CUT TIME
SAVE LIVES

COORDCOM
Emergency Response Communication Center. Speeds up, streamlines and secures the call taking and dispatching processes.
In emergency call situations, every second is crucial. Being at the right place with the right resources as fast as possible saves lives, reduces suffering and minimizes property losses. This calls for the optimal utilization of all of society’s public safety resources. With the right decision-making tools and resource coordination, emergency efforts will be faster and more precise. At the same time, efficiency increases, which contributes to lower operating costs. The greatest savings for society, however, can be expressed in terms of reduced suffering and saved lives.

Take the right action with CoordCom.
Communication between an emergency caller and the staff at a call center involves a considerable amount of pressure. The call taker must try to get as much information as possible from a person acting in great distress. The case must be identified—What? Who? Where?—and prioritized before dispatch and coordination of emergency efforts. Ericsson’s Emergency Response Communication Center—CoordCom™—is an efficient system for call taking and dispatching with precise decision-making support. CoordCom makes it possible to communicate case information to everyone involved in real time. The system helps the users take the right actions in every situation. CoordCom provides the best conditions for saving lives and property, and creates a safer society in the process.

One system controls it all.
CoordCom controls and coordinates the entire chain of emergency activities—from taking and identifying an incoming emergency call—to dispatching the right resources such as the police, fire department and ambulance to the emergency site. CoordCom also enables analysis of the emergency effort to improve the work process and response for different situations.

COORDCOM PROVIDES THE BEST CONDITIONS FOR SAVING LIVES AND PROPERTY, AND CREATES A SAFER SOCIETY IN THE PROCESS.
Integrated into the infrastructure.
CoordCom is a flexible end-to-end solution that can be integrated into the existing communication infrastructure. CoordCom integrates communication standards in the areas of radio transmitting, telephony and data communication into one powerful system. Existing investments in communication systems, work processes and organizations are enhanced by CoordCom, which enables these systems to interact freely. These are qualities that help make CoordCom a state-of-the-art solution.

Ericsson—A global player.
Ericsson is one of the world’s leading suppliers of public safety and national security systems, as well as fixed and wireless communication systems for commercial markets. We operate in more than 140 countries, providing a range of innovative communication solutions. The 10 largest telecommunication operators are Ericsson customers. We bring all our modern technologies into the public safety environment and integrate our services to provide the best combination of technology and information.

PRACTICAL EXPERIENCE
Our CoordCom customers include public safety operators, such as:

- **SOS Alarm**
  - Swedish 112 operator covering 9 million people

- **STS Romania**
  - Romanian 112 operator covering 22 million people

- **112 Teléfono de Emergencias**
  - Spanish 112 operator covering 8.5 million people

- **Öresundsbron**
  - Swedish-Danish bridge consortium

For the past 25 years, the number of CoordCom users has grown steadily. Together, they have spent over 96,000,000 hours working with CoordCom to date!
A typical workflow in CoordCom.

An incoming emergency call is automatically directed to a CoordCom user referred to as a call taker. The call taker identifies if the alert is true or false, and what has happened. A case is automatically created in CoordCom where all information is saved. The call taker can request assistance from another user—a dispatcher—so that the two work simultaneously with the case.

The call taker can categorize the incident using a case index, which gives the case a priority. When the call taker enters information about the case in the CoordCom user interface, the system responds by showing interview questions and advice relevant to that specific type of incident.

The dispatcher works in parallel with the call taker. As soon as certain information about the incident is entered, the dispatcher can start following an action plan adapted to the specific case. In this plan, all important information about how to handle the case is automatically gathered as support for the dispatcher. The most suitable resources for the case (ambulances, fire engines, etc.) can easily be found and assigned by the dispatcher. A GIS application is a powerful tool for locating resources close to the incident and provides additional understanding of the situation. The dispatcher can communicate with the resources through CoordCom throughout the entire case. Any number of call takers and dispatchers can work jointly on the same case, depending on the nature of the incident.

Every action taken in CoordCom is logged for follow-up purposes.
KEY SYSTEM FUNCTIONS
Functions that save seconds.

- **Call Management**
  Reduced waiting time via call distribution and prioritization.

- **Case Management**
  Speeds up case identification via interview support and quick classification. Advanced assistance is available instantly.

- **Automatic Alarms**
  Action is taken immediately on the alarm.

- **Geographic Information System (GIS)**
  Advanced system functions for locating the incident and coordinating emergency efforts. Support to help choose the right resource.

- **Contacts and Services**
  Pre-defined ways of contacting resources and services without delay.

- **Resource Management**
  Functions to quickly dispatch the most appropriate resources, with the right equipment and skills, to the incident. Real-time information on the status and location of the incident.

- **Action Plans**
  Pre-defined instructions are presented as a help to the user and can also be executed automatically.

- **Sending and Receiving Case Information**
  Provide the latest information to all staff involved.

- **Reporting and Statistics**
  Reports and statistics are used for continuous performance improvements.

- **Authorization**
  Different organizations can work in the same system at the same time with retained information security and confidentiality. Reduces both costs and dispatch time.

- **Training**
  Possibility for interactive training based on recorded actual scenarios.

- **Voice Recording**
  Each case can be replayed for analysis.

- **Video Surveillance (CCTV)**
  Integrated fixed and mobile surveillance video management with bandwidth-saving technology using mobile broadband.

FOLLOW UP

**Assign and alert the resources**
- Assign, mobilize and send the available case information to the resources

**Manage the resources**
- Guide the resources
- Continuous information and resource updating
- Handle status updates from the resources

**Update and follow up**
- Statistics on emergency operations
Time is the most important factor in an emergency response. CoordCom can make every part of the emergency response faster, thanks to features such as:

- Automatic call distribution for reliable and quick response
- Case index questions provide efficient interview support that can be configured for any local operational procedures
- Correct prioritizing is enhanced by the case index
- Assistant monitoring offers access to expert assistance, and the call taker and dispatcher work concurrently
- Methods for easily finding the most appropriate resources for the case
- Digital maps with advanced functions quickly locate the site of the incident
- Real time information is available for everyone involved

CoordCom can be adapted and scaled to your needs; its scope ranges from a single-user system up to a system serving thousands of users with the highest possible level of availability. CoordCom integrates functions for telephony, radio and data communication. Every customer’s specific needs are unique, which is why we offer a system whose development is based on your requirements because CoordCom can be adapted to local working procedures.

CoordCom has been developed continuously for the past 25 years. The system has been evaluated and improved and is a product based on actual public safety needs. The first generation of CoordCom was installed in Sweden in 1985.

An organization that uses CoordCom is more efficient, meaning that money can be saved. With CoordCom, the number of control rooms and control room operators can be reduced because the users work more efficiently. This increase in efficiency contributes directly to a reduction in costs.
CoordCom is a standard product suited to organizations in many different business areas and is specially designed to optimize the workflow in organizations with incident response operation requirements. Coupled with mobile broadband, it takes incident response operations to a higher level.

Incident response services operated with CoordCom will lead to new subscribers and drive a new generation of subscriber services that attract and retain profitable customers.

CoordCom is applicable for different types of businesses and price models that are defined for the target customers.

CoordCom provides a service offer for:

- Emergency response
- Municipal facilities and assets
- Safety and security management
- Emergency location calls
- Civil defense information system
- E-call management
- and more…

CoordCom is an incident response product for telecom operators who want to provide targeted services to government, transport, utilities and enterprise field operations.

GREAT BENEFITS FOR TELECOM OPERATORS