

NEW  **VOICE**



«Security under Control» for communities and cities



SUCCESS STORY

The safety officers of the communities and cities are challenged! Risks have changed and therefore SiBes are facing greater challenges. What was assessed as an unlikely scenario in the past has risen on the risk scale today.

Communities and cities must comprehensively deal with all possibilities of "Emergency Scenarios". Heterogeneous and partially isolated solutions for the individual hazard areas represent a major challenge for those responsible for security. In addition, the risks in the environment of the authorities are manifold and cannot simply be reduced to an evacuation scenario in the event of a fire. Threat incidents in the area of social services have increased and the alerting process cannot be equated with an evacuation, as in the case of an amok scenario, for example. This applies not only to the distribution of information, but also has a major impact on organizational aspects. How the responsible employees as well as the employees can be informed in an emergency depends on the communication infrastructure. Therefore, the prerequisites can vary from municipality to municipality.

Regardless of which media (telephone, PC pop-up, update, loudspeaker, smartphone app, etc.) are used to distribute information, the following should be flexibly in place based on the incident:

- Scenario with defined alarm text (voice and/or text) and fixed alarm group.
- Information dynamically, depending on the scenario and defined alarm group
- Dynamic case-related and alarm distribution to flexibly composed groups

In order to start the alarm processes listed above individually, a customer-specific web application is required, which can be used from any workstation.

Of course, alarms can also be triggered flexibly via any telephone or via network-compatible emergency call buttons. To protect investments made, it is also possible to integrate emergency call and fire alarm systems or already installed loudspeaker systems via standardized interfaces.

New technologies in use for the safety of employees

In the same breath as the word technology, the topic of networks comes into play. More and more solutions are based on a highly available network infrastructure.

Basically, however, it can be assumed that the municipalities have a qualitatively well-developed and available network in use. Thanks to information technology, there are possibilities that allow a more comprehensive view of the requirements and the



Flexible, powerful and user friendly

related solution approach. But this is not possible without the involvement of the responsible IT department.

As an example, we would like to specifically mention the use of PC clients, which quickly distribute the alarm information to the PCs of the employees by means of a pop-up. Furthermore, loudspeakers (www.axis.com "network audio systems") can be placed in places without telephones or PCs without great installation effort and can be individually controlled "case by case" via the MobiCall alerting application. Furthermore, smartphones can also be controlled via an application. In addition, modern "Unified Communication" solutions enable the direct integration of the MobiCall alarm application.

Cloud "service-based solution"

Such a solution is useful for individual areas of alerting. For example, for setting up a crisis team in connection with a conference call, which makes it possible to react quickly and purposefully in "real time" to various incidents. Or when the alerting is more or less carried out on smartphones.

However, as soon as you have to alert the employees in the buildings, the possibilities are very quickly limited!

In order to find the best solution for the various requirements, a HYBRIDE solution can also be used.

A possible solution is that the local distribution of information is done via an on-site installed alerting application with direct integration into the communication infras-

tructure. In conjunction with personal security "lone worker protection" including localization or the IoT "Internet of Things" area, which is very interesting for municipalities, we recommend the networked combination with our cloud-based security service as an add-on.

Your advantage is a uniform solution in the area of alarming and mobilization from one source!



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