensures you are *Ready when it matters®*

ACOUSTICS outdoor warning systems provide emergency alerting redundancy via highly audible clear voice notifications. Broadcast specific emergency response information in multiple languages through high-fidelity acoustic devices – a life-saving upgrade to outdoor warning sirens. When all else fails, Genasys' solar-powered, satellite connected systems empower public safety officials to communicate with local, regional or nationwide populations when power is out or when internet and telecom connectivity is offline.

EVERTEL® provides secure, real-time communication and collaboration, addressing the strictest requirements of public safety agencies, hospitals, financial services, and secure business communication. Collaborate with multimedia, text, audio, videos, photos and shared working-documents. With security at its core, Evertel ensures the integrity and reliability of every message, offering a robust platform for both internal and external communication and collaboration.

NEWS is a location-based SMS and Cell Broadcast (CB) software technology that sends geo-targeted alerts to all mobile phones in crisis-affected areas. Deliver warnings and alerts only to at-risk populations using NEWS geo-location and geo-fencing. 100% of mobile devices receive NEWS alerts and warnings, even the cell phones of tourists and visitors. No downloads, configurations, registrations or opt-in necessary.

NEWS fulfills and exceeds all requirements listed in Article 110 of the European Electronic Communications Code for a Reverse 112 system, allowing a quick and efficient deployment of this life saving system in the EU.

For more information, please visit us our website https://genasys.com/ and follow us on LinkedIn.

General Motors OnStar

Emergency Apps | Emergency Call Routing | Emergency Call Management | Next Gen Comms | Triage

OnStar is the world's leading provider of connected in-vehicle safety and security services. We provide OnStar and Connected Services to 20 million members in the U.S., Canada, China, Mexico, South America, the Middle East, Europe, and South Korea.

👤 **Jim Lanier**

Global Public Safety Engagement & Strategy Manager

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🔗 onstar.com/public-safety

The telematics system is imbedded in the vehicle and combines cellular communications, global positioning system (GPS) satellite location and live human interaction with OnStar advisors to provide assistance to people in need. It offers Automatic Crash Response, a red SOS button for 24-hour Emergency Call Service, a blue Service button for non-emergencies. Customers can also request remote door unlocks and Stolen Vehicle Assistance.

OnStar also offers the OnStar Guardian App, which is designed to give members key safety services in or out of any vehicle. Wherever they take their smartphone across North America, they have a little peace of mind in the palm of their hands providing mobile crash response and an SOS button for those potential emergency situations.

OnStar has been a trusted partner of emergency services (including emergency dispatch, law enforcement, fire and rescue services) in the US and Canada for over 25 years. Our unique approach to this relationship is to work with emergency services, doing what is best for those in need with open lines of communication. This collaboration resulted in enhanced processes for handling and triaging emergency calls. This helps streamline the interaction between emergency service personnel and the OnStar advisor, which minimizes impact on the finite number of emergency responders and resources. OnStar also offers First Responder training related to Electric Vehicle safety and emergency response.

OnStar has a dedicated Public Safety web site where you can find answers to your questions about how we work with public safety. In addition, we have developed web-based OnStar Public Safety Training. This hour-long self-paced interactive training in English contains a course completion certificate and has been approved for continuing education credit. It is available at no cost.

WEBSITE

USA: https://www.onstar.com/us/en/home/

Canada: https://www.onstar.com/ca/en/home/

Mexico: https://www.onstar.com.mx/

South America:

Brazil: https://www.chevrolet.com.br/servicos/onstar

Argentina: https://www.chevrolet.com.ar/onstar

Colombia: https://www.chevrolet.com.co/onstar

Ecuador: https://www.chevrolet.com.ec/onstar

Paraguay: https://www.chevrolet.com.py/onstar

Perú: https://www.chevrolet.com.pe/onstar

Uruguay: https://www.chevrolet.com.uy/onstar

Chile: https://www.chevrolet.cl/onstar

Middle East - **United Arab Emirates & Kuwait:** https://www.onstararabia.com/en/home

Europe: https://www.cadillaceurope.com/

South Korea: https://www.chevrolet.co.kr/onstar/onstar-introduction
https://www.cadillac.co.kr/onstar/onstar-introduction

GINA Software s.r.o.

Automatic Vehicle Location | Disaster Management | Emergency Apps | GIS | Mapping

GINA Software, established in 2010, specializes in developing and providing advanced public safety and security management systems including CAD and Tactical AVL systems but also apps for emergency response. Our solutions cater to a wide range of clients, from small organizations to large enterprises, ensuring effective monitoring, coordination, and protection of staff and assets.

Vaclav Pizl

Chief Sales Officer

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🔗 ginasystem.com

Our primary goal is to enhance operational efficiency, both in daily tasks and emergency situations, using cutting-edge technology to minimize damage and prevent casualties, committed to saving lives through technology.

Tactical AVL

Our Tactical AVL is an advanced digital mapping system, enhancing situational awareness by seamlessly integrating real-time data from diverse sources such as radios, smartphones, GSM, satellite trackers, UAVs, and sensors, to provide comprehensive visibility of all units in the field. It offers advanced features such as history of movement, data visualization, automatic reporting, video surveillance, and data analysis.

Smart CAD

GINA's Smart CAD is a powerful incident management tool streamlining call-taking, dispatching, and coordinating field staff and supervisors. It features vehicle and staff monitoring, advanced incident management, and data collection, allowing for rapid response with minimal training required.

GINA APPS

GINA offers a suite of applications designed for public safety field response, featuring incident information, emergency navigation, live data feeds, video streaming, and field-specific information support.

For more information, partnership opportunities, or to request a demo, visit www.ginasystem.com

Google

Big Data · Caller Location · Cloud Services · Emergency Call Routing · Next Gen Comms

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

Salvatore Baglieri

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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 can act faster during an emergency. ELS uses the Android Fused Location Provider to quickly estimate more accurate emergency locations, both indoors and outdoors and transmits that location data -- together with any additional emergency, if appropriate -- to emergency services when a user calls or texts an emergency number

ELS is built into Google Play Services as part of the Android operating system, and works on over 99% of active Android devices (running Android OS version 4.4 and up).

Benefits

- ELS is not a mobile application and doesn't require any special hardware, downloads or updates.
- ELS is activated only when the user contacts emergency services.
- Location is computed on the Android device and sent to Emergency Services.
- Location data is sent via Data SMS or HTTP (per AML specifications) which are both open, OS-agnostic protocols.

Google partners with mobile network operators, public safety vendors and government agencies responsible for public safety to deploy ELS. ELS is activated once a partner completed the testing process and is able to receive ELS data.

Google's goal is to make ELS available globally, to keep Android users safer and improve the state of emergency services around the world. For more information, contact android-emergency-location@google.com.

GridGears

Caller Location   Cloud Services   Emergency Call Routing   Next Gen Comms

Living in an Interconnected World

In today's interconnected world, data in public safety becomes a valuable asset to improve situational awareness and is key to fast and efficient emergency services. Next Generation standards, such as NG-911 and NG112 provide blueprints for modern, interconnected and IP-based architectures.

👤 **Michael Pröstler**
   CEO

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GridGears was founded in 2017 with the goal to contribute to those standards and enable better, more integrated and more efficient emergency services. We truly believe in standards and are deeply convinced that the aggregation of multiple services, provides much greater value than the sum of it's parts. This core value is even reflected in the company's name, where we see that the **Grid** - *the aggregation* - of multiple **Gears** - *the services* - drives the motor of innovation.

Digitalization of Emergency Services

Future emergency services need to keep up with and take advantage of the ever-growing digitalization. They must utilize this trend and its new possibilities to provide more accurate and efficient help to those in need. To achieve the best possible solution, these state of tomorrow systems need to interconnect with multiple components within and outside of the emergency network. Efficient and cost-effective exchangeability and interconnectivity between those components can only be gained by moving from proprietary interfaces to well defined and recognized standards.

Our Products

GridGears provides multiple Next Generation Core Components, including **Emergency Call Routing Function** (ECRF), **Policy Routing Function** (PRF), **Forest Guide** and **Location Information Service** (LIS) with **Advanced Mobile Location** integration. Our products support on-premise, cloud-based or even hybrid deployment options to allow easy and cost-efficient integration into existing systems. The interfaces and protocols adhere to the standard and were evaluated during multiple ETSI Plugtests from GridGears' earliest beginnings. GridGears' products were also an essential part of the *Cross-border ESInet and LoST Hierarchy Emergency Services Testing* (CELESTE) consortium in EENA's **Next Generation 112 Project**.

Future Emergency Services

Technology and their level of integration and acceptance is moving at an enormous speed. Nobody can predicate how we will communicate and interact with technology in the future. Therefore, it is even more important to establish a stable foundation for future innovations in public safety. At GridGears we believe that NG112 and NG9-1-1 are the foundation for integrated, multi-vendor and cross-border solutions and we are strongly committed provide standard conform solutions, which enable the best possible emergency services, whenever and wherever you are.

Hacom Technologies

Generating Innovation

Artificial Intelligence · Caller Location · Disaster Management · Public Warning · Telecommunications

About Hacom Technologies

Generating Innovation

Hacom Technologies is a leading telecommunications company specialising in advanced software platforms for Communications Service Providers (CSPs) and government entities. With over 16 years of experience in the telecommunications industry and more than 35 successful implementations across Latin America and the EMEA region, Hacom brings unmatched expertise to critical communications infrastructure.

👤 **Daniel Trangmar**

Director EMEA

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Our software-based solutions enable mobile service providers to deliver both essential public safety capabilities to government agencies and commercial services to subscribers. Hacom's comprehensive product portfolio includes:

- **Public Warning Systems (PWS)**: Next-generation PWS, including Cell Broadcast, EWBS and Traceable Disaster Alerts solutions for emergency notifications.
- **Messaging Platforms**: Carrier-grade SMS suite, including SMSC, SMS Gateways, AI-based anti-spam and anti-fraud solutions, and also offering USSD and RCS technologies for a total and comprehensive solution.
- **Real-Time Location Platforms**: Our Location Intelligence Solutions enable the highest accuracy in support of public safety/emergency services operations and commercial services to mobile operators.
- **Law Enforcement Platforms**: Our Law Enforcement Platforms provide comprehensive lawful intelligence to law enforcement agencies and sophisticated analytics when tracking device locations along with portability, e-911, 112, and other regulatory compliance solutions.

Public Warning Systems Expertise

Hacom has emerged as a leader in next-generation Public Warning Systems, offering two complementary solutions:

- **Cell Broadcast**: A standards-compliant technology that delivers alerts to millions of users simultaneously, even during network congestion. Our system works across 2G, 3G, 4G, and 5G networks, reaching all compatible devices in targeted areas.

- **Traceable Disaster Alerts**: An innovative SMS-based solution providing delivery confirmation, population movement monitoring, and targeted follow-up capabilities that work with 100% of mobile devices worldwide.

Our unique hybrid approach combines the strengths of both technologies to provide emergency services with comprehensive capabilities throughout the entire emergency management cycle.

Learn more: https://www.hacom-tech.com/pws-for-governments/

Competitive Advantages

As an agile SME with a horizontal organisational structure, we respond rapidly to client needs with minimal bureaucracy. Our cutting-edge technology replaces legacy solutions, delivering:

- Flexibility in the deployment model – quick cloud enablement or on-premises
- Significantly reduced hardware requirements
- Minimal rack space needs and lower power consumption for a reduced environmental impact
- Substantially lower support and maintenance costs

All implementations adhere to 100% compliance with 3GPP/GSMA/ETSI/OMA standards, ensuring seamless integration with existing telecommunications infrastructure.

Services & Support

Our carrier-class services include:

- 24x7 maintenance and technical support
- Comprehensive care services
- Professional services
- Systems integration services

With deployments in more than 12 countries, including Tier-1 operators and government entities, Hacom's platforms provide commercial and mission-critical services supporting security and emergency operations worldwide, ensuring public safety.

Heartrunner Sweden AB

AED Emergency Apps Interoperability Solutions Public Warning Resource Management

Heartrunner Sweden, established in its current form in 2016, was founded by resuscitation experts, researchers and techies with a strong belief in the power of citizen responders. The Heartrunner system is a reliable supply-and-demand system that recruit citizen responders in case of out-of-hospital cardiac arrest. We started in 2010 and since 2014 we run on the current app platform. Over 24 000 alerts on suspected cardiac arrest have been sent since the start.

👤 **David Fredman**

PhD, Operations manager

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We know that citizen responders can be a valuable complement to ambulance and other resources in the first critical minutes of a cardiac arrest.
Citizen responders who downloaded our app can be alerted when they are nearby a victim, and perform CPR and use an AED to increase the chance of survival. Our system locates both citizen responders and AEDs nearby the victim.

The Heartrunner system is currently active in Sweden and Denmark with over 180 000 users ready to save lives. If your region or country want to benefit from this system it's easy to configure it for your technical needs and policy for distribution, i.e., you can let anyone who have CPR skills join, or you can select specified individuals within your organization.

Our system can be incorporated with any CAD software and alerts are sent through an API to our MissionServer. This is a hassle-free solution with no build in buttons or switches. It's a redundant system built on Microsoft Azure servers and there are no bottlenecks in number of alerts handled or number of citizen responders in the system. The app is designed as a white label solution, to be branded in compliance with regional or national concepts.

The MissionServer handle the logistics in selecting candidates to alert nearby the location of a suspected cardiac arrest. We can easily incorporate data from a national or regional AED network in the alerts to further increase the effect on survival.

The Heartrunner system is developed in a research environment and we currently support research at Karolinska Institutet, KTH, Royal Institute of Technology, Stockholm School of Economics, Linköping University, Linnæus University and Copenhagen university. We can support your region regarding research and evaluation of the effect of citizen responders in case of cardiac arrest.

We provide real-time feedback to the region in terms of number of volunteers and their actions and you can quickly see the benefit in terms of increasing rate of bystander CPR and defibrillation.

In a Swedish randomized controlled trial, the bystander CPR rate was increased by 32% with citizen responders first on scene.
https://www.nejm.org/doi/full/10.1056/NEJMoa1406038

In 2020 from Copenhagen, a threefold increase of bystander defibrillation over 12 months was shown in OHCA cases where citizen responders arrived before the ambulance.
https://www.jacc.org/doi/full/10.1016/j.jacc.2020.04.073

Join us and make sure that your region makes the most use of the power of citizen responders. Let CPR trained citizens and publicly available AEDs come to use!

Together we save lives!

Helmut Wittmann Consulting

Disaster Management   eCall   GIS   Next Gen Comms   Specialised Consultancy

Helmut Wittmann Consulting entirely focuses on the support of emergency services organizations and public authorities to execute their strategies for command control centre solutions and for crisis and disaster management. Due to the founder's unique competencies and experience, the emergency communications requirements between citizens and emergency services organizations, like emergency number (112/110/911…) implementations and emerging emergency communication channels, build a key component in the service portfolio.

The ever-accelerating development of innovative technologies such as broadband mobile networks and smart phones, coupled with the implementation of EU regulations, directives and delegated acts, calls for the continued development of emergency management systems by authorities, agencies and emergency services organizations. To make matters even more challenging, social change as an overarching issue impacts the interface and the collaboration between citizens and the public authorities.

Helmut Wittmann Consulting offers emergency service organizations and authorities superior public safety consulting services that covers the lifecycle from the early knowledge of new technologies and regulations to the final project implementation in the operational environment - end-to-end.

Needs assessment to determine improvement gaps and to foster project and program decisions:

- Customer needs assessment and analysis, as-is analysis
- Conducting surveys, preliminary studies, and high-level concepts
- Market and technology analysis
- Proof-of-Concept (PoC)

Requirements management to ensure conformity with legal, technology, and process requirements:

- Customer / system requirement collection and evaluation
- Preparation of requirements specifications and system specifications
- Execution of cost / benefit analysis and feasibility studies
- Vendor and technology selection support

👤 **Helmut Wittmann**

Founder

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Implementation and rollout support services to reduce risk of implementation:

- Project management and controlling
- Feature and vendor coordination
- Migration and rollout concepts
- Test management including regression and conformance testing

Communications and reflection to evaluate the operational impact and gain further insights into the improvement potential:

- User survey and impact assessment
- Identification of improvement potentials
- Preparation and execution of publications and presentations (decision support, training, conferences)

Hexagon's Safety, Infrastructure & Geospatial division

HEXAGON

Artificial Intelligence | CAD | Cloud Services | Disaster Management | GIS

The formula for public safety success

A new approach to digital transformation

Hexagon's Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world's critical services and infrastructure. We are the global leader in public safety solutions, helping to protect 1 billion people worldwide. Building on our long-standing leadership in computer-aided dispatch, we provide a public safety platform for data collection, management, analysis, collaboration, and response.

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Public safety and security organizations need to achieve and maintain high levels of service, while managing the expectations of citizens, the mandates of public officials and regulators, and the impacts of new forms of technology, including AI, social media and mobile communications.

And public safety agencies need the right information at the right time to plan and deliver vital services. However, legacy technologies, shrinking budgets and staffing pressures, a lack of technical resources, and resistance to change create challenges for organizations. Hexagon's Safety, Infrastructure & Geospatial division can help. By improving the quality, accuracy, and availability of critical information, our integrated solutions increase performance and productivity, while reducing the total cost of ownership for mission-critical IT investments and the staff that use them.

All over the world, public safety agencies are undergoing a process of modernization, needing to radically rethink workflows by leveraging next-generation technologies. Organizations are challenged to digitally transform, build more trust and engagement with the communities they serve and retain and increase their skilled workforces – all while dealing with new pressures and increasing calls for service.

Agencies are no longer questioning if they should invest in digital technology, but how, by what method and with whom.

So, what does an agency need to be successful on its digital transformation journey?

Agencies should have an integrated, innovative and flexible ecosystem of digital capabilities to serve as a foundation, as well as a trusted, experienced partner with the right experts to guide them through modernization and transformation.

Experience is everything.

In these rapidly changing times, public safety agencies need more than just technology. They need a trusted partner with a proven platform they can count on when crises hit, demand spikes and times get tough. Their partner must have the experience to help them improve their services and digitally transform at their own pace.

Formula for public safety success

Proven experience

Agencies need a technology provider with decades of experience – one that is not going to disappear after the sale. With more than 30 years of public safety experience, Hexagon is proud to partner with more than 420 active public safety customers in more than 40 countries.

Platform ecosystem

Agencies need a technology provider with a modern, advanced and integrated public safety platform. Hexagon is proud to offer a flexible platform that is built for the user, available on-premises or in the cloud, delivers next-gen capabilities and provides innovative AI technologies.

Partnership mindset

Agencies need a technology provider that is also a partner and advisor – one they can count on when times get tough and doesn't need to be replaced every few years. We believe a true partnership enables agencies to be successful by providing unique client enablement tools combined with our consultative, relationship-driven approach.

People

Agencies need a technology provider with experts – people who not only understand the specific challenges of the public safety industry, but also the unique needs of each customer. Hexagon's people understand our work is more than technology; it's about developing relationships and solutions that will be in place for years to come and helping agencies meet their goals and protect their communities.

Let's do this together!

Is your organization looking for a partner to help achieve and maintain excellence, while also innovating at your own pace? Do you need guidance from trusted advisors who know what questions to ask, how to consistently deliver reliable products and ensure your organization is successful?

Let us be your trusted advisor and put the formula for public safety success to work for you. Let's do this together.

Learn more about Hexagon's public safety platform for today – and tomorrow: https://hxgnpublicsafety.com

Hexagon's next-generation public safety product portfolio

Hexagon next-generation software portfolio **HxGN OnCall** offering flexible, out-of-the-box, capabilities in a browser.

The HxGN OnCall portfolio helps public safety agencies of all sizes be more agile and resilient through modernized capabilities spanning call-taking and dispatch, records, analytics, major event management, and mobility.

