



ERICSSON IN
PUBLIC SAFETY
SMART SOLUTIONS
THAT SAVE LIVES



INTEGRATED, MULTI- AGENCY EMERGENCY RESPONSE MANAGEMENT

Ericsson helps Public Safety and Security authorities leverage the power of new technological solutions in order to transform and enhance the services they provide to their citizens and governments.

- Advance situational awareness
- Better operational efficiency
- Faster emergency response time

Ericsson's fully integrated end-to-end solutions bring many improvements that ultimately save more lives.

DID YOU KNOW?

A country with 10 million inhabitants that saves one minute on every Emergency Response incident (rescue, ambulance and police) can save more than 70 million € every year.

(From the study, "The importance of the time factor in fire and rescue service operations in Sweden")

Emergency Response & Traffic Management – Smart city Solution

City of São Jose Dos Campos, Brazil

Ericsson's solution & approach:

- Call-taking and dispatch with real time GIS information
- Multi-agency integration with real time tracking and dispatch of emergency vehicles
- Traffic management systems integration
- Surveillance, fiber network, control room equipment

Customer benefits

- Improved operational efficiency of Public Safety system
- Decreased crime rate in the city
- Partnership with Ericsson for Smart City applications

“Since Ericsson helped us deploy this system our crime rate has dropped by 30% and other cities across Brazil are looking at implementing similar models.”

Mayor,
City of São Jose Dos Campos, Brazil



Regional 112 multi-agency solution Valencia Region, Spain

Ericsson's solution & approach

- Multi-agency solution integrates operations of over 140 agencies handling an average of 13,000 calls a day
- Control room based on Carmenta CoordCom and ResQMap systems, featuring 70 operator stations in Valencia and 90 remote operators

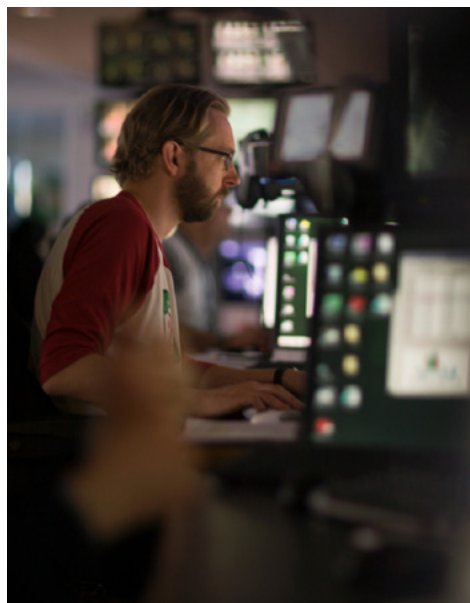
- Turnkey project including end-to-end solution and operational consulting

Customer benefits

- Substantial cost savings due to multi-agency communication
- Peak performance with less personnel and equipment
- Improved response time

“This solution can be considered the best solution for multi-agency cooperation and coordination. We become more quick and efficient and that in emergency management maybe means saving lives.”

Miguel Mollá Ramos,
Head of Technology, 112 Comunitat Valenciana



Nationwide 112 multi-agency solution

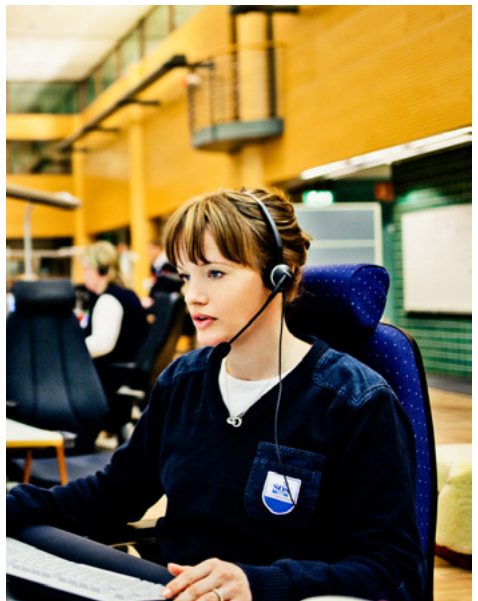
SOS Alarm, Sweden

Ericsson solution & approach

- A nationwide emergency response system covering nine million people in all of Sweden
- 18 control rooms and 200 call taker/dispatcher positions with integration of existing radio, map integration, automatic number identification (ANI), automatic vehicle location system (AVLS) and extensive data communication
- Roll-out, data migration, commissioning and staff training

Customer benefits

- More streamlined operations, bringing significant cost savings
- Decreased time to alert emergency resources
- Unified, fast, efficient and easy to learn system



“We’ve been able to reduce response times without having to add additional staff, through increased cooperation between the call centers.”

Johan Hedensiö,
CEO, SOS Alarm

WHY CHOOSE ERICSSON?

Proven Capability:

- Ericsson's solutions effectively protect national borders, critical infrastructure and manage millions of 112 calls and public safety incidents every year.

Full end to end integration:

- Situation awareness requires the integration of many disparate sensor (CCTV, ANPR, alarm) and information (national databases) systems.
- As an ICT leader Ericsson provides the full range of skills necessary to bring the most useful information together to create actionable intelligence within a control room environment.

Mission Critical Communications:

- Ericsson delivers national scope end-to-end, high availability and secure fixed and mobile mission critical communications to public safety agencies globally, which include Tetra, P25 and Public Safety LTE*.

Operational Focus:

- Ericsson's Public Safety consultants and solution architects have been responsible for designing, deploying, operating and commanding some of the worlds most prestigious public safety and emergency response systems.
- Ericsson understands your business needs and how to satisfy them.

True Multi-Agency Support:

- One system serves many agencies
- Coordination and Cooperation
- Agency and role based data privacy

Emergency Response Platform:

- Ericsson developed one of the worlds first Integrated Communications Control System (ICCS) with call taking, incident and dispatch management over 40 years ago;
- This forms the basis of Ericsson's PSAP and blue light service dispatch solutions.

The Networked Society will be a smart and safe society with Ericsson's intelligent emergency response solutions.

Ericsson - a trusted, global partner in Public Safety and Security.

Find out more about our Public Safety and Security initiatives by contacting:

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