



Iskratel Public Safety infocommunications

Emergency Communications - System 112

Key features

- **Modular and scalable system**
- **Implementation of different service network architectures**
- **Multiple accessibility options**
- **Various communication interfaces**
- **High availability with carrier grade reliability**

The efficiency of Public safety services always depended on the communications abilities of the overall system. New technologies enable upgrade the current systems with additional features like e-mail, instant messaging, video communications etc.

Lower budgets in public sectors, request for automation of the processes in order to reduce investments. Iskratel is offering a number of services that can be fully customized to user demands.

Iskratel's Emergency Communications Suite is group of services which ensure public safety and health in the case of different emergency situations.

It enables accurate information sharing and coordination of teams involved in interventions (intervention organization teams and the field staff).

Considering the scalability and functionality, the system is adaptable to the field's needs. Everything is aimed to ensure the presence of the right rescue teams at the right place as soon as possible.

ISKRATEL'S APPROACH

Iskratel's emergency communications and information system improves the quality of life and public health, safety, security of citizens and safety of private and public property. Shortening

intervention times reduces the consequences of natural disasters or accidents. Statistical predictions reduce the chances of multiple repeating of the events. Different detection points and methods enable protection against natural and man-caused catastrophic situations.

System architecture provides the user reliable access to different services, such as police, fire brigade, urgent medicine service and other emergency services in the hardest communication situations. Redundancy of the system and the alternative routing takes care that the informers call reaches the eCIS service. Iskratel's skills come from the world of telecommunications, where five nines count.

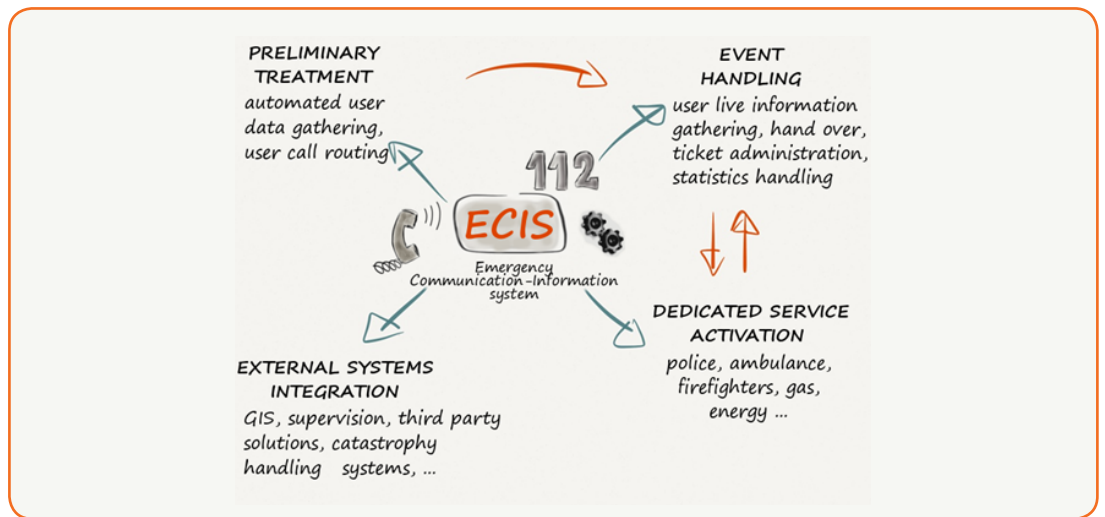
Roles of the system modules

By obtaining basic informer's data we define front office. While front office agent collects info about the event, corresponding back office services are being suggested and informed about the needed intervention. Back office agent organizes and supervises the intervention and reports about its progress.

Data about interventions are stored and constantly analysed by the personnel, thus preventing not necessary repetition of the situations.

Why Iskratel 112?

- System grows with your services and required capacity
- Scalability of the 112 capacity as result of the system modularity
- Scalability of functionalities – openness for the implementation of new interfaces
- Integration with new services (e-Call)
- 70 years of Iskratel experience integrated



Emergency Dispatcher workplace

Operators front or back office (dispatcher) workplace is equipped with highly intuitive, service customizable graphical user interface, which enables simple and quick interview with the calling informer, establishing one user or conference connections with other services or users, enriching overall information about the event by GIS presentation of the field and involved entities.

GIS information

Implemented GIS proxy module enables connection to different GIS systems and gives the dispatcher information about different layers of the on-field situation: informer's and event's position, position of the available intervention teams, eventual dangerous objects, population density and many more. It enables calculation of the optimal route for accessing the event location and gives overview about the global situation of the defined area.

Integration with external services can be used to improve the operator's impression of the event to improve his view on the intervention team

status and enable reliable communications (GPS modules in intervention team vehicles, TETRA communication units).

By using defined interfaces, data about crisis situations and interventions are being transferred to external systems or organization which takes care about the public safety situation.

ISKRATEL'S MAIN FEATURES

Redundancy & Reliability

- High available communication switches,
- Redundant Contact Centre architecture,
- High-end server technology,
- Clustering systems,

Modularity

- Network gateway modules,
- Contact Centre modules,
- Data & Document modules,
- service Work Flow processing modules

Accessibility

- Voice, SMS, e-Mail, Fax, Web-chat;

Communication interfaces

- SIP, SOAP, http(s), JSON, SMPP, POP3, SMTP, SS7

Iskratel Emergency Communications Suite is highly dedicated solution which increases the accessibility of the notifications about emergency situations and improve their treatment and drastically shortens response times.

ISKRATEL

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