Deployed on-premises, customer-hosted, or Software as a Service (SaaS) in the cloud, HxGN OnCall helps organizations deploy these capabilities more easily anywhere across their ICT estate so they can make more informed decisions; easily connect devices, systems, and people; and harness next-generation technology to better meet future challenges. A redesigned User Experience provides streamlined workflows allowing agencies to deliver the right tools and information more easily, increasing flexibility, and adapting more quickly and easily to changing needs and technology.

Accessed via browsers and mobile apps, HxGN OnCall products are easily configurable, allowing agencies to adapt the software to their unique and changing needs.

The HxGN OnCall portfolio is the perfect foundation for building safer, smarter cities.

HxGN OnCall Dispatch is a flexible suite of next-generation incident management capabilities. Supporting on-premises, customer-hosted or Software as a Service (SaaS) deployments, the intelligent software suite provides superior incident management capabilities in the public safety answering point (PSAP), emergency control room, station, unit or anywhere first responders need to go.

HxGN OnCall Dispatch | Smart Advisor leverages artificial intelligence (AI) and machine learning to fill operational blind spots in complex, unfolding emergencies. HxGN OnCall Dispatch | Smart Advisor supports continual, autonomous assessment and gives users richer, actionable insights that would otherwise go unseen.

HxGN OnCall Analytics provides police, fire, emergency medical services and dispatch centers with intelligent data visualization and analytics tools for evidence-based reporting, analysis and communications. HxGN OnCall Analytics helps public safety agencies overcome the challenges of raw, fragmented, incomplete or incorrect data by transforming it into valuable reports. With it, agencies can see their data in new ways to better assess performance, allocate resources and improve operations.

HxGN OnCall's field mobility solutions feature task-focused apps that connect emergency responders and patrol officers with dispatch and records capabilities to ensure safe, efficient and effective operations.

HxGN OnCall Planning & Response is a web application for managing major incidents and events. The product suite integrates and coordinates resources, procedures and communications for individual agencies or across jurisdictions and tiers of command and provides a single, unified solution for all needs and stages of operation.

Physical security solutions. In late 2022, Hexagon acquired Qognify. Qognify helps customers minimize the impact of security, safety and operational incidents. The physical security solutions, meanwhile rebranded as HxGN dC3, is a comprehensive portfolio of video management software and enterprise incident management solutions which serve thousands of customers around the world in manufacturing, transportation, retail, education, finance, logistics, corrections, critical infrastructure and government.

HxGN dC3 extends Hexagon's real-time monitoring and security reach to detect, assess, and respond to incidents, providing a more robust offering to the markets. The solutions link business and operational workflows with video data to minimise the impact of security, safety and operational incidents. The video management software (VMS) leverages video analytics from camera feeds and cloud technology to provide a single video monitoring solution. The enterprise incident management (EIM) software integrates real-time information from video feeds and many other diverse systems into a single dashboard. By correlating and analysing disparate data, customers can derive meaningful insights that ensure incidents are managed effectively and efficiently to avoid business disruption.

Hexagon's cloud-based workspace for citywide and intraregional collaboration

HxGN Connect enables organizations to easily share and act on data in a secure environment to power real-time crime, incident and operations centers. It brings data and people together into a unified view for shared awareness, collaboration and action.

A cloud-native, real-time incident center as a service, it allows you to securely share information and coordinate action based on different types of data, including assets, events and incidents, units, cameras, alarms and more.

HxGN Connect complements organizations' existing systems, providing a richer, unified view of information with built-in messaging and tasking to enable both unplanned, ad hoc engagement and ongoing, daily structured collaboration.

Easily connect and update data, message and assign tasks to users, and break down barriers between departments, organizations, cities and regions.

Incident & Resource Management

Our incident management solutions coordinate critical information and resources and track developing situations in real time. Through immediate and complete information about events and units, our solutions help police agencies, fire and rescue services, and emergency medical services respond to and resolve incidents with speed and efficiency.

With our computer-aided dispatch system, call-takers, dispatchers, and supervisors benefit from streamlined tools to field calls, create and update events, and manage resources, including multiple agencies and jurisdictions. Field personnel increase productivity through mobile applications and data, including access to pre-incident plans.

Our police, ambulance, and fire & rescue CAD supports agency-specific as well as cross-agency workflows and enables key capabilities.

Our police solution includes unit and personnel recommendations and records and criminal database queries.

Our ambulance and fire & rescue solutions include response plan creation, unit recommendations, incident perimeters, and hospital routing. Interfaces to station alerting, printing, and paging systems enable quicker turnout, while integration resource optimization systems streamline operations.

Whether in the communications center, the station, en route, or on scene, police, law enforcement, fire and rescue personnel can access actionable information whenever and wherever needed.

Intelligence-led Analytics & Reporting

Proactive law enforcement agencies apply data analytics to problem-solving for intelligence-led policing. Our police analytics software suite leverages computer-aided dispatch systems, records management systems, and other data sources for evidence-based decisions that improve operational efficiency, optimize resources, and reduce crime.

Our business intelligence software helps agencies to mine, monitor, and analyze massive amounts of operational data and report the results for better resource planning and deployment. Our crime and incident analysis and mapping software enables agencies to visualize and analyze information for crime prevention, post-incident analysis, and more.

Hexagon's virtual user assistance, HxGN OnCall Dispatch | Smart Advisor helps each role in the comms center see the unseen. Call-takers and dispatchers are expected to handle complex, unfolding emergencies at a rapid pace. The nonstop influx of data is nearly impossible to sift through and categorize manually. These challenges cause information gaps and can lead to an overburdened workforce missing crucial connections. Modern computer-aided dispatch tools, especially those leveraging artificial intelligence (AI) and machine learning, help personnel identify hard-to-spot, complex emergencies earlier and make connections between seemingly unrelated events. Hexagon's Smart Advisor – the industry's first assistive AI technology designed to work within dispatch software to help public safety agencies detect and respond to complex emergencies sooner. Assistive AI helps comms centers run smoother with timelier response and delivers a clearer picture of the situation for informed decision-making and a staff empowered to perform at a higher standard.

Hexagon's tools for real-time and historic reporting and analysis help police increase intelligence, target problem areas, and improve public safety.

Resource Allocation & Planning

Fire and rescue services must meet response time standards and monitor and measure performance. Our fire service analytics software leverages computer-aided dispatch systems, records management systems, and other data sources for better reporting, analysis, and evidence-based decision-making.

Our business intelligence software helps agencies mine, monitor, and analyze massive amounts of incident and response data and report the results for resource allocation and growth planning. Our incident analysis and mapping software helps agencies visualize and analyze information for location intelligence. With tools for real-time and historic reporting and analysis, we help fire and rescue services identify trends and determine personnel, apparatus, and station needs.

Crisis Management & Emergency Operations

Natural disasters and large-scale public events create challenges far beyond the scope of day-to-day incidents. Our solutions provide emergency operations centers (EOCs) and multiple organizations with reliable information, clear and unambiguous communications, and tools to adapt to rapidly changing situations.

With our computer-aided dispatch system, agencies can create special zones, implement predefined standard operating procedures, and operate additional control rooms, including remote or mobile command centers. With our major events and geospatial software, emergency operations centers, command staff, and multiple, diverse organizations can collaborate, sharing and accessing critical information during planning, response, and recovery.

Learn more about Hexagon's public safety solutions:
https://hexagon.com/products/product-groups/public-safety-platform

Hytera Communications Corporation Limited

CAD | Control Room Integration | Emergency Call Management | Multimedia Comms | Radio Solutions

Hytera Communications Corporation Limited

Hytera Communications Corporation Limited (SZSE: 002583) is a leading global provider of professional communications technologies and solutions. With voice, video and data capabilities, we provide faster, safer, and more versatile connectivity for business and mission critical users. We enable our customers to achieve more in both daily operations and emergency response to make the world more efficient and safer.

Qintao Song
General Manager of Command Dispatch & Emergency Communications product line

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Hytera is committed to innovation and provides user-orientated critical communication products. Fully understanding the communication challenges the industrial users are facing in Public Safety, Emergency, Energy, Transportation, Utilities, Commercial and other industry verticals, Hytera continuously invests in technology development and application innovation, and is committed to promoting most open communication standards from narrowband to broadband, including TETRA, DMR, PDT, LTE and 5G.

Across multiple technologies and standards, Hytera provides feature-rich, multi-media broadband applications, while ensuring reliable mission critical voice communications through narrowband technologies, to help customers be their best by improving their situational awareness, fostering multi-agent collaboration, and enhancing decision-making process.

Hytera has more than 100 offices worldwide and more than 40% of our workforce is engaged in engineering, research and development. There are 9 global innovation and development centers located in China, Germany, Spain and Canada. The centers collaborate to keep Hytera at the forefront of the communications industry and are dedicated to developing leading technologies into solutions that our customers can count on to meet their real time communications challenges. With its extensive network of dealers and partners, Hytera is proudly serving customers in over 120 countries and regions around the world.

Hytera is committed to delivering reliable products with a high standard of quality. Hytera's smart factory in Shenzhen incorporates intelligent warehousing and logistics systems. Another important part of the global supply chain is the manufacturing center in Zaragoza, Spain, which focuses on customizing our products to meet the specific needs of our European and American customers.

Hytera also incorporates many leading sub-brands within the industry. Teltronic, headquartered in Zaragoza, Spain, is famous for developing TETRA systems in the rail transit industry; Norsat, headquartered in Vancouver, Canada, is the world's leading provider of professional satellite communications equipment and solutions; Sinclair, headquartered in Toronto, Canada, is the world's leading smart antenna brand; and HYT provides a brand of analog products under the Hytera umbrella.

Public Safety Command and Dispatch

For police, fire, emergency and other public safety management departments, provide a full range of products and solutions such as intelligent response and handling, visual command and dispatch, major event security, integrated dispatch console, and integrated communication support system, covering the entire business process of the command center and Application scenarios, and provide the overall construction plan of the command center.

Unified Communication and Dispatch

As the world becomes more connected than ever before, requirements on seamless communication and instant coordination are growing. Leveraging years of successful experiences in the Private Mobile Radio (PMR) network, Hytera has launched self-developed, industry-leading multimedia unified communication platforms. Empower your dispatcher to communicate across multiple standards and multiple PMR and public systems, including DMR systems, TETRA systems, and PSTN systems, and deliver a wide range of audio, video, and data services. The platform is thoughtfully designed to ensure that your work force across radios and systems are interconnected and enable your dispatchers to coordinate efficiently. It is a wise choice for daily command and control, emergency command and control, and security protection for major events.

IDOM CONSULTING

Project Management   Specialised Consultancy

IDOM Consulting, Engineering, Architecture

IDOM is a leading international firm specialized in professional consulting, engineering, and architecture services. With a global workforce of nearly 5,125 professionals representing over 70 nationalities, IDOM brings a diverse and skilled team to every project. Over our 66-year history, IDOM has successfully delivered services to more than 5,000 clients across 30,000 projects, making an impact in over 125 countries on all five continents.

Our company is recognized as one of the largest design firms worldwide, being ranked #47 in ENR's 2021 Top International Design Firms list. One of IDOM's key factors for success is being close to our clients, which is defined as one of the company's core values, allowing us to understand their interests and necessities to exceed their expectations.

IDOM offers a complete range of services throughout the project life cycle, from conception to completion, giving us the ability to act as a one-stop-shop. The company provides in-house expertise covering all aspects related to engineering, architecture, and consultancy services, which ensures that our proposals are robust, coherent, feasible, and practical from the outset.

IDOM counts with a multi-disciplinary and extremely qualified pool of in-house experts in its offices around the world. This includes experts with proven experience in consulting services and, ICT and communications design for 112 / 911 emergency services to draw on, which can be trusted on for the successful completion of this project.

Specifically, IDOM has developed projects involving the design of 112 / 911 PSAP technological systems worldwide, with teams composed by both national and international in-house experts and the support of IDOMs network of offices for logistical, administrative, legal, and technical support. The experience of the company and the proposed team members' will be detailed in further chapters of this technical proposal.

Areas of activity

IDOM's technical departments (internally known as Technical Areas) offer a wide range of services across the following main areas of activity: cities, digital, industry, energy, science & astronomy, environment, transport systems, telecommunications & security, the water cycle, public sector, architecture, and health.

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Security & Emergency Manager

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The company promotes a multi-disciplinary approach to complex projects that involve multiple areas of activity, where team members from multiple technical departments are drawn on to compose a tailor-made project team for each specific project.

Global office network and local partners

IDOM's network of international offices counts with more than 45 offices in all five continents. On top of that, IDOM seeks the collaboration of local partners and local sub-consultants whenever needed to remain effective and to ensure that the project is tailored to local needs, customs, and regulations.

Company values

IDOM values the professional and human development of its people, considering them to be the main asset of the company, and as such promotes and respects their professional independence to the maximum level. This is a strategic factor that allows us to ensure that we can offer the best possible service and guarantee the quality of our work.

Being able to offer our clients the services of professionals with the appropriate experience and training, who are committed to guaranteeing the client's satisfaction, is one of the reasons why the company can boast that 75% of the firm's contracts correspond to repeating clients, a clear demonstration of their confidence in the company.

IDOM's experts are our most important resource. It is therefore vital for the wellbeing and future of the company that they are kept up to date with the latest developments in technology, project management, and state of the art. Over the last ten years, IDOM has devoted an increasing amount of time and energy to the continuous training of its personnel.

Furthermore, IDOM counts with a sound knowledge management system, with every new project taking advantage of the experience and lessons learnt obtained in similar projects, as part of an ongoing process of improvement of our technical and managing capabilities.

The company also takes a keen interest in innovation. IDOM understands innovation not only as the proactive search for new products and services, but also the continuous introduction of new management methods and processes within our company, and is as such an integral part of the company's business model.

Company certifications

In December 1995, IDOM obtained the Quality Assurance Certificate ISO-9001, awarded by LLOYDS QUALITY REGISTER ASSURANCE. In April 2000 IDOM obtained the certificate proving that its activities are carried out following an Environmental Management System within the framework of the international regulation UNE-EN-ISO 14001. In addition, in 2018 IDOM obtained the certificate proving Services of Engineering, Architecture and Consultancy relating to public and private projects including works supervision to client requirements; design, management and execution of turnkey projects ISO 45001:2018.

Summary of main strengths

In summary, these are IDOM's main strengths related to the present RFP:

1. *Client-focused and close to our clients.*

2. *Independent firm with no sort of attachment to any group, which allows us to provide impartial advice.*

3. *Horizontal management structure that recognizes local peculiarities, global experience, and the diffusion of knowledge.*

4. *Close/local presence, via local partners and local sub-consultants.*

5. *Qualified and certified project managers with an international profile.*

6. *Multi-disciplinary expertise across most branches of consulting, engineering, and architecture.*

7. *Specific experience and knowledge of the task at hand, with a team of professionals that have previous experience in the design of ICT systems for 112 / 911 emergency services.*

8. *Strong technological development, working practices following approved Quality Systems and Handbooks, and the ability to adapt to new working methods and tools, all to completely fulfill our clients' requirements.*

9. *Continued growth through internationalization and strategic alliances that complement our value proposition.*

10. *Permanent innovation and technological development.*

11. *Active presence in forums, universities, and events, maintaining the company's position as a reference in the market. The company is registered as an EENA member, which is particularly relevant for this project.*

12. *Certifications: Quality Assurance Certificate ISO-9001, Environmental Management System of UNE-EN-ISO 14001 and OHSAS 18001 Certificate. Design, management, and execution of turnkey projects ISO 45001:2018.*

Security & Emergencies Business Unit

IDOM's Security & Emergencies Business Unit forms part of our Telecommunications, ITS & Security Technical Area, which counts with 24 years of experience offering a wide range of services across four main business lines: Technological Consulting, Intelligent Transport Systems, Telecom Networks & Service Providers, and Security & Emergencies.

The Security & Emergencies Business Unit offers a broad catalogue of services that can be grouped into six categories: Physical Security, Control Centers, 112/911 & Mission Critical Communications, Data Centers, Smart Applications, and Cybersecurity.

Our team has a long history track serving clients in the Public Safety space in all matters related to consultancy services, ICT technology projects, including 112 / 911 emergency services and first responder agencies such as police, firefighter, and EMS organizations.

Relevant services and experience

Particularly relevant for this project is the team's experience in ICT consulting and design for Emergency Services and Public Safety Answering Points (PSAPs). As will be demonstrated in the references section, the company's previous experience includes works across all stages of the project lifecycle of an emergency center, from conception to completion, and across all its technical and conceptual aspects, including but not limited to:

Services

- Planning
- Conceptual Design
- Detailed Design
- Work Supervision
- Project Management
- Post-Construction Services (e.g., Technological Evolution Design, Resiliency Audits and Studies)

Conceptual Aspects

- First Responders & Relevant Stakeholders Communication & Coordination
- Flexibility
- Accessibility
- Sustainability
- Availability
- Resiliency
- Security

Technical Aspects

- Control Room Design & Layout
- Ergonomics & Comfort
- MEP Systems
- ICT Infrastructure (Networks & Data Centers)
- Network Operator Services
- Audiovisual Systems (e.g., Video Systems, Video Walls, Drones, Bodycams)
- Emergency Management Systems & Software (e.g., Call Handling, Computer Aided Dispatch, Response Planning, GIS)
- Emergency Communications Technologies (e.g., Legacy & IP Emergency Calls, NG-911/NG-112, Caller Location, Public Warning)
- Physical Security Systems

In recent years, the Security & Emergencies team has developed the design of the technological platform for the first 911 Emergency Center in Peru, following the NENA i3 Standard for NG-911 (to the degree that was possible, adjusted to local conditions).

- - This project required IDOM to collaborate with all relevant stakeholders, including first responder agencies and network operators.
    - The scope included the design of call handling and computer aided dispatch (CAD) systems, the services to be provided by network operators (including location information services), and other aspects such as the underlying ICT and server infrastructure.

The team has also recently developed a resiliency study for the main Emergency Center of the Basque 112 service (SOS DEIAK), located in Bilbao, aimed to improve the service's continuity of operations. Our team is also responsible, among experts from other IDOM Technical Areas, for the design of the acclaimed 112 Emergency Center in Reus, Catalonia.

The company and the team also have experience in other subjects that are relevant to the project such as telecommunication networks and network operators, mission critical communications, multimedia communications, and legal framework analysis.

An example of a project that combines all of these aspects is the development of a strategy for the implementation of a Broadband Cellular Network for Mission Critical Communications for first responders in the Basque Country, which our Security & Emergencies team is currently performing for the Basque Government.

IHM

CAD | Control Room Integration | Emergency Call Management | Radio Solutions | Voice Comms

IHM A/S is a Danish provider of intelligent solutions for emergency calls since 1982. Our solutions for emergency control rooms and radio communication covers almost 80 % of the Danish market. For the Scandinavian market we provide OEM solutions primarily.

Our state-of-the-art solutions manage and streamlines mission critical operations at alarm centers and control rooms. Our systems are certified for SINE, RAKEL and Nødnett security systems at the Danish, Swedish and Norwegian markets.

The IHM AMS platform manages critical alarm tasks and resources automatically, providing a full picture of the incidents, whether it is fire alarms or technical alarms. In conformity of risk-based dimensioning, the system automatically calls out the right and sufficient crew and equipment. Simple controls give the on-duty officer a clear picture of the accident, enabling staff to focus quickly and effectively on organizing and coordinating operations at the incident site. The system also ensures automatic registration and archiving of incidents to meet requirements for documentation and statistics.

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Sales Manager

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Our emergency operation center handles:

Receipt of emergency response and automatic fire alarms via the alarm network Automatic or manual crew call-out Pagers and/or TETRA terminals with call-out Automatic, intelligent call-out, optimizing call-out based on risk-based dimensioning Automatic logging of calls Two-way communication with groups, and one-to-one communication Service agreement with 24/7/365 support.

IHM CAD and IHM GIS can be added to the solution, including the following functions:

- Status registration (TETRA) Visual summary of resources – crew and equipment (TETRA)
- Visual summary of the geographical position of alarms Compatibility with TETRA, coordination of operations with ambulances and police
- Video surveillance

- Redundancy (backup) with double server and duplicated system with reciprocal updating IHM offers a range of solutions, both large and small, and all can be scaled up or down according to your specific requirements.

Our solutions include IHM Communications Centre, (Integrated Control room System, ICS), IHM CAD (Computer Aided Dispatch), and IHM AMS (Alarm Monitoring Software).

The following functions can be added to the standard solution for fire and rescue:

- Automatic Intrusion Alarms (AIA)
- Emergency calls, for example to domiciliary care services Personal attack alarms, for example for traffic wardens
- Emergency calls from lifts
- Technical alarms (installations and pumps)
- Call-outs via LTE pager (IHM PAM)

Inetum Software France

Emergency Apps | Emergency Call Routing | Emergency Call Management | Interoperability Solutions | Next Gen Comms

Créée en 1969, la gamme ARTEMIS est devenue la référence sur le marché de l'alerte.

Avec un chiffre d'affaires de plus de 12 M€ et composée de près de 50 collaborateurs, notre savoir-faire réside dans la double compétence de ses équipes qui sont composées à 70 % d'experts métiers et à 30 % d'ingénieurs informaticiens.

Au cours de son développement, INETUM SOFTWARE a acquis une expertise reconnue et répond désormais aux besoins de quatre secteurs d'activité distincts:

- Les pompiers / S.D.I.S. (Services Départementaux d'Incendie et Secours),
- Les S.A.M.U. (Services d'Aide Médicale d'Urgence),
- Les sites sensibles de tout type : aéroport, centrales nucléaires, transports en commun, etc.,
- Les administrations centrales, établissements publics, collectivités locales et territoriales.

Leader français sur les métiers de gestion de l'alerte, nos solutions couvrent plus de 46 millions de personnes et plus de 10 millions d'appels sont traités par nos systèmes chaque année.

Olivier Payoux
Directeur Opérationnel

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InnoSeven Technologies

Project Management   Public Safety   Specialised Consultancy

JSC Innoseven technologies provides a wide range of services related to Public Safety Answering Points (PSAPs) and Call/Contact centers starting from feasibility studies, design and the technical solution implementation of the centers, organizational matters of such centers backing it up with the preparation of detailed technical, functional requirements and specifications and further support.

👤 **Rokas Kvedaras**

Director

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Innoseven technologies has deep experience in design of organizational processes, regulatory and legislative environment of PSAPs, interoperability of emergency handling agencies and is providing consulting services to PSAP organizations for implementation of the quality standards and processes based on best practices of the emergency handling field, EENA and ISO 9001 standards. Innoseven technologies is an active member of the EENA organization gaining up-to-date knowledge and experience from the conferences, official publications and discussions with other members, partners and PSAP organizations.

Specialists of Innoseven technologies have gained huge experience in building IT solutions for Call/ Contact and Emergency Response Centers (PSAPs) during long years in this industry from 2001. Specialists of Innoseven technologies have been managing project implementations, providing technical designs and work projects, installing and configuring various related equipment, software components and solutions, performing administrator and end-user trainings, performing solution testing and acceptance. Deep experience has been gained for the specification, design and implementation of various integration interfaces with other emergency and non-emergency agencies.

During the projects in Lithuania specialists of Innoseven technologies have gained huge experience in implementation of recent PSAP related services such as eCall services, AML, caller location based on Timing Advance and Round Trip Time methods and others. Innoseven technologies is providing support and maintenance of the implemented systems in 24x7x365 mode with high SLA commitment (less than 4 hours back-to-service).

We are sales and service partners for Siemens SBT, Unify and Retia. Nevertheless our experience and knowledge is not related to the respective solutions only and Innoseven technologies is capable in providing services for a wide variety of different solutions from different vendors.

Intelematics Australia

Intelematics

Artificial Intelligence | Automatic Vehicle Location | eCall

Intelematics, a renowned provider of connected vehicle and technology services, operates as a wholly owned subsidiary of the Royal Automobile Club of Victoria (RACV). Intelematics has been developing localised data driven solutions for the Australian Automotive industry for over two decades. Now, with the Internet of Things providing greater vehicle connectivity, Intelematics has developed ground-breaking and lifesaving connected vehicle technology that automatically unites a vehicle and its occupants with help in the event of an incident.

At the forefront of our contributions to the connected vehicle solutions sector is our revolutionary eCall platform, Asure. This award-winning platform is a testament to our commitment to innovation, meticulously designed to enhance vehicle manufacturer connected vehicle programs. Asure not only introduces a new era of superior user experiences but also reinforces safety and security measures, establishing itself as a transformative force in the industry.

The ASURE platform and our local expertise allows Intelematics to deliver a world leading eCall and Safety & Security programs in the Australian and New Zealand Automotive market. We delivery Accident to Stolen Vehicle programs via our highly trained call centre staff that will ensure the best customer experience is delivered.

Our extensive client roster is a testament to Intelematics' esteemed position as a trusted industry leader. Collaborating with leading automotive manufacturers, emergency services providers, government organisations, local councils, fleet clubs, and industry bodies across diverse sectors in both Australia and New Zealand. This breadth of clientele affirms our capacity to deliver tailored solutions that address the unique challenges and opportunities present in today's dynamic marketplace.

Looking forward, Intelematics maintains a steadfast commitment to driving innovation and delivering unparalleled value to our customers. Our sustained investment in research and development serves as the foundation of our resilience, positioning us at the forefront of the industry. Recognising that staying ahead of the curve is not only a strategic imperative but also a responsibility to our clients and the broader ecosystem, we are resolute in our pursuit of excellence. With a solid foundation built on the pillars of integrity, excellence, and customer-centricity, Intelematics is not merely a participant in the connected mobility revolution; we are architects shaping the future, one innovative solution at a time.

Jules Snow
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As we explore the horizon of possibilities, our vision extends beyond technological advancements to encompass a commitment to sustainability, ethical business practices, and a collaborative approach fostering enduring partnerships. Intelematics transcends the role of a mere solutions provider; we are enablers of progress, driving positive change in the automotive and connected mobility landscape. Together with our clients, we are forging a future where innovation and responsibility converge to create a connected mobility experience that is not only transformative but sustainable and inclusive.

Inter Mutuelles Assistance

GROUPE IMA

eCall Emergency Call Routing Emergency Call Management Interoperability Solutions Third Party Services

The IMA Group is an international assistance company wich has developed a 25-year experience as TPS e-Call in western Europe with close relationship with PSAP organizations.
Since 2017, Assistance Companies and IMA have been designated PSAP eCall for the handling of 112 eCall in France in cooperation with emergency services and Public authorities.

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The IMA Group designs and implements assistance solutions and services adapted to its shareholders and customers. We are committed to providing help, support, and guidance 24 hours a day, 7 days a week, anywhere in the world. Our talented people are hard at work every day in five areas of expertise: Mobility, Travel, Home, Health and Legal. We devote all our attention to our shareholders and their beneficiaries as well as our partners and customers whenever they need it. In 2024, the Group generate a turnover of €1043 million with more than 6 000 employees.

Intersys AG

`Artificial Intelligence` `Caller Location` `eCall` `Next Gen Comms` `Telecommunications`

Intersys is a leading provider and developer of tailor-made ICT solutions for telco operators and enterprises for over 25 years. We assist fixed-network and mobile-network operators in evolving their networks and creating new services to meet their customer needs.

Customers in various European countries, including Vodafone Ireland, Vodafone UK and Swisscom trust our solutions.

In the emergency caller area, Intersys provides solutions to Swisscom for both Swisscom roles

- Swisscom as a telco operator (VSP) in Switzerland
- Swisscom as the owner of the national universal service mandate for the emergency call processing in Switzerland.

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Product-Owner NG112

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As of January 2024, Switzerland has fully implemented Next Generation 112 (NG112), incl. eCall112 with MSD & AML. In detail, NG112 has been successfully introduced nationwide in Switzerland with the following technicalities:

- All 55 PSAPs in Switzerland have productive access to the central LIS via LISProxy in order to obtain the network localisation, AML and MSD data.
- All Swiss VSPs operating mobile and fixed networks (also private fixed networks) provide the localisation, AML and MSD data via the nationwide central LIS.
- All national and international emergency numbers that are authorised in Switzerland are supported.
- NG112 is activated and productive for iOS, Android and Harmony.

For Swisscom as the owner of the national universal service mandate for the emergency call processing in Switzerland, Intersys has implemented the central Swiss NG112 backend - including the nationwide central LIS - according to ETSI standards (e.g. ETSI TS 103 479 and ETSI ES 203 178).

In particular, the following NG112 core components have been designed in close collaboration with Swisscom and implemented by Intersys in order to support all the above use cases:

- The **central Location Information Service (LIS)** holds the emergency call data per emergency caller (for all emergency caller use cases shown above) and generates an unique anonymous reference per emergency call which is valid for 4 hours (for the Location by Reference retrieval and related flows). The central LIS offers a standardized interface (the «ic» interface) towards the VSPs in order to receive the emergency call data via the HELD protocol from the VSPs, using a standardized format (PIDF-LO) to transport information like location, method (how the location information was retrieved), confidence, rules for usage or timestamp. The location information can be geodetic (representing a geographical shape, including coordinates) or civic (representing a civic address). The LIS provides the collected emergency call data via a dedicated query interface (the «if» interface, again using PIDF-LO).
  Please note: The central LIS is implemented and deployed in a high available setup:
  - it is one single logical unit but is operated running several LIS instances in 4 geographically redundant data centers distributed throughout Switzerland.
  - The LIS instances share a common In-Memory-Data-Grid which is stretched over all 4 data centers. Therefore the data of an emergency call case received by one LIS instance is known by all other LIS instances in the other three data centers in realtime (within milliseconds). This ensures that a LISProxy query via «if» interface provides a consistent result to the caller (e.g. to the PSAP call taker).
- The **central AML-ReceptionServer** acts as an AML endpoint receiving SMS of emergency callers and transforms them to corresponding PIDF-LO objects in order to forward the information to the central LIS (using the LIS «ic» interface). This solution is compliant with the NG112 blueprint as specified in ETSI TS 103 479.

- The **central Location Information Service Proxy (LISProxy)** offers a standardized interface (the «im» interface) in order to provide the received emergency call data via the HELD protocol to the requesting PSAP, again using PIDF-LO.

Please note: Both the central **AML-ReceptionServer** and the central **LISProxy** are implemented and deployed in a high available setup as well (including failover and reconnect behaviour to the various LIS instances in other data centers).

All the implemented NG112 components described above provide some common features for Application Management and Continuous Monitoring (for instance by providing a rich set of metrics).

For Swisscom as a telco operator (VSP) in Switzerland, Intersys has implemented a backend system called «Location Based Services» (LBS) for Swisscom's own internal emergency call processing. This system provides features like

- **Sub-cell localisation for mobile network-based emergency calls**
  counting in the 3-dimensional topology of Switzerland, based on Swisscom's Radio Access Network data which is steadily streamed into LBS
- **VoIP related functionality for fix network-based emergeny calls (Wireline / VoWiFi)**
  looking up location information, plus executing a SIP routing determination function to support the routing to the appropriate PSAP
- **Dedicated Web tool for Swisscom's emergency call monitoring**
  including display of geographical maps in various zoomable views, plus an Emergency search function (to be used on legal request, e.g. when one person is missing).

In order to fullfil these functions, LBS imports various Swisscom infrastructure data sets of Swisscom's mobile and fix network.

For further information please use the following contact:

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Intrado

intrado®

Artificial Intelligence | Cyber Security | eCall | Emergency Call Management | Next Gen Comms

Intrado is a global leader in emergency communications solutions. We are driven by a relentless commitment to help our customers save lives, protect communities and create optimal conditions for a positive outcome to any emergency response situation.

Our solutions include cloud native, hosted and on-prem call handling solutions integrating AI transcription and translation, carrier and VoiP emergency solutions as well as panic button and incident management solutions. We also help provide public safety answering points with extended data from IoT safety systems and vehicle telematics.

With over 45 years of experience in public safety, out innovative technology solutions span 103 active US patents, helping to ensure that emergency responders can quickly and effectively provide assistance when it is needed most.

For more on Intrado, please visit www.intrado.com.

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IPS Consultants

Disaster Management | Emergency Apps | GIS | Specialised Consultancy

International Public Safety is a boutique consulting firm in the Public Safety and Technology Sector.

We understand the Public Safety & Security domain in Europe and worldwide having deep industry expertise. Our Clients are governments, Public Safety agencies and companies providing technology for the Public Safety market.

Our Team is comprised of senior executives and consultants each of them having extensive experience in the Public Safety and Technology Sector.

Our Specialties are Strategy, Technology, Management, M&A, Programs & Projects, Operations, System Engineering.

We deliver strategies and concepts having a strong focus on implementation. Our work is characterized by an effective and efficient project work as well as active participation during the implementation phase.

Basis of our consulting work is our expertise of state-of-the-art software centric technologies:

- Software Development Environments
- Data Management & Storage
- Cloud Infrastructure & Cloud Computing
- Mobile Communication and Mobile Apps
- Geographic Information Systems
- Safety & Security

We understand the use of these technologies for all key Public Safety & Security Application areas:

- Command & Control
- Incident Command
- Records Management

By combining our technology expertise with our understanding of the Public Safety & Security domain we

- create Business & Technology Strategies,
- support M&A activities,
- run Management, Programs & Projects,

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- help with Operations,
- do System Engineering

for our clients.

International Public Safety is providing expertise in Strategy, Technology, Execution and Operations, while creating lasting value.

International Public Safety is a founder of moPS GmbH, Mobile Services for Public Safety. moPS is providing mobile Apps supporting Public Safety & Security workflows on any mobile Device!

#publicsafety #technology #consultingfirm #mobileapps #mopsapps

ITA Group Bulgaria

Network Hardware | Public Warning | Radio Solutions | Telecommunications | Voice Comms

ITA Engineering Limited, the first company of ITA Group Bulgaria, was established in 1990 as a pure low voltage designer company, but quickly after that started developing into one of the leading system integrators in Eastern Europe with its headquarters in Sofia, Bulgaria. In 2020 the company celebrated its 30th anniversary on the international IT/Telecom system integration market. Today the group consists of 9 companies, that are a 100% privately owned, debt-free and politically independent. ITA provides its customers with turnkey IT/Telecom expertise, where a selection of best of breed hardware and software products assure the delivery of a fully optimised, operational, user-friendly and price competitive solutions where no compromise on quality and reliability is made. The group has its subsidiaries in Bulgaria, Macedonia, Germany and Austria.

As one of the most trusted experts, ITA has proven its qualitative performance in numerous projects related to early warning and emergency handling solutions, smart city solutions, intelligent transportation systems, solutions for the underground railways, digital mobile communications, mobile networks deployment, digital mobile communications etc. Undoubtedly, we work to provide reliable communication to our customers.

Our company is mainly focused on tailor-made, customer-oriented, vendor agnostic solutions empowering and improving everyday operations, preventing incidents and reducing the impact of disasters on the employees and the society and above all technology that saves lives.

Our expertise, wide product and solutions portfolio can be of benefit to any type of governmental or non-governmental organization, across any industry to successfully digitally transform and move to the next level while following the best practices.

Our focus and partnership with EENA strives to provide solutions for early warning and emergency prevention. Our company has been designing, delivering, deploying and maintaining one of the largest centralized early warning systems in Eastern Europe – The Nationwide Early Warning System of the Republic of Bulgaria, which is in operation since 2008. The system comprises of two sub-systems:

Emil Botusharov
Managing Director

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A centralized fully digital siren early warning system, that have a control center network structure, including main- and sub-control centers, integrated into complex civil defense and disaster prevention network architecture. The digital electronic sirens used in the system are qualified to meet the requirements of effective and reliable public warning and notification. We provide the necessary infrastructure for controlling and monitoring a TETRA radio-based siren system. The siren warning system, which since 2008 is in operation and control by the Ministry of Interior of the Republic of Bulgaria, currently covers 35 % of the population in 11 regional cities and the 30 km zone around the Nuclear Power Plant (NPP) Kozloduy, Bulgaria. Currently the system is ongoing expansion and modernization with another 109 centers, in order to cover 50 % of the population of the country.

The second sub-system that is also going through a full modernization in 2023 and is a part of the NSEW comprises of a series of Digital Alarm and Communication Servers in all of the 28 regional cities of the Republic of Bulgaria. Given that in emergency situations, it is vital to act fast and that most of the time, people react irrational, hasty and take improper actions in stressful situations, the system implements an automatic alarm system that monitors and steers predefined processes.

The Digital Alarm and Communication Server is an alarm server system that notifies, informs and mobilizes employees, governmental and non-governmental officials and others in emergency situations. Via text-to-voice announcements, text and multimedia messages, telephone conferences, group calls, and many other functions, the DAKS is the main communication channel in emergency situations.

Our company has also designed and implemented the Advanced Mobile Location (AML) for the Emergency calls number 112 in Bulgaria, providing a 24/7/365 SLA for the system for Emergency calls number 112, the Bulgarian Nationwide Tolling System, Sofia Underground and other critical and non-critical public and private infrastructure projects.

For more information about us, please visit our website at www.itagroup.bg.

Japan Mayday Service Co., Ltd.

Caller Location | eCall | Emergency Apps | Emergency Call Routing | Emergency Call Management

Although JMS is a private company, it was established with capital contributions from various companies throughout Japan, due to the high public nature of emergency call services.

Main shareholders are as follows;

- All of the car manufacturers in Japan
- Three major mobile telecommunication carriers in Japan (NTT DoCoMo, KDDI, Soft Bank)
- Almost all of the major car navigation manufacturers in Japan
- Major Banks, Insurance companies, etc.

Ichiro Ando
General Manager, Business Planning and Sales Operations Dept.

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JMS started the "HELPNET" service in September 2000, and has been providing it over 20 years all over Japan.

As of March 2024, JMS supports over seven million vehicles, and receives nearly eighty thousand emergency calls annually from all over Japan.

In Europe, #112 covers both Police and Ambulance, but in Japan, there are two different emergency call numbers: #110 for Police and #119 for Ambulance.

Based on this situation, Japanese government issued "Guideline for the Third-Party Service Providers on Emergency calls from Vehicle" in May 2018.

JMS is the only company that almost meets this guideline and can connect each emergency call quickly to most appropriate Police/Ambulance head office.

Only JMS can send accident/vehicle data and voice calls to 52 police and 722 ambulance head offices all over Japan through its leased line network.

At the AECS 3rd meeting held in February 2014, the Ministry of Land, Infrastructure, Transport and Tourism introduced JMS as "the PSAP in Japan".

Kant AI Solutions LLC

Artificial Intelligence | Cloud Services | Public Warning

Kant AI intends to transform emergency response through applications of AI. The Kant AI Team has extensive experience in public safety communications and homeland security missions. We have applied this experience to develop patented-AI solutions (US Patent Nos.: 11,395,124 and 11,889,398) empowering PSAPs to better serve the public, without requiring changes to existing technology and only requiring fundamental training.

👤 **Gregory Rohde**
Chairman/CEO

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Our solution contains the following functionality:

- Assists call takers operating in PSAPs by providing accurate assessments of emergencies and offering recommended actions that can be taken during a specific 112 call, and
- Enhances situational awareness by bridging PSAPs with the HSE detection of large-scale incidents.

This dual functionality of our AI solution not only improves the way in which PSAPs can process and respond to specific emergencies, but also breaks down the silos between 112 and the jurisdiction's emergency management organization. Some of the most serious threats facing Americans today may initially be invisible, and the first signs that a chemical or biological threat agent has been released – either deliberately or accidentally, may be affected citizens calling 112, and that Emergency Managers need to activate major response operations.

Building on this overarching solution, our patented-AI capability is cloud-based, and does not require any hardware or installation. Specifically, our solution:

- Listens in the background to provide recommended questions to ask and actions that can be taken during an emergency,
- Is trained to make accurate assessments of developing emergencies and offering recommendations for immediate actions which may be taken based on trusted sources of data and protocols,
- Improves upon protocol systems currently available by eliminating manual input and second guessing,
- Improves capabilities and protocols through real life experience,
- Understands and speaks multiple languages and can immediately translate for both the caller and call taker in a conversation where the two parties do not share a language,

- Can anonymously aggregate caller information in the background to predict potential emerging larger-scale incidents. This could range from an accidental release of toxic chemicals or a biological outbreak - blind to the human eye but visible to Carla AI - based on symptoms being reported to emergency call centres across a geographic region,
- Is capable of migrating e into the next generation 112 environment, and operating e with multi-media communications such as video, photos, and text, and
- Is consistently retrained through human feedback to improve quality of assessment and response.

We call our solution "Carla" has the following characteristics:

- **C**loud-based solution built upon Microsoft Azure.
- **A**ccess to the full suite of Azure AI solutions, including language translation, call recording and transcription, and cognitive machine learning services.
- **R**eliable security to preserve data integrity for the PSAP.
- **L**everage any input sources the PSAP can receive (voice calls, photos, videos, text, etc.)
- **A**llows for integration of data from existing emergency response tools and other existing AI solutions.

Carla is non-intrusive and can be easily deployed and operated in any PSAP and EOC. Carla does not interrupt or stand between any existing 112 infrastructure or process. All protocols for permissions remain under the control of the PSAP and EOC.

Carla is a machine learning tool trained on trusted databases and real-life emergency calls with human feedback. Carla does not replace a call taker or any other human role in emergency response. Rather, Carla is a virtual assistant that does not require integration or change in existing hardware or software used in PSAPs.

Carla provides the following functionality:

Call Diagnosis and Processing. Carla, as an AI engine, is structured initially to "listen in" on 112 emergency calls received by a PSAP. Carla appears as a chat box to the call taker, configured to the call taker's preference, and set to the call taker's language preference. When a 112 call is received through PSAP's existing call taking system and the call taker inputs data into PSAP's existing computer aided dispatch (CAD) system, Carla begins automatically assessing the nature of the emergency. If the call is regarding a health emergency, Carla will suggest questions the call taker can ask of the caller to gather more information, and as Carla gathers data from the conversation, Carla will make recommendations to the call taker on immediate response actions, while first responders are dispatched. Carla is trained in trusted and reliable medical protocols and databases and is perfected from human feedback to improve accuracy.

Language Translation. In addition to diagnosing and assisting on the nature of the emergency call, Carla also will provide automatic language translation when the caller is speaking a different language than the call taker's language preference. The call taker sees in text the translation from the caller's language to the call taker's language in the chat box. The call taker then communicates back to the caller by typing instructions to Carla about what to say to the caller or by verbally speaking to Carla. Carla then speaks to the caller in their native language.

Automatic Call Recording and Transcription. All calls and text communication between the caller and call taker are automatically recorded, transcribed, and saved into the cloud in a time and date stamped record that can be retrieved by the PSAP at any time.

Threat Detection Capability. Carla is also designed to detect large-scale threats such as chemical, biological, health outbreaks, and suspicious activity. Carla is trained to detect key words, patterns, anomalies as well as connecting-the-dots among all emergency calls emanating from the same area or over a region. As the call or calls continue, Carla is constantly querying the trusted databases that enable her to estimate a specific threat. When a threat is detected, Carla will automatically send an alert to an EOC and other Emergency Management personnel outside the PSAP about the potential threat. No personally identifiable information from any caller is ever compromised or sent out of PSAP. Carla only sends alerts which only contain specific information prescribed by the PSAP and the jurisdiction's EOC.

Benefits of a Cloud Solution

Hosting Carla, our virtual machine learning tool in the Azure cloud allows us to have complete control of the application. Azure cloud hosting enables access to Carla on any device, allowing control of the data that "educates" Carla. Kant AI works with our databases using GPT-4 as a foundation. Our data adds both language and speech processing trained using our specific cases of emergency response and awareness databases. Responses are updated from testing and real-world experience with human input to correct incorrect responses and further refine our system's effectiveness in emergency response.

King ICT

CAD   Control Room Integration   eCall   Emergency Call Management   Next Gen Comms

KING ICT is the leading system integrator in Croatia and one of the largest in SEE, with number of successfully developed and implemented innovative solutions for enterprises and public authorities.

Headquartered in Zagreb, KING ICT is also present in other countries: Belgium, Bosnia and Herzegovina, Serbia, North Macedonia and Kosovo. We currently employ over 800 people.

Our primary drivers are knowledge, expertise, creativity and motivation to improve businesses and to create added value. Through innovative ICT solutions, KING ICT aims to build a more connected and digital future for our and future generations.

The solutions we deliver range from highly specialised ones to those used by a great number of users in everyday life. Our customers come from a range of different branches, such as *transport, energy, agriculture, health care, education, judiciary, trade, finance, telecommunications and many others.*

Our innovative enterprise solutions are based on new technologies, cloud and mobile first principles. We build data centres, optimise IT infrastructure, implement security solutions and research and develop new ways of managing information, which has led to the creation of systems such as the BI system for business reporting and the GIS solution for the exchange of spatial data.

New technologies, combined with our knowledge, skills and individualised approach enable us to develop solutions that contribute to the quality of operations, and correspond to customer needs. We offer support and consultation services on digital transformation, through the implementation of adequate technological solutions.

KING Sfera

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Head of Research and Innovation

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KING Sfera is a software solution that enables communication, coordination and management in emergency situations. Based on the received information, and in accordance with the action plan, operators at emergency services are able to display spatial data and mobilize the necessary services to the site depending on the type and location of the situation. The system records data of the situation in a single database, enabling all services in the field to have access to complete information and thus efficiently resolve unexpected situations. KING Sfera also offers possibilities such as eCall and upgrading with NG 112 services (audio, video and text emergency call over internet). The flexibility of the solution enables links with communications systems to other emergency services, to ensure more detailed collection of information and most effective response to emergency situations.

LIS (Leitstellen-Informations- System GmbH)

Individual is our standard

LIS GmbH has been a partner of organisations of public & private safety for over 30 years.

With our LIS SP - ServicePlus - system, a broad, modular and consistent product range is available for all authorities, organisations and institutions with security tasks (fire brigade, ambulance service, private security).

The modular system consistently maps – beside alerting - many processes to administrate an organisation. Data entered in one module is immediately available to other products. Duplicate entries and the associated possible incorrect entries are avoided. Another aspect is the time saving.

A modular system means, to start with one product and having the security of being able to expand the system in all directions as requirements increase.

An excerpt from the product range:

- CAD Dispatching
- Disaster management
- Interfaces to alerting, communication systems and to external systems (e.g. eCall, AML)
- Operational documentation / accounting
- Personnel management / roster tool
- Management / maintenance of tools & devices with mobile devices
- Daily journal - documentation of daily events and much more.

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CEO

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Our solutions for administration offer a multitude of interfaces to other PSAP systems, mobile data collection in emergency services as well as to various municipal systems, e.g. to transfer accounting data or personnel data.

We develop individual solutions based on the existing standard and thus offer a high degree of investment security

Your solution from a single source

Logis Solutions

Logis Solutions design and provide cutting-edge CAD and PSAP solutions for EMS, Fire and healthcare services globally, helping them to deliver high-quality and efficient service.

Established in 2000, Logis Solutions now has offices in Copenhagen, Texas and Seattle. During the past 20+ years, Logis has become the preferred supplier of EMS calltaking and dispatching for a growing number of US as well as European EMS services, helping them optimise services for the patients, being at the center of all we do.

Today we offer the most advanced, feature rich and elaborate product suite for CAD and Calltaking, and covering all aspects of EMS call-taking and dispatching, the product portfolio includes:

- **Logis Intelligent Decision Support (IDS)**

Intelligent CAD Solutions for 911 & Public Safety, Mobile Healthcare & Non-Emergent Medical Transport, including:

- Predictive AI Deployment
- Advanced Emergency Recommendations
- Automated Planning
- On-Premise – Or In the Cloud

Logis IDS is a game-changer for call centers, PSAPs and emergency communication centers. Once configured to your preferences, Logis IDS will automatically schedule tasks, communicate tasks to crews, and dynamically update the entire plan with vehicle status. Pre-populated caller data and easy-to-understand visual displays also reduce stress on telecommunicators, allowing them to focus on caller engagement.

Always on, IDS' real-time background planning ensures operations are optimized based on available information. Logis' planning engine continuously evaluates and adjusts to changing conditions, even predicting where a unit will be in 60 seconds – when the task will be received and acted on – not just where it is right now.

Welcome to Logis IDS. Welcome to the CAD of the future.

Dennis Bang Andersen
CCO/Chief Commerical Officer

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To learn more about Logis IDS click here

- **Logis Voice**

Streamlining phone, radio and push-to-talk communication, Logis Voice reduces workflow inefficiencies by consolidating all voice communication into one solution. Features include:

- Improved Dispatcher Workflow
- Consolidated Interface
- Easily Recorded & Archived

When integrated with standard phone systems, Logis Voice collates call data and pre-populates key information in the appropriate screen, saving dispatchers time and allowing them to focus on other critical tasks. Easy-click-to-dial feature within the solution allows efficient outside connection without exiting the CAD system.

All calls are stored and tagged for for integrated reference with IDS, using Metadata. This enables the user to Utilize enhanced searching and historical playbacks for reporting, legal and performance management needs.

To learn more about Logis Voice click here

- **Logis Inventory**

Track, manage and maintain resources quickly and easily. Logis Inventory puts your vehicle, equipment and consumable inventories in one place. Together with Logis IDS, Logis Inventory gives you a complete overview of the status of your system with one click, at any time, from any device.

- Simplify Asset Control
- Customize as Needed
- Manage Inventories Large & Small

Whether for day-to-day operations or the next pandemic, Logis Inventory lets you quickly determine and report the status of your equipment, from ventilator inventories to fire and rescue supplies. This means, you can prepare for any emergency, ensure all medical equipment is maintained, and all stocks are in place. At the end of the day, knowing you have ready-to-use supplies is critical for both staff efficiency and satisfied patients.

To learn more about Logis Inventory click here

Our team of veteran emergency services and information technology experts has partnered with organizations in North America, Europe and across the Pacific to implement software solutions that improve operational efficiency and effectiveness. We look forward to partner with your organization, enabling your potentials and optimizing your CAD anc PSAP workflows.

Mecom

Control Room Integration | Project Management | Public Warning | Specialised Consultancy | Back up communications

mecom – Global benchmark for alerting systems

Floods, power outages, fires or other hazards: In exceptional situations, the ability to alert the population quickly and easily is of crucial importance. We ensure that people in Germany receive timely alerts via all relevant channels.

Commissioned by the Federal Republic of Germany, we designed a complex alerting system, which we have been operating and developing further for more than 20 years. This technical alerting infrastructure is unique and ensures that people in Germany receive alerts via all relevant channels at all times.

We transmit alerts through the following alerting channels and devices, among others:

- TV, radio, online
- Alerting apps
- Cell Broadcast
- Digital city billboards
- Passenger information systems
- Sirens
- Further alert multipliers, such as news agencies, organisations, public authorities and companies, that disseminate alerts to their customers and users

👤 **Malte Wulfmeier**

Head of Business Services

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Everything from a single source: We support our customers from the word go

We are experts for the transmission of sensitive data and the provision of fail-safe communication channels. With decades of experience, we design, develop and operate technical infrastructures for our customers and partners.

No two projects are the same. Consequently, we work holistically and create solutions for our customers' individual requirements. We ensure fail-safe communication channels and develop technologically and logistically coherent solutions tailored to specific needs.

We not only work for public authorities and news agencies, but for media outlets and companies as well. Providing comprehensive services including consulting and project development as well as practical implementation and maintenance, we stand by our customers' sides from the word go, consistently in accordance with the highest standards and criteria of IT baseline protection in Germany.

mecom's alerting system: A pioneer in the fail-safe transmission of alerts in Germany

We are Germany's pioneer in the fail-safe transmission of alerts and one of the leading players in the field of safety-critical communication.

With our data centres redundant 24/7/365, our latest-generation server infrastructures and state-of-the-art networks, we ensure an extremely high degree of fail-safety. Our customer service is available 24/7.

For high security transmission and reception of safety-critical information, we use mecom's proprietary sat-uplinks (ground stations) with secured frequencies. Operating our own satellite network, we use several redundant antennae and high-frequency systems to ensure that messages always reach their recipients.

Leading the way is in our DNA

We have always had our eye on the future and on finding solutions for the technical challenges of tomorrow. We were the first in Germany to develop the business areas of alerts and the secure transmission of messages.

In 1989 several German news agencies joined forces with the aim of transmitting their news and images to their customers via satellite, quickly and simultaneously. Consequently, they founded mecom, which has been transmitting news agency content to the media and other recipients ever since.

To this day, we guarantee the fail-safe transmission of information in the editorial news business. This is how we safeguard reporting on TV, on the radio and in newspapers.

Be it news agencies, security authorities or companies – our technical infrastructure, which is unique in Germany, enables us to send information to the right recipients in a matter of seconds and in a tamper-proof manner.

mecom – a joint venture of European news agencies

mecom Medien Communications-Gesellschaft was founded in 1989 by several news agencies.

Today, mecom is still jointly owned by the news agencies German Press Agency (dpa), Agence France-Presse (AFP), Gemeinschaftswerk der Evangelischen Publizistik (GEP), Katholische Nachrichten-Agentur (KNA) and dpa-AFX Wirtschaftsnachrichten. The German Press Agency (dpa) group is mecom's majority shareholder. As a result, we enjoy an exceptionally good reputation with the media, authorities and in the business world.

Microsoft

Big Data | Cloud Services | Control Room Integration | Cyber Security | Multimedia Comms

Keeping Our Cities and Communities Safe

A common operating picture and real-time information are critical for enabling first responders to provide a proactive, coordinated, collaborative and informed response to protect the citizens they serve.

👤 **Kirk Arthur**

Sr. Director, WW Public Safety and Justice

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Over the past decade, challenges to public order, malicious use of social media, the advent of cyber-crime, and increasing natural and man-made emergencies and disasters have underscored the vital role police, fire and rescue, mountain and sea rescue, and civil defense officers play in increasing the safety of people and the security of the communities they serve.

Due to first responders operating in this complex and ever-changing working environment, digital transformation will be essential to maximize their operational effectiveness and efficiency.

Agencies will need to enable remote working and facilitate cross agency collaboration. First responders can best mitigate the risks of local emergencies and national disasters when they have access to a common, dynamic operational picture and real-time intelligence which can collectively help them plan, manage, and make informed and timely decisions from anywhere to enable them to respond to man-made and natural disasters in both urban and rural areas. When first responders can communicate and collaborate in real time, both within and between crews and organizations, they are better prepared to coordinate their responses and act in a timely manner and they enhance their ability to save lives and mitigate damage to property and infrastructure.

Public safety and justice agencies must hold themselves responsible for delivering trusted and secure services to build community trust and engagement. Agencies will be expected to secure information, protect infrastructure and ensure regulatory compliance.

Microsoft and our partner cloud and mobile solutions such as Mobile Patrol, Video Management, Call Centres (PSAP), GIS, Computer Aided Dispatch and Records Management Systems, together with Data/ AI and IOT technologies such as body-warn cameras, CCTV, drones and sensors can significantly help improve operational effectiveness and efficiency for first responders and law enforcement.

On-premises and cloud-based solutions, enabled by technology from Microsoft and its partners, help coordinate response and enable real-time information sharing across agencies, breaking down silos, enhancing real-time communication and collaboration, and deepening citizen interaction to share intelligence and proactively accelerate intelligence-led lifecycles.

Furthermore, in the advent of social media and mobile apps, first responders can both receive immediate insights from the public as well as using these latest technology mediums to send out notifications and mass warning alerts to the public in both urban and rural areas.

Unified communications technology can help to automate the management and sharing of inbound incident-based information across multiple agencies. It can empower staff from multiple agencies, assembled for incident response operations, with the familiar tools they use to support their other daily operations. The broad use of Microsoft technology across agencies provides a level of familiarity with solutions to help ensure that responders can leverage the capabilities they rely on every day.

Another important consideration is to minimize learning time for responders and operators by providing familiar communication and collaboration tools that assist rather than impede effective response. Furthermore, first responders can share information with enhanced-security and mobile features to collaborate in real-time within and between multiple agencies, as well as on route and at the scene of the incident.

For additional information please contact Kirk Arthur or go online and visit our worldwide government website.

Million Consulting Services, LLC

Million Consulting Services is an industry leader in public safety communications. After 24 years in the industry, I pulled together a team of experts to take on challenges we're passionate about solving for the people we have worked alongside. Together, we bring a wealth of collective knowledge and a track record of success to any project or initiative we undertake.

Ms. Monica Million
Founder

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millioncs.com

We are dedicated to helping emergency communications centers identify and adopt solutions that modernize their workflows and help them do what they do best - save lives.

A key component of Million's Consulting Services is providing a comprehensive technology and operations assessment of emergency communications centers which encompasses an actionable roadmap to mitigate challenges and optimize solutions, as well as strategies to proactively address staffing shortages, ensure operational efficiency, and mental wellness for Emergency Communication Center (ECC)/Public Safety Answering Point (PSAP) professionals.

We understand that technology changes in an Emergency Communications Center (ECC), Public Safety Answering Point (PSAP), or a Control Room affect every aspect of their critical operations, including the personnel and culture. We offer training to educate leadership on how to assess and adopt innovative technology solutions and maximize stakeholder engagement while reducing resistance.

Million Consulting Services is dedicated to assisting organizations in optimizing their operations and ensuring efficient and effective public safety communication systems. With our expertise in policy review, risk exposure analysis, staffing ratios, and workflow efficiency, we enable our clients to enhance their capabilities, minimize risks, and deliver reliable services to their communities.

Million Consulting Services caters specifically to industry partners in the public safety communications sector. We understand the critical nature of effective and reliable communication systems for public safety organizations, and we are committed to assisting industry partners in achieving their goals by providing expert guidance and support.

Million Consulting Services Partners with Emergency Communications Centers (ECCs), Public Safety Answering Points (PSAPs), and Control Rooms that are interested in sharing their technology and resources with other centers in their region. Our goal is to assist you in establishing effective regional collaborations that optimize technology usage and enhance communication capabilities among neighboring centers.

Monica Million is the founder and CEO of Million Consulting Services. Monica's experience and commitment to service spans 24 years, beginning with her role as a Public Safety Telecommunicator. She worked her way up to managing a regional communications centre, served as the first civilian deputy chief of services for her municipal police department. Monica concluded her government service as the executive director of the Colorado 9-1-1 Resource Centre, serving eighty-six ECCs/PSAPs across the state.

Monica was most recently the Emergency Number Services subject matter expert for Amazon Web Services (AWS) Justice and Public Safety team. She was instrumental in deploying solutions in PSAPs to help mitigate staffing shortages, modernize operational workflows, analyse dispatcher mental wellness, and ultimately save lives.

Monica is a past president of the National Emergency Number Association (NENA) and a NENA Hall of Fame Award recipient. In her time with NENA, Monica was instrumental in establishing the Collaborative Coalition for International Public Safety (CC:IPS). She is also the co-founder and co-chair for the Women in 9-1-1 Alliance and still contributes to the CC:IPS committee.

Monica serves on the Board of Advisors for several organizations: Valor Vacations of Colorado, Western Region Source One Veterans Support, and the Women in 9-1-1 Alliance. In her spare time, Monica speaks at state, regional, national and international events to advance emergency number services worldwide.

Motorola Solutions

Artificial Intelligence | CAD | Control Room Integration | Emergency Call Management | Radio Solutions

At Motorola Solutions, we build and connect technologies in our everlasting pursuit to keep communities safer. We understand that a better emergency response starts with modern PSAPs and Incident Dispatch Centers that enable agile public safety workflows -from call to case closure.

Beyond radio: Our technology ecosystem for Authorities and Organizations with Public Security Responsibilities unifies mission-critical voice, video, and data via **resilient networks**, so information flows, operations run, and collaboration improves.

We provide Specialized Consulting, Project Management, Provisioning and Deployment of interoperable public safety Next-Gen technologies, with a proven track record across Europe and the UK.

Simplify every step of your force's emergency response through an AI-enabled and centralized, cloud-hosted software platform. Learn more about how we design solutions for Control Centers of today and tomorrow.

👤 **Michael Israelson**

Director of Sales, Europe

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🔗 motorolasolutions.com

Call Handling | ICCS

Our Integrated Communications Management Software goes beyond leading telephony and emergency communications for public safety.

Reduce emergency response times and unnecessary assistance: Operators can swiftly initiate relevant response workflows by transferring data to your CAD or RMS in a single click, streamlining responses for both immediate and less time-sensitive incidents.

Access caller history to locate calls and past incident data for insights into incidents, peak hours, and common call types, helping operators and officers respond to 112 emergencies with context. Leverage AI for transcription, translation, and improved audio quality to streamline tasks and analyze incident trends.

Computer-aided Dispatch

Our solutions are built around the control center and front-line routines. Our modern, intuitive software empowers dispatch centers and officers with intelligence, reducing unnecessary clicks and cognitive load.

Field operations made easy: Integrate CAD first-responder recommendations with our mobile App and third-party systems for seamless dispatch and unified intelligence in the field.

Transfer intelligence across systems in seconds: Avoid duplicating keying across systems and quickly share incident intelligence. Our CAD solutions seamlessly automate the entire process.

Mobility App

Our App for emergency responders provides Police, Fire, and EMS with a field operations solution that integrates RMS, CAD data, and Incident Reporting, accessible from a smartphone, tablet, or a public safety vehicle display, regardless of your current software or devices.

Get More Done On the Go: Equip your team with critical information easily browsed from local and national systems. Our incident reporting feature enables your team to easily update records directly from the front line, minimizing station visits.

MCX

Leveraging nearly a century of experience with radio and voice communications, Motorola Solutions stays ahead of the curve with innovative mission-critical services. WAVE PTX offers a comprehensive solution based on 3GPP standards, ensuring flexible communications over secure WiFi, LTE, and 5G mobile networks -interoperable with LMR.

And it doesn't end there. Learn more about our Cyber Security, Drones, and Video Security Solutions.

Nexburg GmbH

Disaster Management   Emergency Apps   Public Warning   Telecommunications

Nexburg, headquartered in Aachen (Germany), is a global leader in mission-critical compliance solutions for regulated markets.

The company supports telecom service providers in meeting legal requirements by providing a secure and reliable platform for the lawful interception of communication services. Nexburg also offers a comprehensive data retention solution as well as a public warning suite of products that caters for governments and mobile operators which seek an emergency warning solution.

The lawful interception and data retention products are compliant with international standards such as ETSI and 3GPP and building scalable solutions that can be seamlessly integrated into various network infrastructures. Nexburg's carrier-grade systems enable real-time monitoring and long-term data retention in public telecommunication networks. Nexburg is the preferred partner of many of the world's leading network equipment vendors. With more than 300 installations in over 90 countries, Nexburg is the leading global supplier in the lawful interception and data retention market.

Founded in 1994, Nexburg has a long track-record of growth and employs a workforce of around 140 highly skilled people.

Nexburg was formerly known as Utimaco TS and became independent from the Utimaco group in October 2025. All products made and sold by Utimaco TS as well as the complete workforce previously worked for Utimaco TS are now part of Nexburg.

u.warn Public Warning solutions

Our world-leading products provide powerful and instant emergency/commercial notifications in over 20 countries with more than 1 billion users.

u.warn is a public warning suite of products that caters for governments, enterprises and other organizations, which seek an emergency mass communication system. u.warn adapts to the various needs of each entity via a variety of delivery channels, including cell broadcast, location-based SMS, customized apps, desktop alerts, email and more. Whilst the system is modular, alerts via all u.warn delivery channels are managed by a single control and management system – the Command Post. The Command Post includes a pre-programmed alerts library and supports various sending modes, either per location or for a group of individuals.

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Marketing Manager

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🔗 nexburg.com

u.warn main components are:

- **u.warn Command Post** - A comprehensive alert control and management tool for all communication delivery channels.
- **u.warn CBC** - Real-time and location-based alerts without the need for cell service or internet network during natural disasters or national emergencies.
- **u.warn SIM Alert** - The ultimate solution in increasing alert coverage, with zero integration effort.
- **u.warn Location Based SMS** - Ensures that alerts reach the intended audience rapidly and efficiently with nearly 100% coverage.
- **u.warn Mass Notification System** - Always be in touch with your citizens, students or employees, in emergency and everyday times.
- **u.warn APP** - Fully customized and branded emergency alerting app.

U.warn customers include the Danish Armed Forces, Qatar's Ministry of Interior, IDF (Israel Defence Forces), government of India (AP), 3 in Denmark and Sweden, Vodafone-Idea, Airtel, BSNL, Telia, Bite, Tele2, America Movil, Globe Telecom, Taiwan Mobile, Taiwan Star, APT, MobiFone, Dialog, Mobitel, VNM and many others.

Our unique advantages:

- Trusted cybersecurity and compliance solution provider
- A global leader for complete Public Warning Systems
- The world's largest cell broadcast provider
- We develop all in-house elements that are required for the overall system
- All products are equipped with a state-of-the-art and easy-to-use GUI
- A large footprint in all regions, with local experts
- Very fast time to market

100+ employees around the globe create innovative solutions and services to protect data, identities and communication networks with responsibility for global customers and citizens. Customers and partners in many different industries value the reliability and long-term investment security of Nexburg's high-security products and solutions.

Find out more on Nexburg.com

NGA

Emergency Call Routing   Emergency Call Management   Information Analytics   Interoperability Solutions
Next Gen Comms

Next Generation 9-1-1 is all we do!

NGA is a global company with employees and customers around the world. We have provided standardized solutions for "Next Generation Emergency Calling", NG112 in the EU, Emergency Call Handling in the Philippians and NG911 in the US & Canada.

Bringing the most extensive range of solutions to address their public safety challenges.

Our Mission: To provide the highest level of redundancy, resiliency, and availability for the 9-1-1 community. Ensuring the accurate and hi-performance transmission of voice, text, and media in emergency telecommunications. Built 100% in the cloud with call-takers and PSAP's needs as our top priority. Through:

- Improved reliability
- Innovative features
- Meeting highest industry standards
- Enhanced capacity
- Shared resources
- Reducing downtime

Our Next Generation Emergency communication **NEXiS** Solutions allow you to receive calls through different channels (voice, video, Text, RTT, apps, and IoT devices...) into your call routing network, to quickly routing emergency callers to the right Public Safety Answering Point (PSAP) every time.

👤 **Barb Winn**

Chief Growth Officer

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Cybersecurity

After rigorous research, discussions, and testing; NGA's solution to Cybersecurity and achieving 99.999% or "five nines" is AWS Cloud Security. AWS Cloud Security was the obvious choice, for reasons too numerous to count. AWS security services and solutions are focused on delivering the following key strategic benefits critical to helping NGA implement optimal security.

- Prevention - Define user permissions and identities, infrastructure protection and data protection measures for a smooth and planned AWS adoption strategy.
- Detection - Gain visibility into our organization's security posture with logging and monitoring services. Ingesting this information into a scalable platform for event management, testing, and auditing.
- Response - Automated incident response and recovery to help shift the primary focus of security teams from response to analyzing root cause.
- Remediating - Leverage event driven automation to quickly remediate and secure your AWS environment in real-time.

$200M+ Contracts

- Business to Government
- California - Largest US Contract
- 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG)
- Multiple state contracts

Technology Platform partnerships

- AWS Partner
- DATAMARK
- NextNav
- DoD

Members and Industry Association Support

- Co-Chair of NENA's 9-1-1 Core Services Committee
- Co-Chair of the i3 Architecture Working Group
- Founding member of NENA's Next Generation Partner Program (NGPP)
- Corporate National Emergency Number Association Member (NENA)
- Corporate Association of Public-Safety Communications Officials-International Member (APCO)
- Multiple State 911 Boards
- Founding Board Member to Friends of 911

Intellectual Property

- 2019: Brain of NextGen 9-1-1 Patent
- 2014: Personal Emergency Response Patent

NoraTec GmbH

Control Room Integration   Disaster Management   Emergency Call Management   Resource Management   Call-taker Training

NoraTec GmbH is a provider of the modern **DIASweb** software for standardized emergency call inquiries with quality management. The modular application is used in control centers for fire and rescue services, police and fire departments. With its innovative solutions, NoraTec GmbH is the market leader in German-speaking countries for standardized emergency call solutions.

  Laura Speer

Manager International Relations

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More than 15 years of experience in the development, training and implementation of emergency call systems are constantly being incorporated into the further development of the product by our developers and IT experts.

Our entire team is made up of experienced specialists: we only use employees who are actively involved in emergency call and control center services and therefore always have up-to-date and well-founded specialist knowledge.

DIASweb

DIASweb is the only product in the world to integrate all specialist areas into a single database. This means that the emergency call query system can record the results for the fire brigade/technical emergency call, medical emergency call and police in parallel within an emergency call query. The web-based DIAS software modules can be connected to any standard dispatch system and can run on MS SQL and Oracle.

Standardized emergency call query DIAS^{SOP}web

DIAS^{SOP}web ensures a rapid and quality-assured determination of the query result during the call recording process.

- Automatic provision and transfer of up to 3 unique query results from an emergency call query
- Additional modules for patient transport/inter-hospital transfer, traffic accidents, mountain and water emergencies
- Automatic or manual pre-alerting of emergency resources during the emergency calls (e.g. dynamic emergency situations)

- Predefined info boxes according to location-specific and prioritized requirements by the control center operator
- Graphical recording of person and vehicle descriptions
- Rapid graphic recording of trauma, burns and pain
- Consideration of already defined objects
- Automatic recording of hazardous substances with automatic transfer to the emergency services (UN number, hazardous substance name, hazardous substance number)
- Keyword-related help instructions (first aid, resuscitation, behavioral instructions)
- 7 foreign languages
- Connection to live translation ("text to speech" / "speech to text")

Police emergency call system DIAS^{POL}web

The police emergency call answering system can be adapted to the different national and regional requirements of the police task laws.

The software can be used as a stand-alone module for police control centers, plant security or as a supplement to **DIAS^{SOP}web** for cooperative control centers. This means that all features are also available in **DIAS^{POL}web**

- Standardization and guarantee of a high standard in the processing of police emergency calls
- Guarantee of stress stability for employees working on emergency calls in all situations
- Direct parallel alerting of other departments (e.g. fire department control centers)
- Close inter-agency interlinking without restrictions or competing responsibilities

Statistics and quality management with DIAS^{QM}web

DIAS^{QM}web is an evaluated software for comprehensive statistics and quality management in the control center and is the only product on the market that allows separate processing of quality management and statistical evaluation. **DIAS^{QM}web** thus meets the high requirements of personal data protection.

DIAS^{QM}web documents **all** data recorded during the emergency call, including data from the operations control system.

DIASSTweb service and administration module

The modules are supplemented by **DIASSTweb**, which guarantees extremely user-friendly data maintenance.

NoraTec GmbH complies with recognized standards and recommendations of national and international professional associations. To ensure quality at all times, we are certified in accordance with ISO 27001 ISM.

NPI Brandenburg GmbH

Caller Location | eCall | Emergency Apps | Public Warning | Back up communications

The NPI Brandenburg GmbH was founded in April 2019 and builds on almost 20 years of research, development, and teaching in location-based services at the Technical University of Brandenburg, the non-profit BürgerServiceNetz Association, and the BSN BürgerServiceNetz UG. Since 2003, citizen-focused solutions such as BürgerKiosk, InfoDisplay, GesundheitsKiosk, WarnApp, NotrufPlus, and WarnControl have been developed—forming the foundation of today's portfolio.

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Managing Director

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NPI Brandenburg develops and brings new technologies into operation in the fields of emergency calling, public alerting, and warning systems. A key milestone was **NotrufPlus**: its pilot operation started in August 2017 in cooperation with the professional fire brigade of Brandenburg an der Havel. This real-world deployment of an emergency app system enabled demonstration, testing, and continuous improvement of functions and operational processes. With the launch of the nationwide emergency call app system in September 2021, the pilot phase was successfully concluded. Based on NotrufPlus components, **eCallPlus** was developed as an alternative to the current eCall system.

To strengthen operational workflows, an ongoing expansion enables the control center to directly involve rescue services and communicate with emergency callers via voice, video, or chat. If required, additional specialists can be included—for example sign language interpreters, emergency physicians, or language interpreters. This supports an end-to-end rescue workflow from the incident location via the control center and rescue services through to the hospital.

Beyond emergency calling, we also focus on resilient crisis communication. **KatKomm** is a resilient system for public warning, siren control, and disaster management support. Initiated in response to Germany's Nationwide Warning Day 2020, KatKomm builds on the results of our previous applications and enables an autonomous disaster radio network—independent of cellular and internet connectivity.

Our latest development is **EmPhone**—an emergency call device that triggers a voice emergency call to the responsible control center (PSAP) with a simple activation and provides Advanced Mobile Location (AML) data. Additional information (including details stored by the user in advance) can be sent to authorized recipients or displayed in a portal, and live location tracking is supported. EmPhone also enables a silent emergency call, where the loudspeaker is automatically disabled to avoid drawing attention in dangerous situations. The EmPhone portal further supports collaboration with other control centers and organizations.

The company is led by the founders and managing directors, Dipl.-Ing. Michel Naumann and Dipl.-Inform. (FH) Manuel Eckert, and is scientifically advised by Prof. Dr. Dietmar Wikarski and Prof. Dr.-Ing. André Nitze.

Based on secured protective rights, NPI Brandenburg is developing emergency-call support for deaf people and solutions for emergency calls in cross-border roaming scenarios across Europe.

We warmly invite cooperation partners to join us.

nWise

Accessibility   Emergency Apps   Multimedia Comms   Next Gen Comms   Telecommunications

Connecting Real-Time Text to Emergency Services

At Wise, we specialize in innovation technology that allows individuals who are Deaf, DeafBlind, or Hard of Hearing to make direct calls to Emergency Services using Real-Time Text (RTT). Since 2005, we have been leaders in RTT solutions, adhering to the RFC 4103 and RCF 9071 standards, making emergency communication functionally accessible for underserved groups.

Discover more about Total Conversation with RTT

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nWise RTT Bridge

The nWise RTT Bridge is integrated into the Next Generation Core Service (NGCS) infrastructure, ensuring RTT calls are processed efficiently and according to established protocols. This integration not only saves time but also lives in critical situations.

Key Features of nWise RTT Bridge:

- **Standards Compliance**: Meets ETSI EMTEL and NENA i3 standards.
- **European Compliance**: Conforms with the European Electronic Communication Code (EECC – EU directive 2018/1972).

Technical Specifications:

- ETSI EMTEL standards (TS 103 479 and TS 103201)
- SIP according to RFC 3261
- ITU-T T.140 payload according to RFC 4101
- RTP-Mixer Formatting for Multiparty RTT (RFC 9071)
- WebRTC support for T.140 (RFC 8865)
- PEMEA RTT compatibility (TS 103 871)

Benefits of using nWise RTT Bridge

- **Add on Module**: Add on to your already existing NGCS infrastructure to handle calls with RTT.
- **High Availability**: Ensure reliability with shared sessions, multiple active nodes, and a microservices architecture that supports stateless services.
- **Enhanced Security**: Utilizes SRTP (SDES) and DTLS-SRTP for secure communication.
- **Call Recording**: Provides options for central or distributed call recording via a dedicated component.

Explore more about Accessible Emergency Calls with RTT

The time is Now for Accessible Emergency Calls

Contact us or visit our website to learn how nWise RTT Bridge can enhance accessibility in your Emergency Services.

Every life counts. Every call counts. Every second counts.

Learn more about the Implementation of RTT into the core network

Omda

Omda Emergency AB

Artificial Intelligence CAD Control Room Integration GIS Multimedia Comms

In emergency response situations, every second counts. Being in the right place with the right resources as fast as possible saves lives, reduces suffering and prevents property damage. All of this requires clear communication and smart management of limited public safety resources. Our complete software solutions provide just that – robust systems for managing every aspect of emergency response.

Henrik Larsson

Vice President Sales and Marketing Omda Emergency

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Omda Emergency has been supplying world-class emergency management software systems for more than 35 years – systems in which robustness and superior situational awareness are the key to success.

We provide high performance software products, develop client specific solutions and offer a wide range of professional services that help some of the world's most technologically advanced customers optimise their operations using real-time geospatial information.

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On the 27th of September 2023, CSAM Public Safety transitioned to the next phase of its growth, renaming the company to Omda Emergency. The move represents the beginning of yet another exciting stage in our company's journey.

Over the last two decades, CSAM Health Group has integrated some of the world's most innovative healthcare solutions into its product portfolio. Though diverse and distinct, these solutions share some common characteristics. They are specialised, proven in the field, and designed to meet specific industry needs.

The transition to Omda is an opportunity to build on those shared qualities even more and embed a common vision and culture throughout our teams in order to deliver greater value to customers. We will strengthen our focus on innovative and intuitive product design, user-friendly software solutions and enhanced integration capabilities. This will be underpinned by our established healthcare and emergency expertise.

As the company changes its name to Omda, it reiterates its commitment to forging strong relationships between the Omda team, our customers, and our suppliers.

Our Customers

Our customers use our High Availability products to build mission critical solutions used in national, regional and local operations within emergency call management, call positioning, resource management, rescue deployment, border surveillance and resource dispatch (ambulance, fire, police, etc.).

Omda Emergency AB have references in several countries, for example, in Sweden, Denmark, Spain, Slovakia, Croatia, Greece, etc. A relevant example is the national multi-agency system in Sweden, which manages, amongst other emergency services, call taking and dispatching for all emergency ambulances in the country.

In summary, we propose to you not only a well proven and true non-stop platform, but a future proof system that is continuously evolving according to the needs of our customers and the public safety industry.

By using the Omda emergency solution, customers become part of an unique international family where experience with the system can be exchanged and new ideas generated for influencing the future direction of our solution.

Depending on the client's location and requirements, Omda Emergency can engage directly with the client or via a trusted system integration partner established close to the client.

Our Highlights

- 35 years development and operations of Emergency Response Solutions (since 1986)
- Integrated end-to-end solution covering the complete Emergency Response workflow
- 100% proven up-time with Omda Emergency Continuous Operation technology
- Large national and regional installations

- Advanced multi-agency operation in the same system
- More than 3000 operator seats in live operation today
- Open solution with large flexibility for adaptation and system integration
- Highly scalable solutions – build as you grow

Our Approach

Our end-to-end approach is to provide and manage a portfolio of high-quality software products that can be used to build a wide variety of customer specific solutions. Our product approach ensures that our customers have a well proven platform and, with our well-defined portfolio roadmap, a future proof partner for their most critical operations.Moving forward the systems will support more automized functionality to reduce the total time to response, efficient utilization of resources and communication. We are well prepared for the introduction of NG 112 services such as real-time-text, video and total conversation, leveraging our advanced IP based media communication platform

The portfolio includes:

- Fully fledged C4IS system that integrates incident and resource management with communication systems, all in a single product
- Geographical information system (GIS) used in our mission critical solutions.
- Mobile applications intended for use in rescue vehicles providing full case information, navigation instructions and more information to the first responders leading the rescue operation

- Resource optimization using best-practice discrete event simulation

Every Second Counts

With the right decision making and resource coordination tools, the emergency response will be faster and more accurate. As efficiency increases, operating costs will start to decrease allowing a substantial saving for society, reduced suffering and lives saved.

Our Offices and Staff

Omda Emergency has 15 offices in seven countries, employing approximately 230 talented individuals. Omda Emergency is headquartered in Gothenburg, Sweden.

More info can be found at: omda.com

one2many, an Everbridge company

One2many, acquired by Everbridge in March 2020, is a leading global vendor of nationwide public warning solutions for governments and the telecommunications industry. One2many is the pioneer of cell broadcast technology delivering the world's first cell broadcast center in 1996. With more than 85 deployments worldwide,

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VP Sales

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Everbridge one2many is the leading cell broadcast system providing the most advanced, high-performance technology for emergency alerting.

About one2many, an Everbridge Company

The combination of one2many and Everbridge creates the largest and only public warning system offering multi-hazard, multi-channel alerting including cell-broadcast and location-based SMS. Customers are assured that no matter which technology they select, Everbridge is the proven expert for meeting and exceeding EECC Article 110 and other global initiatives for countrywide population alerting.

One2many's main office is in the Netherlands, with support offices on 4 continents and a world-class expert team of different nationalities available around the clock to support our customers.

One2many enjoys more than 20 years of experience in high profile, mission critical projects, with over 85 installations, at more than 55 customers in more than 32 countries.

One2many's unique domain expertise, products, technology, experience and methodology has resulted in industrywide recognized and leading examples on how to implement national public warning successfully.

One2many's specialized service and product portfolio towards governments and authorized authorities include the delivery of high-performance public warning systems in accordance with **article 110 of EECC**, multi-hazard alerting systems and multi-channel early warning system.

One2many's main focus is to deliver comprehensive end-to-end public warning solutions by providing the necessary infrastructure and technology also for the dissemination of warnings and alerts to the maximum number of people in the shortest possible time over the widest range of available channels.

One2many's Geo-targeting and Geo-fencing dissemination channel product portfolio is the most extensive in the market and includes amongst others: **Cell Broadcast System**, CBE, Multimedia Broadcast Multicast Service Centre, CAP Gateway, SMS Gateway, Voice Gateway, Social Media and Mobile App gateways.

All one2many products are inhouse developed, maintained, managed on cloud or provided in-network, with intellectual property rights 100% owned by one2many resulting into high quality projects with short delivery times.

One2many has close relationships with all mobile network infrastructure companies, major SIM vendors, leading handset manufacturers and industry standardization organizations, and has a unique combination of both theoretical background and practical experience in public warning. This has resulted in the most mature and innovative Public Warning products available in the market.

Last but not least, one2many is an award-winning active member of standardization bodies like ETSI, 3GPP and ATIS (CMAS) significantly contributing to the standardization of public warning worldwide.

Unique Advantages of one2many, an Everbridge Company:

- Capable of delivering a full end-2-end nationwide public warning system by providing the necessary infrastructure for towards Governments and Telecommunication Providers, enabling their own state-of-the-art software products and sharing their proven experience and know-how.
- Has the greatest number of recent successful deployments of end-2-end national public warning systems in the world.
- Has the unique combination of both theoretical background and practical experience of running nationwide public warning services on all continents e.g. in The United States, The Netherlands, Taiwan, Philippines, Chile, UAE, Oman, Greece, Mauritius and New Zealand.
- One of the most internationally experienced and respected Public Warning solution vendors; for Governments, Telecommunication providers, handset manufacturers, Telecommunication network equipment vendors and standardization bodies.
- Has more than 20 years of experience in providing Telecommunication products towards mobile operators with subscribers ranging from 1 million to over 70 million each.
- Has the most mature Cell Broadcast product available in the market including support for 5G networks (AMF) and Device Based Geo Fencing (WEA 3.0) functionality.
- Product design paradigms are based on high availability, high performance, interoperability with every major product from every major vendor, open standards, cloud and NFV ready.
- Actively involved in standardization committees like ETSI, 3GPP and ATIS (CMAS/WEA/EU-Alert).
- One of the main contributors to and editor of ETSI's EU-Alert standards.
- Winner of the 2015 ATIS Outstanding Achievement award for its contributions to the North-American Public Warning (CMAS) standards.
- Has strong company values for social responsibility and business ethics.

Everbridge (NASDAQ: EVBG) is a global provider of public safety and public warning solutions that helps governments and public authorities to keep their populations safe when it matters most, at anytime, anywhere. During public safety threats such as severe storms, earthquake and tsunami, wildfires, flooding, pandemic, industrial accidents, civil unrest, and terrorist attacks, over 5,700 global clients, many countries, states or organizations rely on the company's Critical Event Management solutions.

The company's platform sent over 5 billion messages in 2020 and offers the ability to reach over 800 million people around the world, including the entire populations of Australia, New Zealand, Taiwan, Singapore, The Philippines, Cambodia, Peru, Chile, Greece, Iceland, Sweden, Norway, The Netherlands, Mauritius, Oman, Saudi, UAE and several of the largest states in India.

As a pioneer in public alerting technologies, Everbridge developed the first cell broadcast and location-based SMS solutions and to date has been awarded 16 patents, we continue to be active in driving standardization of public warning worldwide through 3GPP, ATIS, ETSI and EMTEL.

The company's critical communications and enterprise safety applications include Public Warning, one2many, SAGA, Mass Notification, Incident Management, Safety Connection™, IT Alerting, Visual Command Center®, Crisis Management, Community Engagement™ and Secure Collaboration. Everbridge has offices in The Netherlands, United Kingdom, Switzerland, France, Germany, Spain, Finland, Denmark, Norway, Sweden, Middle East, China, India, Singapore, Australia and New Zealand, Los Angeles, New York, Lansing, San Francisco and Boston.

Opencode Systems

With over 25 years of experience in building telecommunications solutions, Opencode Systems is a leading provider of cell broadcast and SMS-based public warning systems. Our platforms, built on market-proven and patented telecom technology, are deployed across Europe, South America, the Caribbean, Southeast Asia and the Middle East.

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Our **Public Warning System (PWS)** supports:

- **Mobile networks:** early-warning broadcast over **2G, 3G, 4G and 5G**
- **Alert targeting:** nationwide alerts or **precise geo-fencing** to areas of interest
- **Flexible architectures:**
    - **Centralized deployments** operated and owned by public authorities
    - **Distributed deployments** operated by service providers, with secure broadcast access for authorities

Additionally, the platform provides **post-alert mobility insights**, allowing authorities to understand **crowd movement trends** and assess population response. These analytics support situational awareness without compromising individual privacy.

By design, Opencode mass-notification solutions are **multi-channel**, extending reach through:

- Radio
- IPTV
- Social media
- Mobile applications
- Public information panels

Alerts are managed via a **rich and intuitive CBE user interface** featuring online and offline geo-maps for visual alert definition, broadcasting and lifecycle management. The interface also serves as the administration point for agencies, operators and networks, supported by strong access controls, validation rules and security measures.

Opencode Systems has delivered telecommunications solutions in more than **70 countries**, serving operators such as **Vodafone, Orange, Telenor, Ooredoo, Etisalat** and others. The company employs about **160 engineers worldwide**, with offices in **Bulgaria, France, Malaysia and Tunisia.**

Priority Dispatch

Emergency Call Management | Next Gen Comms | Telecommunications | Triage | Call-taker Training

WHY PRIORITY DISPATCH?
WE INVENTED EMERGENCY MEDICAL DISPATCH.
AND STILL BLAZE THE TRAIL 40 YEARS LATER.

Louise Todd

Director of UK & European Operations

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We pioneered giving medical instructions over the phone and have 150 patents to prove it. YOU are the reason we've never slowed down. Every emergency call is different, and it's your job to make sure the right response is sent—every time. You're responsible to maintain a high standard of service across your agency with every call. Impossible? Not with the right tools. **Your peers found solutions with the Priority Dispatch System and we're here for you, too.**

The Emergency Priority Dispatch System (EPDS) gives emergency dispatchers decades of knowledge and wisdom in one comprehensive solution, empowering them to provide an objective, rational response to even the most distressing or unusual calls—regardless of their time on the job. Because even the most experienced dispatcher can forget during a frantic call, the EPDS is built on a structured calltaking methodology, drawing on time-tested, scientifically validated protocols, as well as world-class training and certification to make sure the dispatch process is grounded in proven practices.

The EPDS includes four separate-but-integrated systems—Police Priority Dispatch System™ (PPDS®), Fire Priority Dispatch System™ (FPDS®), Medical Priority Dispatch System™ (MPDS®), and Emergency Communication Nurse System™ (ECNS™). The protocols are protected by 91 current and 74 pending patents, and each is continuously evaluated and updated to ensure emergency dispatchers have the latest, most relevant information to deliver exceptional emergency support.

Pulsiam

CAD Control Room Integration Disaster Management Emergency Apps

Pulsiam is a proven and innovative leader in public safety software, with more than 30 years of experience in the industry. Specializing in public safety and disaster management, we have used our industry expertise to create a comprehensive browser-based command and control solution that is fully scalable and ideal for both the largest and the smallest agencies.

Holly Blanks

Director of International Business Development

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At Pulsiam, our focus is staying on the cutting edge of innovation through product development and, more importantly, by creating interfaces to the best mobile applications and software to hit the market.

The public safety industry is full of new, ground-breaking ideas, and with Pulsiam's SafetyNet applications and extensive interfaces, you can choose exactly the right solution for your agency.

Pulsiam has installed the SafetyNet suite of public safety software at more than 90 locations worldwide, serving nearly one hundred million people. Pulsiam's flexible architecture allows our support team to make changes to customer systems and databases on the fly, without interrupting operations 90% of the time.

Pulsiam's primary goal is to save lives: its fully integrated software and mobile application suite ensure that valuable, life-saving information is always in the hands of emergency response and disaster management coordinators and response teams as soon as it is available.

As an international company, Pulsiam meets the communication standards, certifications and protocols which are accepted worldwide.

RapidSOS

 RapidSOS logo

Big Data   Caller Location   Disaster Management   Emergency Call Management   Next Gen Comms

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 existing and newly added data sources available on the RapidSOS platform. They can also access training and admin tools, and view real-time data for their agency's jurisdiction on a single map view. Simply sign up at RapidSOSPortal.com to authorize your PSAP and get started.

Integrate with your existing PSAP software

PSAPs can access data from the RapidSOS platform through direct integration with their existing CPE, CAD, or mapping software. When a call comes in from an enabled device to a PSAP with the RapidSOS integration, the platform is automatically queried for location and additional data. Information is presented to the user as supplemental data and is streamlined into existing dashboards and PSAP workflows for ease of use and effectiveness. RapidSOS is partnered with all major PSAP technology vendors, enabling integration with the RapidSOS platform through a simple software update. Contact RapidSOS and your software provider to get started.

Sam Bennett
Global Expansion Director
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rapidsos.com/europe

Regola

CAD | Caller Location | Control Room Integration | Emergency Call Management | Public Warning

Regola is an ISV (Independent Software Vendor) specialized in designing, manufacturing, maintaining mission-critical platforms and software-level system integration (radio comms, phone systems, in-vehicle equipment, 3rd parties, etc.) for **Emergency Response Organizations and Public Safety Authorities.**

👤 **Marco Parigi**

   International Business Development

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Since 2022, Regola is **member of the Frequentis Group**, a global supplier in the field of Public Safety worldwide. We are perfectly aligned with Frequentis Group's mission **"For a safer world"**, due to our continued efforts to increase the awareness with which **Public Safety systems** are selected by bodies and organisations involved in protecting the public. The new synergy is the natural meeting point between our outstanding attention to details and the **solid market experience of a group of international standing.**

Regola's professionals are committed on customer intimacy, service rapidity, quality and efficiency of any provided solutions, while having a DNA of innovators that anticipate modern demands and shape a technological vision projected towards the future.

Regola combines **IT software specialists with international domain experts** in its teams, aimed at creating the perfect mix between technology and domain-specific complexities.

Regola offers a native **Hybrid Public Safety** approach that leaves customers choosing any preferred environment(s) combination among SaaS, cloud and on-premises.

Internationally acknowledged **certifications**, sector **standards** and **interoperability** patterns are essential elements of Regola and a guarantee of the quality of products and services provided.

Regola operates as an **international technology supplier** and has the privilege of supporting its long-term partners and end-customers in **4 continents** (North America, Europe, Australia, Africa).

As part of the Frequentis Group, Regola offers its customers a quality of service in line with the most stringent international standards. And the guarantee of choosing a reliable supplier, capable of managing complex operational and technological processes, even on nation-wide software platforms.

Unique CAD Suite

A future-proof cloud-native Computer Aided Dispatch product family, able to provide intelligence at the PSAPs, interactive decision-making support, offline user-experience, interface to modern medias and external services, custom-defined agency response configurations.

Proudly 1st in Europe and 2nd worldwide to get the top-quality recognition of **ProQA Paramount TITANIUM Certified** for its seamless integration with internationally-validated call taking protocols (Fire - Medical – Police - Multi-Discipline) produced by Priority Dispatch Corp. and regulated by the International Academies of Emergency Dispatch (IAED).

Explore the multi-modular and agency-specific software solutions:

- **Unique CAD, Remote Light CAD, Mobile CAD & Event Reporting,** context-driven CAD for Control Room, stations, remote working positions, tablet and sat-nav apps.
- Unique **One**   for unified call taking (supporting multi-agency) (level 1 PSAP)
- Unique **EMS**   for ambulance and Emergency Medical Services (level 2 PSAP)
- Unique **Fire**   for Fire Brigades (level 2 PSAP)
- Unique **Police** for Police & Law Enforcement (level 2 PSAP)
- Unique **Care**   for healthcare continuity / low-acuity management (level 2 PSAP)

FlagMii EML - Emergency Mobile Link

FlagMii EML is fully compliant with the **NG112** (Next Generation 112) directives, ensuring enhanced communication and interoperability across emergency services. By integrating advanced location tracking, real-time data sharing, and multimedia communication capabilities, **FlagMii EML aligns with NG112's goals of shifting from voice calls to next-gen emergency communication**. This is also achieved by applying the most innovative technologies, such as those based on A.I. to optimize the interaction between caller and call-taker. The system supports the seamless transfer of information between different emergency services and facilitates the use of various communication methods, including RTT and video, which are crucial components of the NG112 framework. This compliance ensures that FlagMii EML enhances the overall effectiveness and reliability of emergency services in accordance with the latest European standards for equivalent access.

Selected by the Italian Authorities as the official **nationwide service for the deaf** people when **accessing 112**, our emergency mobile link specializes on the ability to bring enhanced and richer data to the PSAP(s), extending the range of operations with live communication and dynamic eyes on scene evidence, without the need of downloading nor any pre-installed mobile app in the device.

nowtice - Public Warning System

nowtice is a versatile communication platform designed to enhance public safety and organizational alert systems. Leveraging real-time notifications, **nowtice enables efficient dissemination of critical information across multiple channels**, including SMS, cell broadcast, DUB+, LB-SMA, email, voice calls, and social media.

Its robust geolocation capabilities ensure that alerts are precisely targeted to affected areas, thereby improving response times and situational awareness. **Compliant with the latest standards** and adaptable to various sectors, **nowtice** supports emergency management, public health notifications, and business continuity planning, making it an essential tool for modern emergency communication strategies.

Compliant to standards and the official legislation, voted by the European Parliament, on Reverse 112 Public Warning as per DIRECTIVE (EU) 2018/1972, 17 December 2018.

rescuetrack

Automatic Vehicle Location | Big Data | Emergency Call Routing | GIS | Interoperability Solutions

rescuetrack is leading in integrated solutions for ambulance services, police and fire departments. The core functions of rescuetrack, which more than 2,000 emergency services customers from eight countries use every day as a software-as-a-service, include:

- Response unit tracking
- vehicle hardware components for mission data exchange, status transmission, tracking, navigation and connection to third-party applications
- mapbutler geo-information system
- Geodata management (across all emergency services)
- Routing services / calculation of next available resources (regular, blue light, large vehicles)
- Area coverage analysis for advance planning of stations or live for deployment of resources or manhunt
- Standardized data exchange between organizations and applications
- Web-based transport ordering and dispatching for secondary missions
- Hospital and department availability

As an integrated system solution, rescuetrack accompanies the entire rescue operation. In the control room, the police station, in the emergency vehicle, helicopter or boat, all the way to the hospital. rescuetrack interconnects all emergency organizations involved in a rescue operation, regardless of vendor, so that all emergency personnel have all relevant information at their disposal at all times. Regardless of the type of organization.

👤 --- ---

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SATWAYS LTD.

CAD | Emergency Call Management | Interoperability Solutions | Resource Management | Triage

Satways Ltd. is a privately held organization founded in May 2006, based in Athens, Greece with offices in Patras and Larissa and presence in Germany (Astrial GmbH).

The company's main activity is the development of integrated Geospatial Command and Control solutions for Security, Public Safety and Defense organizations.

👤 **Antonis Kostaridis**
    CTO

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Satways product line includes C2 and C3I enterprise software packages that respond to different operational requirements of our customers such as Geospatial Data management, Operational Resources Tracking, Call Taking, Incident Management and Dispatch, Physical Security Information Management and Natural & Technological Hazards Crisis Management. Our software solutions can be installed in fixed and deployable command centers and can also be accessed in the field via mobile data terminals. Their common goal is to provide effective decision support, to simplify operations, to provide a Common Operational Picture (COP), Situation Awareness and collaboration tools across organizations, to collect and disseminate data in the field and to coordinate response units and system users.

One of the main advantages of Satways' solutions is the modular architecture that permits easy customization to meet exact user requirements, adding capabilities to deployed solutions by adding additional modules and everything is available through a single end user application.

Our flagship product suite called ENGAGE is offered in different editions namely 112, CAD, CSIM, BME for 112 Call Centers, Public Safety Computer Aided Dispatch, Converged Security Information Management and Border Monitoring respectively. Regardless of the edition, ENGAGE follows a unique approach towards a unified management of security and safety incidents tackling the complete lifecycle of incident capture, response, resolution and recovery. As an Integrated Call Taking, Alarms Management, Incident Management, Computer Aided Dispatch and Resource Tracking System its purpose is to provide shared situational awareness, ensuring coordination in response actions, and empowering every actor in the operational chain with the necessary information.

Satways products are already used in 24x7 operational environments in the frame of several large-scale commercial projects of European, National and Regional scale.

Simoco

For over a century, Simoco has been at the forefront of mission-critical communications, evolving from the pioneering days of Pye Telecommunications to a global leader in cutting-edge communication solutions. Our heritage is built on a foundation of trust, innovation, and adaptability, enabling us to serve industries where reliability is paramount.

👤 **Majid Hussain**

Group Marketing Director

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From our roots in radio technology, we have consistently advanced, integrating new capabilities to meet the ever-changing demands of our customers. Today, Simoco is synonymous with professional mobile radio (PMR), secure SD-WAN solutions, Vehicle as a Node technology, and advanced vehicle fleet management systems—each designed to deliver seamless, resilient, and intelligent connectivity.

Industry-Leading Solutions for Mission-Critical Operations

Simoco's professional mobile radio (PMR) solutions provide secure, uninterrupted voice and data communications, keeping teams connected when it matters most. Whether supporting emergency services, utilities, or transport networks, our PMR technology ensures clear, instant, and reliable communication in the toughest environments.

Our SD-WAN solutions empower organisations with secure, resilient, and intelligent network management. By optimising bandwidth, prioritising critical communications, and ensuring seamless failover, SD-WAN enhances operational efficiency while reducing costs—perfect for organisations with remote or mobile workforces.

With our Vehicle as a Node technology, emergency services and fleet operators can transform their vehicles into mobile communication hubs. This solution ensures that first responders and field teams stay connected, with real-time access to critical data and applications, even in the most remote locations.

Our vehicle fleet management systems combine GPS tracking, telematics, and data analytics to optimise fleet operations. These solutions enhance efficiency, improve safety, and reduce costs, ensuring that organisations can maximise the potential of their mobile assets.

Boutique Customisation for Unique Needs

At Simoco, we understand that no two organisations are the same. That's why we offer bespoke solutions tailored to each customer's unique challenges. Our approach is customer-centric—listening, adapting, and delivering technology that aligns perfectly with operational requirements. Whether it's integrating legacy systems with next-generation technology or developing a completely customised communication platform, we ensure that our solutions fit seamlessly within existing infrastructures.

Impacting Emergency Services Worldwide

Emergency services worldwide rely on Simoco's communication solutions to protect lives and respond swiftly to crises. Our technology provides first responders with the confidence that their communications will not fail when they need them most. Whether its firefighters coordinating in hazardous conditions, paramedics accessing critical patient data on the move, or police teams requiring secure, real-time connectivity, Simoco ensures that every call gets through.

For over 100 years, we have been shaping the future of critical communications. With innovation at our core and reliability as our promise, Simoco continues to empower organisations worldwide with smart, seamless, and secure communication solutions.

Sinus

Sinus Nachrichtentechnik is one of Germany´s leading companies in development, project planning and implementation of highly available and integrated communication management systems for critical communication in the markets of government authorities, public transport, municipal utilities, shipping, industry and airports.

👤 **Tjark Süchting**

Head of Marketing & Sales

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The portfolio also includes consulting, planning, implementation and comprehensive services for control center systems, radio systems, telemetry and digital alarming as well as IT.

As a manufacturer, system integrator and wholesaler all in one, we have been offering products, solutions and services relating to all communications technology for over 40 years.

Our MECC communication management system (Mulimedia Emergency Control Center)

The MECC is holistic solution for control centers of government authorities and companies in private and public sectors.

When developing the MECC, the focus has always been on the users. Therefore, our goal is to develop a communication management system that convinces with its ease of use and variety of connections.

The MECC is controlled via a touch monitor. Alternatively, operation via a tablet solution is possible.

Softil

Emergency Apps   Interoperability Solutions   Multimedia Comms   Next Gen Comms   Voice Comms

Softil is a privately held company headquartered in Tel-Aviv, Israel with offices around the world.

Softil is the leading enabler of IP communications solutions for mission-critical telecommunications products and services. Softil's BEEHD framework (SDK) is the key enabling technology behind a wide range of broadband and mission-critical communication solutions, devices, and products, as well as rich media applications for Enterprise and IMS/VoLTE. With more than 800 major corporations across the globe as customers, Softil's many technological achievements include the pioneering of Voice and Video over IP, combining its unique expertise in standards-based signaling, multimedia and IMS. Softil's award-winning suite of developer tools ensures simplified development and earliest roll-out of new products to market.

<table>
<tr><td>👤</td><td>Amir Angel</td></tr>
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- **Experience.** SOFTIL (Formerly Radvision TBU) has 25+ years of experience in the Voice and Video over IP (V²oIP) communication market, with a large and growing number of customers worldwide (more than 800 development partners). SOFTIL's customers include Avaya, Siemens, Capita, Cisco, Comtech, Ericsson, West/Intrado, Motorola, Nokia, Qualcomm, Samsung, LG, AudioCodes, Rafael, Elbit, SONY, Foxconn and many others.

- **Leadership.** With a large global customer base, SOFTIL is undisputed industry leader in broadband mission critical and IP communications technologies, developing Protocol Stacks and frameworks. The technology behind our award-winning developer tools is the foundation of the company's strong portfolio of carrier-grade unified communications products that deliver high-quality solutions and across-the-board connectivity, from dual-mode radios to LMR/MCPTT gateways to control room and dispatch systems to advanced MCX applications and devices to the MCX testing solutions.

- **Standardization and Interoperability.** SOFTIL is at the forefront of standardization of IP communication technologies - from contributions to 3GPP, ITU and IETF standards to providing the most comprehensive SIP, IMS, VoLTE, and MCX Developer Solution available on the market. Softil is an active member of ETSI, TCCA, PSTA, iCERT, EENA and other industry organizations. Softil solutions had being tested at hundreds of industry interoperability testing events including all of the ETSI MCX and FRMCS Plugtests to the date.

- **Innovation.** SOFTIL is committed to keeping its products compliant with the evolving ITU, IETF and 3GPP communications standards, as well as continuing to add innovative media algorithms and flexibility for customization in order to ensure full compliance, thereby adding unique value for its customers, while keeping Softil SDKs fully backward compatible, allowing Softil customers to easily upgrade from one 3GPP release to another.

- **Support and Integration.** SOFTIL's support includes maintenance releases, including bug fixes and updates, technical support during your working hours, upgrades and training through the SOFTIL training program. SOFTIL's Professional Services team is available to help meet development and deployment needs throughout the entire product or service deployment lifecycle and to help integrate voice and visual communications into the network infrastructure or terminals.

Softil product portfolio includes:

- BEEHD Framework for developing SIP, VoLTE/ViLTE, and MCX communication solutions
- Enabling Technologies for developers of IP communications
- WebRTC Interconnect Framework

BEEHD MCX/FRMCS Framework:

Softil BEEHD solution provides a feature-rich, flexible and extensible MCX and FRMCS framework (SDK), including signaling, media, application logic and management, providing full interoperability with other MCX systems. It enables customers to tailor and tweak the user interface and the application without the need to deal with signaling or media complexities.

This revolutionary and unique software framework takes care of all voice/video/data communication requirements—from signaling to call control and media components. With media quality and user experience in mind, the BEEHD is easy to integrate and manage. Softil has the field-proven developer solutions and expertise needed — from network backbone to handheld mobile devices, terminals, purpose-build hardware devices, LMR/MCX gateways, control rooms, user-centric MCX applications, MCX testing solutions, train terminals/cab radios, in-vehicle devices, and more.

BEEHD is 3GPP MCX release 17/18 compliant and supports MCPTT, MCVideo and MCData, and all of the management interfaces. BEEHD supports multiple OS - Android, iOS, Windows, Mac, and Linux. The BEEHD offers a number of unique algorithms, including some with special patents, to deliver best audio and video quality. BEEHD helps developers to accelerate time-to-market and reduce the effort and it is already pre-integrated with all major MCX servers on the market.

Enabling Technologies for developers of IP Communication Solutions:

Softil provides enabling technologies for developers of IP communications that are used in today's Enterprise, ng911/e911/ng112, IMS/VoLTE, and Mission Critical Communication industries.

Our award-winning suite of Protocol Stacks (ToolKits/SDKs) includes SIP IMS, MSRP, ICE, Advanced RTP/RTCP, XDM and many others. Softil ToolKits provide the core technology behind rich media applications and products for the communications industry, and greatly simplifies the development of all types of VoIP, WebRTC, and LTE/5G multimedia applications and services.

Softil ToolKits are fully standards compliant, offer rich, flexible, multilayered and extensive set of APIs; feature modular design and exceptional market-proven performance. These toolkits offer wide range of optimization options, for performance, size and more; support for all major operating systems, but also easily portable via Common Core OS dependencies encapsulation. Softil ToolKits are open-source free, come with extensive, award-winning documentation; written in pure ANSI C code and come with the best-of-the-breed support.

WebRTC Interconnect Framework:

WebRTC Interconnect framework is based on Softil SIP, A-RTP/SRTP and ICE ToolKits and allows to connect WebRTC clients directly to SIP Enterprise systems using WebSockets and DTLS/ICE/SRTP/SRTCP multiplexing.

SS8 Networks

Providing Location Intelligence to Maximize Lives Saved
Emergency Caller Location | Track & Trace

As a leader in lawful and location intelligence, SS8 helps make societies safer. Our advanced location intelligence solutions empower emergency services with:

👤 **DeAnn Baker**

VP, Marketing

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- **Accuracy**: SS8 delivers the highest network location accuracy.
- **Reliability**: Our dependable, network-based solution integrates device-based location technologies like AML, ensuring the most accurate location every time.
- **Speed**: SS8's solutions provide real-time device location information.
- **Coverage**: We can locate all types of mobile phones globally, including roaming devices.

Supporting Emergency Services Worldwide

Accurate and timely location information can make the difference between life and death. While traditional cell tower technology can only pinpoint a subscriber's location within several kilometers, device-based methods may suffer from issues like poor weather, weak signals, or disabled user features.

SS8's **LocationWise** combines multiple technologies to provide real-time and historical location intelligence. As a global leader in mobile network location solutions for Emergency Services, our solutions include:

- **Accurate Caller Location**: From either the network or the device.
- **Track & Trace Solutions**: Monitoring and controlling pandemics.
- **Standards-Based Solutions**: From 2G to 5G with the highest location accuracy.

LocationWise is a location-based services platform that supports both active and passive location solutions for 2G, 3G, 4G, and 5G networks. It extracts data from the network and uses highly precise, patented algorithms to pinpoint mobile devices with exceptional accuracy.

LocationWise supports emergency response architectures such as NG-112 (Europe), NG-911 (USA and Americas), and M/493, as well as 4G IMS networks with LRF/RDF nodes for handling emergency calls on LTE (VoLTE) and VoNR (Voice over New Radio) to enable 5G emergency call location.

LocationWise can be offered as a standard cell-ID only solution or as a high-accuracy SAS, with optional support for control plane A-GPS and SS8's proprietary Accuracy+ network-based location solution.

About SS8 Networks

As a leader in Lawful and Location Intelligence, SS8 helps make societies safer. Our commitment is to extract, analyze, and visualize the critical intelligence that gives law enforcement, intelligence agencies, and emergency services real-time insights to help save lives. By providing high performance, flexible and futureproof solutions, we enable mobile network operators achieve regulatory compliance with minimal disruption, time and cost.

Intellego® XT monitoring and data analytics portfolio is optimized for Law Enforcement Agencies to capture, analyze, and visualize complex data sets for real-time investigative intelligence.

LocationWise delivers the highest network location accuracy globally, providing active and passive location intelligence for emergency services, law enforcement, and mobile network operators.

Xcipio® mediation platform addresses lawful intercept in any network type and provides the ability to transcode between lawful intercept handover versions and standard families.

To learn more, contact us at info@SS8.com

SYSTEL

Automatic Vehicle Location   CAD   Control Room Integration   Emergency Call Management   GIS

SYSTEMES & TELECOMMUNICATIONS S.A (SYSTEL) specialises in the design, development and production of mobilising, communications and control systems for Fire & Ambulance Services in France, the United Kingdom, Monaco, Belgium and Switzerland. On the ground, our systems meet the operational and technical requirements to manage major territorial and national high-risk situations. In France alone, our solutions are used to process more than 7.5 million calls resulting in over 1.5 million incidents each year involving more than 100,000 first responders.

Damien Mallet
Commercial Manager for International Business

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SYSTEL's solutions include the following key components:

- START: a Command and Control Management System (CAD - Computer Aided Dispatch)
- Integrated Communication Control System and Telephony (ICCS)
- Geographic information System (GIS) / Gazetteer
- Management of Resources: Wholetime, OnCall and Appliances
- Predictive Dynamic Cover Tool
- Mobile Data Terminals, Appliance and Station Mobilisation
- Datawarehouse and Business intelligence reporting system
- Smartphone application for crew and officers
- Interfaces to other third party systems

SYSTEL's solutions also provide some additional benefits:

- Multi-Agency Interoperability -> Fire, Ambulance and hospitals working together with a common system, with the ability to share essential information
- High Availability -> Resilience at site and system level
- Dynamic Scripting -> Includes pre-set Fire and Medical scripts
- Integrated Communications -> Radio/telephony integrated in CAD
- Attribute Based Mobilising -> Flexibility in crewing resources
- Flexible Resourcing Models -> Linked to attribute based mobilising
- Advanced Gazetteer -> Progressive searching and corporate gazetteer integration

As part of its partnership with its customers, SYSTEL can offer a highly customised solution which can include infrastructure, training, 24/7 support and IT security services.

Systel prides itself in continuously enhancing its solutions while being at the forefront of innovation. This includes integration with:

- Next generation emergency services communications (based on LTE technology), working in partnership with the Home Office in the United Kingdom
- Real Time traffic data input in partnership with Google WAZE
- What3Words and in country geolocation services such as AML (Advanced Mobile Location)

Other areas of innovation include:

- A partnership with a fire service in the south of France on a solution enabling the early detection of forest and wild fires.
- A data science project aiming at processing large amounts of historical operational data to enhance operational prediction
- The latest web design for modern and user-friendly computer interfaces
- Systel employs approximatively 105 employees at its headquarters near La Rochelle, France (comprising Software Engineers/Developers, Support technicians, Project Managers and Trainers) as well as 7 employees in Leeds, UK. SYSTEL is ISO 27001, CyberEssentials and NF399 certified and is working towards additional IT security certifications.

For more information, contact either Damien Mallet (d.mallet@systel-sa.com) or our Senior Product Strategist, Philippe Coupeau (p.coupeau@systel-sa.com).

TDC Erhverv

TDC Erhverv

TDC Erhverv is one of Denmark's largest IT consulting firms and communication providers.

TDC Erhverv has one of the industry's most modern delivery organizations, which ensures high quality in the end-to-end solutions and Managed Services we deliver to our customers. TDC Erhverv is experts in helping companies with their business-critical IT systems

Our vision is to take an active part in digitization in Denmark. We want to be your trusted advisor - a partner you can trust. Digitization affects all industries and creates opportunities for innovation and efficiency. TDC Erhverv solutions give you optimal collaboration opportunities and state-of-the-art customer management based on a modern and secure network. These are key factors in a highly competitive environment. Our solutions are the basis for your company's development and affect your employees' and customers' everyday life every minute.

With our many highly specialized technical experts and our skilled business consultants, we have the knowledge to offer our customers the best advice and sparring on the market regarding the latest technologies and how they can create value for our customers' businesses.

TDC Erhverv are known for our great technological and business insight and understanding, that means that we can deliver high quality in the services we provide, which give our customers optimal opportunities to get the most out of their network, IT security, communication and collaboration, and contact center solutions.

TDC Erhverv runs an ethically responsible business that contributes to the world we are part of. Therefore, the work around our ambitious, sustainable objectives also includes all parts of our organization.

Because we want to be among the world's most sustainable telecommunications companies. Not only do we have a net zero target for CO_2 emissions in 2028. We will also support the sustainability of our suppliers and customers through clear requirements, digital innovation and a more circular economy.

TDC Erhverv are responsible for the complete national Emergency 1-1-2 solution in Denmark.

👤 **Jesper Winther Sorenson**

Account Executive

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🔗 tdc.dk

And as a supplier of critical infrastructure, we have a special responsibility for the cyber security of Danish companies, institutions, and authorities - a responsibility that is becoming increasingly relevant and which we take very seriously.

Telefónica

Telefónica logo (top right)

CAD | Control Room Integration | Emergency Apps | GIS | Radio Solutions

Telefónica is one of the largest telecommunications companies in the world in terms of market capitalization and number of customers. With its best in class mobile, fixed and broadband networks, and innovative portfolio of digital solutions, Telefónica is transforming itself into a 'Digital Telco'.

The company has a significant presence in 21 countries and a customer base that amounts more than 327 million accesses around the world. Telefónica has a strong presence in Spain, Europe and Latin America, where the company focuses an important part of its growth strategy.

Telefonica has more than 15 years of experience in the market of emergencies and public safety providing products and services to its customers. It is specialized in different types of solution for emergency centers, providing first solutions for the some of the most important emergency centers in Spain. Over 65% of emergency calls generated in Spain are attended using systems provided or powered by Telefónica.

Telefónica is also expert in deploying radio communications like **SIRDEE**, which is the communications systems (based on TETRAPOL) used by police officers and other security forces in Spain.

As a global service and communications operator and emergency system integrator Telefónica has a complete vision of the emergency process, from the service user to resource management.

Ana Trigo
Emergency Services Product Manager
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In the process of implementation of Emergency Centers, Telefónica helps their customers in the following key tasks:

- Operations analysis based on service needs and the current situation
- Definition and planning of change management activities
- Cooperation with the agencies, in an effort to stipulate protocol and methodology
- Evolution of the Technological Platform
- Management of the complete incident cycle, by means of the appropriate channel, taking into account the various factors: (citizens, management operatives and intervention, and so on)

Telefónica, offers turn-key projects that include or may include the following phases:

- Process consulting

- Technology consulting
- Supply, installation and commissioning of the technology platform
- Data model customization
- Support and maintenance services

The Telefónica's Emergency Management Integrated System, called **SÉNECA**, is a platform designed to support the emergency management process occurring in the Emergency Operation Centers and PSAPs (112/911, Police, Firefighters and Rescue Services, Health Emergency Services, Public Safety Agencies…). **SÉNECA** offers the ability to attend emergency requests and quickly collect all necessary information to solve it. **SÉNECA** can integrate different technologies related with communication platforms (fixed and mobile phone, radio, SMS, video, etc.), audio recorders, GIS (via ESRI platforms), AVL systems, etc.

There are 5 operational products available in the SENECA Emergency Suite (SES):

- SÉNECA Multi-Agency (112/911)
- SÉNECA Health (Medical Emergency)
- SÉNECA Public Safety
- SÉNECA Fire & Rescue

SÉNECA consists of a set of elements (hardware, software, procedures, facilities, telecommunications infrastructure, and resources) that enable emergency management from various aspects:

- Receive emergency requests (demand management).
- Management agencies must respond to the emergency.
- Control and resource mobilization that resolved.
- Resource management and communication with them.
- Management of global emergency plans (definition, testing, etc).
- Generation associated reports, etc.

At a functional level:

- Solutions for all phases of operation: demand response and command and control.
- Module Reports and statistics for analysis and decision making.
- Attention and integration of calls from people with hearing disabilities.
- High degree of configurability and parameterization of the solution to the user profile.

At the technological level:

- Technological infrastructure based on market standards and industry.
- Email, phone, SMS, radio, IVR, fax, internet.
- Integration with leading telephony communications solutions and CTI.
- Integration with radio communications.

- Integration with call recording.
- Geographic Information System (GIS) fully integrated.
- Full integration with AVL and GPS systems.

A business level:

- Product evolving: mobility solutions, new channels (social networks, video call), including emergency simulators, etc.
- Strategic agreements with the best partners in the market.

Telent

CAD   Radio Solutions   Recording Solutions   Triage

A supplier of integrated mission critical ICT solutions for Public Safety Users, from Control Rooms to front line responders, including ICCS, CAD, Voice Recording, Mobile Data, epcr, Tetra & Paging solutions.

For project activities, we provide design consultancy, procurement, project management, installation & comissioning as well as extensive FAT, SAT & UAT Testing services.
For service support, we provide network monitoring, Customer Service Desk & On-site engineering support on 24/7 365 basis across Ireland & UK.

Our customers include Health Service Executive National Ambulance Service, Irish Fire Service, N. Ireland Fire & Rescue Service, Maritime Coastguard Agency, Royal National Lifeboat Institute (RNLI), as well as various Fire Rescue Services and Police Services across England, Scotland & Wales.

Joe Howick

Business Development Manager

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Telespazio France

Telespazio France: contribution to the improvement of citizens' safety and security

We are convinced that a simple link between Man and Space is essential to our life on Earth, because Space is a key technological and human enabler to protect the planet and its inhabitants. We have faith in Humankind and diversity, we believe in technology and skills development. We act on the basis of our founding values of Commitment, Innovation and Partnership.

Thanks to our historical legitimacy, our global expertise and our European dimension, we put the strength of two European Leaders and the agility of our human-sized structure at the service of our mission. Our ambition is to democratize the access to the space services of today and tomorrow, through an open logic of "Space On Demand". We bring together the skills and partnerships needed to provide the best solutions, in a market undergoing profound change.

Together with EENA and European Institutions, we support the development of innovative solutions for **European citizens' safety and security** in close cooperation with actors from the whole operational chains:

- **Deployment of Advanced Mobile Location in Europe** with EC HELP112 projects;
- Development of a system for monitoring the health of workers, which includes an **emergency communication functionality** based on **PEMEA standards**, with EC H2020 WorkingAge project;
- **Galileo Emergency Warning Service proof of concept**, with EC GRALLE project;
- **Galileo Emergency Warning Service consolidation and demonstrations**, with EC STELLAR project;
- **SBAS-based alerting capability demonstration** in Sub-Saharan Africa, during the SBAS ASECNA project;
- **SAR/Galileo Two Way Communication service prototype and demonstration**, with the EC SERENITY project.

We also operate **Cospas-Sarsat French Mission Control Centre**, **SAR/Galileo Service Centre** and **SAR/Galileo Service** with CNES.

All of these efforts, all of these resources and all of these successes are enabling us to pursue our actions for the benefit of Europe's and the world's citizens, and helping to accomplish the noble mission of saving lives.

👤 **Axelles Pomies**

Head of Navigation Downstream Department

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Telespazio France: general description

As a key player in space infrastructure operations for more than 30 years and with a staff today of more than 435 experts, Telespazio France supplies value-added satellite-based services and applications covering all of the key domains of space, from telecommunications and Earth observation to navigation.

Telespazio France is the French subsidiary of the Telespazio group, a joint venture between Leonardo (67%) and Thales (33%). Based in Toulouse, Bordeaux, Paris and French Guiana, Telespazio France delivers its expertise and services to the main European institutional and professional stakeholders.

Telespazio is part of the Space Alliance together with Thales Alenia Space. The complementary capabilities of Thales Alenia Space in satellite systems and Telespazio in the services associated with them provides the Space Alliance all the assets needed to respond positively and effectively to the needs of the market, which today are increasingly focused on applications related to space technologies.

Telespazio is organized around three centres of excellence:

- Satellite Systems and Operations, in charge of operating our own space resources and systems, as well as those of our customers, and developing associated applications and solutions.
- Space Telecommunications, offering a broad portfolio of connectivity solutions and services.
- Geo-Information, delivering a unique range of radar and optical satellite imagery, and land- and ocean-monitoring products and services.

Today, more than ever, Telespazio France is a true innovator, transforming what were once just possibilities into real services available to an increasingly wide audience worldwide.

TELYCAN S.L.

| Automatic Vehicle Location | CAD | Control Room Integration | Emergency Call Management | Next Gen Comms |

Telycan is a Spanish Telecommunications and Information Technology (ICT) company with over 35 years of experience in engineering projects and the development of computer systems for the Integration of Communications and the Management of Security and Emergency Incidents in Mission Critical Control Centers (112, 911, 092, 080, etc.).

The TelyCALL Communications Integrator and Incident Management, as well as DCX-9000 dispatch console solution developed exclusively for Motorola Solutions Inc, are deployed internationally across different public and private sectors.

These Integrated Communication Control System (ICCS) solutions allow the management of multiple radio and telephony systems and have been developed using **WebRTC (Real-Time Communications)** technology requiring only a Web browser with no additional hardware or software at the operator's workstation.

In accordance with the requirements and evaluation criteria of the quality of systems and software (SQuaRE), our applications comply with the ISO 25000 quality standard in terms of: functional adequacy, efficiency, compatibility, usability, reliability, security, maintainability and portability. Telycan's software products also comply with the National Security Scheme (ENS) HIGH Category, as well as the ISO 33000 standard which certifies the Development Quality Maturity Level and ISO 27001 for Information Security.

TelyCALL consists of modules unified in a single Full-Web user interface that integrates all communications and the management of Security and Emergency incidents.

- **Communications Integrator** (**COM**): allows the integration of multiple radio and telephony communications systems.
- **Audio Recording** (**REC**): automatically records and stores all communications.
- **Cartography and Positioning** (**GIS**): provides a map viewer and real-time positioning of mobile resources.
- **Incident Management** (**GES**): facilitates call handling, classification, resource allocation, implementation of action protocols, life cycle tracking, and the generation of reports and statistics.

TelyCALL is designed to meet the specific needs of each client, ensuring interoperability between different systems, including radio communications, PoC, telephony, video, and third-party applications.

Antonio Díaz
CEO

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In addition, we place a strong emphasis on cybersecurity and usability, ensuring that our customers can operate with confidence and efficiency, backed by the relevant official certifications.

This combination of innovation, customization and reliability positions us as an outstanding reference in the Public Security and Emergency sector.

Transatel NTT

Transatel, an NTT company, is a leading global cellular connectivity solutions provider. Our mission is to securely connect everything and everyone, beyond borders.

As such, we operate 3 main business units:

- **Mobile Telephony services**
  We are the leading MVNO Enabler in Europe, with over 120 Mobile Virtual Network Operators managed on our own full core network.
- **Internet of Things (IoT)**
  We deliver global cellular data connectivity and solutions for industrial IoT, OEMs and telcos leveraging our direct connectivity agreements throughout 200+ territories and our regional infrastructure for a maximized performance.
- **Ubigi**
  Ubigi, a Transatel brand, connects travellers, cars, and the workforce in the field and abroad using eSIM technology to connect phones, laptops, tablets, MiFis and vehicles.

Philippe Vigneau

Sales Director

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Transatel, leading the Internet of Vehicles industry.

Transatel's Internet of Vehicles connectivity platform enables car OEMs to reduce integration costs and foster innovation while staying independent from mobile carriers.

From telematics to passenger and third-party applications, they can rely on our global 4G and 5G coverage and secure (e)SIM solution to deploy their connected services worldwide.

Our clients are no coincidence.

Today, Transatel global SIM cards and eSIM profiles securely connect millions of vehicles, industrial and consumer devices to public and private cellular networks across the world for clients such as Airbus, Worldline, BMW, Stellantis, and Jaguar Land Rover.

We are a global mobile operator

- Licensed GSMA operator
- ITU-issued global (901.37) and local MCC-MNCs
- Fully-owned, globally distributed core network
- Direct agreements with mobile carriers across 200+ territories
- Private, public and satellite cellular access

Best-in-class service through carefully crafted assets:

- Local or near to local costs, worldwide
- In-house assets for unrivaled performance, capabilities, and reliability
- Award-winning multi-operators service through embedded SIM application

Our "utmost connected" SIM card received the 2024 IoT Global Award in the R&D category. It offers automated managed connectivity to clients who need unparalleled worldwide cellular coverage. The service includes SIM cards that autonomously evaluate the actual data usability and switch to the best available data signal, and if needed, seamlessly transition between public and private 5G networks. Since H2 2024, this solution includes satellite-based networks thanks to Transatel's partnerships with multiple non-terrestrial networks providers.

Let's talk!

Our IoT experts are available across the globe to build together effective solutions that address the pain points only specialized players know how to solve, and bring innovations so you get an edge over your competitors.

More information: transatel.com/iot, or on LinkedIn: linkedin.com/company/transatel/.

Unblur

Artificial Intelligence | Cloud Services | Disaster Management | Emergency Apps | GIS

Unblur has created IRIS Core to help Incident Commanders from Emergency Services make safer and faster data-driven decisions during an incident.

IRIS Core is a software platform that allows commanders to visualize what is happening, and to know where the teams are at every second and what tasks are being done. Commanders can aggregate and share information like decision logs, messages and risk assessments between teams making coordination much easier.   Our platform connects all the data sources available displaying them on a simple and intuitive interface, in order to help Commanders execute an efficient response.

IRIS Core captures multiple sources of real-time data, such as live video feeds and geolocation of vehicles and teams, together with static data such as maps, blueprints, pre-planned information and other databases. It integrates all of this data with Incident Command System (ICS) command and control tools, enriching them and allowing Incident Commanders manage the incident from one single place. With the rise of a technological and connected world new tools like wearables, sensors, drones, GIS, have appeared to enrich commanders view of the incident.

However, new technologies are causing saturation of commanders by large amounts of fragmented and unfiltered data, obstructing the decision-making process. In addition, coordination becomes an issue, because different teams have different tools, meaning they have different understanding of what is happening in the incident.

IRIS has been developed with first responders around Europe, ensuring that all features are relevant for field commanders and that it has the best user experience design. The IRIS product team are constantly in contact with IRIS users, ensuring that the platform evolves with users' feedback and needs.   IRIS is currently being deployed at Mid & West Wales, Hereford, Worcester and Shropshire FRS in the UK.

We are available to showcase our technology and share our experience from deploying technology in Emergency Services. If you are interested reach us to learn more about how we can help you.

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Verisure

Artificial Intelligence   Big Data   Control Room Integration   Emergency Call Management

Verisure is the leading European provider of professionally-monitored security systems with 24/7 response services. We protect close to 5.3 million families and small businesses across 17 countries (Sweden, Norway, Spain, Denmark, Finland, France, Portugal, Belgium, Netherlands, Chile, Brazil, Peru, Italy, UK, Ireland, Germany, Argentina, with the Head Office in Switzerland) in Europe and Latin America. We are Nr. 1 in 13 of our 17 countries.

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Chief Legal Office

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We believe everyone has the right to feel safe and secure. Our mission is to provide customers with peace of mind by protecting what matters most to them. We offer subscription-based security services through designing, installing, and monitoring alarm and video surveillance systems to bring peace of mind to our customers. We provide immediate human response, powered by reliable and innovative technology. For a monthly subscription fee, our services provide full security through 24/7 monitoring, expert verification and response, customer care, professional maintenance, and technical support. As well as protecting against intrusion, we protect against fire, attack, theft, life threatening emergencies and other hazards. We also offer additional services in select geographies: our Senior service offers protection to customers aged 65+ in case of emergencies, with the help of a watch that can detect falls and an SOS button that sends out an emergency notification. Our Verisure Guardian service ensures protection 24/7 inside and outside the home, with a possibility of notifying emergency services or contacts in an emergency.

We are also the leading provider of connected video surveillance systems through our Arlo Europe camera business in more than 50 countries. We operate as Verisure in most countries where we are present and as Securitas Direct in Spain, Portugal and partially in Sweden. We have been dynamically growing since the foundation of our company in Sweden in 1988. With over 35 years of insight, experience, and innovation, Verisure is known for category-creating marketing, sales excellence, innovative products and services, and customer-centricity. Thanks to a strong focus on high quality, we have some of the strongest growth and retention rates globally in consumer-facing services, which demonstrates our exceptional service levels and strong value proposition for our customers. Our customers are amongst the most satisfied and loyal in our industry and typically stay with us for 15+ years.

Our commitment to ESG is intrinsic to our company purpose, mission, and corporate values. We focus on our customers, our people, and our communities, and for this reason the social aspect of our ESG strategy is the one that bears the biggest weight. In 2024, we have been recognised by Morningstar Sustainalytics as an ESG Global 50 Top Rated company, as well as an ESG Regional and Industry Top Rated company.*

VESOS Solutions Ltd.

eCall   Emergency Apps   Specialised Consultancy   Third Party Services

VESOS Solutions Ltd, established by four industry experts Andy Rooke, Danny Woolard, Andy Graham, and Alan Gentle, offers project consultancy, design services and solutions designed to improve road safety and response times based around eCall technology and services

👤 **Andy Rooke**

    Director

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eCall is now mandated on most vehicle types in Europe and is being adopted by many other countries globally. It has the potential to save lives by providing connectivity, both voice and data, to emergency services and hence road operators in the event of a vehicle incident or a vehicle occupant pressing the SOS button. It can dramatically reduce response times for stopped vehicle detection too. However, there are challenges to maximising the benefits of eCall.

- Ensuring validity of eCall alert and categorising alert type, e.g., airbag deployment
- Enhancing location accuracy
- Filtering false alarms and identifying rogue data

Our team has been working together in eCall for over three years, proving its value in incident generation, traffic management, and historical data insights. Individually, we go back over 20 years in eCall standards and implementation, connected vehicles, telematics, and traffic operations.

We offer:

- eCall project support and thought leadership
- Business case and statistical analysis
- Solutions development

Following our early projects, we developed our award winning TeCall© concept. This can provide high quality incident data to support traffic operations by harvesting eCall/SOS alerts, qualifying their validity, enhancing the data, prioritising, and augmenting vehicle information to make it meaningful for road operations and emergency response teams.

eCall is a valuable source of incident detection that augments other infrastructure-based detections systems. VESOS has the skills and experience to help you define the benefit and deliver the solution rapidly.

VIVASECUR

CAD   Emergency Call Management   GIS   Telecommunications   Voice Comms

VIVASECUR GmbH is a leading developer, integrator, and service provider specializing in command-and-control systems for public safety organizations and industrial control centers across Germany, Austria, and Luxembourg.

We deliver advanced software solutions for dispatch and command centers, along with mobile and web-based applications for field operations. As one of Germany´s largest suppliers of CAD software, our clients include government agencies, emergency services, police, and private-sector organizations.

Starting in 2025, we are pioneering next-generation communication solutions that seamlessly integrate telephony, radio, and asynchronous messaging into traditional CAD systems.

We are committed to elevating critical communications to the next level!

Nico Brandes

Project Manager

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Vodafone Business

Vodafone is the largest pan-European and African telecoms company. Our purpose is to connect for a better future by using technology to improve lives, digitalise critical sectors and enable inclusive and sustainable digital societies.

👤 **Marco de Gier**

Global Product Manager, IoT Connectivity

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We provide mobile and fixed services to over 300 million customers in 17 countries, partner with mobile networks in 46 more and are also a world leader in the Internet of Things (IoT), connecting over 175 million devices and platforms. With Vodacom Financial Services and M-Pesa, the largest financial technology platform in Africa, we serve more than 73 million people across seven countries.

We are committed to reducing our environmental impact to reach net zero emissions by 2040, while helping our customers reduce their own carbon emissions by 350 million tonnes by 2030. We are driving action to reduce device waste and achieve our target to reuse, resell or recycle 100% of our network waste by 2025.

As part of the Vodafone Group, Vodafone Business provides IoT connectivity to businesses across the world. From high bandwidth 4G and 5G connectivity to Low Power Wide Area (LPWA) networks, we have a range of services which customers can manage through our leading Managed IoT Connectivity Platform. Additional device management and analytics services support customers to have greater visibility of their connections and make decisions based on real data.

We work with car manufacturers across the world to provide in-car connectivity for telemetry and entertainment through our IoT network. We provide them with an eCall capable SIM and eCall call-back functionality so that in the event of a crash or emergency, the vehicle can trigger an emergency call.

We have been helping organisations of all sizes to intelligently connect their business with our leading IoT connectivity for over 30 years. By intelligently connecting data, things and people, customers can automate processes, reduce operating costs, and develop new business models to stay competitive. Today, we support over 175 million IoT connections across a range of industries, from manufacturing to logistics, automotive to agriculture, we've worked on many use cases. We're also recognised as a leader in IoT by industry analysts including Gartner, IDC, Juniper Research and Transforma Insights.

We have over 1,400 IoT professionals which combine global resources with local and industry know-how, giving you the most innovative, effective solutions, wherever you are. Speak with one of our dedicated IoT connectivity experts and find out how we can help you intelligently connect your business.

For more information, please visit www.vodafone.com/business/iot, follow us on Twitter at @VodafoneIoT or connect with us on LinkedIn at www.linkedin.com/company/vodafone-iot/.

Zachranka

We are a Czech based company focused on solutions for emergency calling, public warning, AED mapping, and public awareness in the emergency field based on mobile apps and WebRTC. Our main expertise is based on our unique knowledge of emergency service operational management systems, our strong technical background, and our highly individual approach. Our main product is the NG-SOS platform which is now used by more than 3 mil users in 4 EU countries.

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Zachranka – NG-SOS

NG-SOS is a modular solution for effective two-way communication between the caller and the operations centre. The system's modules are designed to work as a whole or in conjunction with already-established technologies within a particular organization. Whether you are dealing with real-time image transmission, a mobile app for emergency calls, a public warning system, or notifications for first responders — NG-SOS is the technological leader in the field of emergency communications.

Mobile App

The app was tested and developed in cooperation with EMS professionals and provides the most accurate information about the caller by sending their location updates, complete medical profile, and basic pre-classification data (including next-of-kin contacts, mobile network, battery status, and more). The app also provides an interface for online chat and video streaming. By combining all of this information provided, EMS crews can reach the patient in a far shorter period of time, thereby increasing the patient's overall chances of survival. The app supports communication for callers with speech and hearing disabilities and was also developed to fully support Voice Over technology for blind users.

An important part of the app is the geofence-based reverse notification communication feature with static and dynamic content. And all with remote control over CMS or CAD.

Web-based App

Not all emergency calls are made through a mobile app. Effective caller location, classification, and identification is thus limited to the classic telephone call scenario and the individual operator's own ability to make good use of this method in repeatedly stressful and demanding situations, with callers who are often in

shock, disorientated, and possibly seriously injured. And sometimes trying to communicate all of the above in a foreign language. NG-SOS technology significantly streamlines and enhances standard emergency calls. This specially-developed technology enables an SMS to be sent containing a so-called Smart Link to establish a connection via a WebRTC-based web app.

Public Warning System

The NG-SOS system uses a mobile app to warn of sudden crisis situations such as water supply contamination, epidemics, chemical leaks, unexploded ordnance, and other dangers. It is thus an important component in the various means of alerting the population, such as sirens, emergency SMS alerts, or Cell Broadcast. The source of the alert notification can be CAD (via Common Alerting Protocol). Alternatively, the alert can be entered directly through the CMS system, or the app can be integrated within other emergency call systems already in use.

The main advantages of adding a mobile app to a national public warning system are the speed of sending notifications (millions of notifications received within minutes) and the low operating costs (as the above are not charged as individual SMSes). Notifications can be supplemented by a link to a website with further instructions, or a direct link to the procedure or instructions in the mobile app. The system can work either with a database of registered users according to defined regions or with users' current locations based on the principle of Geofencing technology.

Dispatcher Portal

The NG-SOS system's online dispatcher portal was designed based on the needs of emergency call lines. It enables access to information either from the caller's mobile app or obtained via Smart SMS. It includes:

- An overview of calls from the mobile app within that region.
- A display of all caller information transmitted during the emergency call, including visualised map data.
- The possibility for customisation and integration with other technologies.

CMS

Remote content management of a national mobile app for emergency calls or sending direct notifications to users has never been easier. With a sophisticated CMS, you can easily update Points of Interest in the app without the need for millions of users to update the app themselves.

An important function is the unique reverse emergency notification system, which enables emergency alerts to be sent to all users within a selected area, with the added option to supplement the alert's arrival with an alarm message tone and display a link to the national authorities designated websites.

API for CAD

The NG-SOS system is built on a robust backend solution that enables direct implementation within local operations management systems. All available functions can then be managed directly within the CAD system currently in use. The simple API has already enabled direct implementation within CAD systems in Austria, the Czech Republic, Slovakia and Hungary. The entire technology can be operated on the principle of a cloud solution or in the form of an on-premises solution.

The NG-SOS system is already in use in specific situations in various countries for the automated activation of first responders from the mountain and water rescue services.

Zaleos

Cloud Services | Emergency Call Routing | Emergency Call Management | Next Gen Comms | Specialised Consultancy

Zaleos is a technology company that builds communication solutions, specializing in systems for public safety agencies and emergency services. Founded in 2015, the company delivers highly available, cloud-native solutions that help emergency services unify data and accelerate response times—building digital infrastructure where communication reliability is non-negotiable.

👤 **Luis Martin Gil**
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With a long-term mindset and a deep commitment to engineering excellence, Zaleos approaches every project with precision, discipline, and care. Its core mission—to connect people when it matters most—drives its work in ESINets and NG112, delivering infrastructure-agnostic and fully automated systems that keep essential services running in environments where communication failure is simply not an option.

This publication provides an overview of the EENA Corporate membership.

For further information, please visit our official website at www.eena.org.

Do you have questions or comments? Contact Mr Jérôme Pâris at jp@eena.org

eena
EUROPEAN EMERGENCY NUMBER ASSOCIATION