

Complete Control Room Solutions

Emergency services are looking for efficiency gains to meet demand. Frequentis' Karl Price explains how a comprehensive integrated toolset will better support the future demands of a modern control room.



Blue Light services globally, and more specifically, in the UK are facing growing pressures to increase inter-service collaboration to improve situational awareness and the speed at which incidents are resolved. Sharing information and services with other emergency service providers will enhance operational effectiveness, allowing control rooms to adapt to an increase in demand, channel shift, and evolving, complex social and technological issues.

We are living through remarkable technological advances in mobile, cloud, artificial intelligence, sensors and analytics. As society becomes increasingly connected – with people spending more and more time online, and our dependence on digital technologies and channels grows – our Emergency Service provision needs to catch up, and keep up, with a constantly evolving digital landscape.

In order to meet this challenge head on, Blue Light services need to harness all available technological tools, and use these to deliver services that continue to innovate and evolve to meet the changing needs of the customer.

In a post-pandemic landscape, it is vital that we use the momentum generated

by necessity to adapt service delivery to sustain and enhance the pace of change and quality of service delivery.

Data, digital and technology are no longer specialist areas, they are fundamentals for everyday operations. Frequentis will demonstrate how a converged ecosystem can enable digital transformation at pace in order to facilitate improved outcomes for our private and public sector partners and, mostly importantly, the public they serve and protect.

Breaking down silos

The aim of new technology is to break down data silos and barriers that have prevented information sharing, to allow public safety agencies timely access to the right information to allow real-time, intelligent decision making. Safety-critical control room operators must have the ability to easily monitor and interpret multiple sources of information, enabling them to assimilate data quickly and empowering them to make decisions that can support faster incident resolution.

What if you could combine many different elements onto a single, fully integrated platform to maximise your operators' situational awareness and give

them the best possible tools to respond to emerging issues? Could collaboration and communication with partners, key stakeholders and the public be positively impacted?

The market is seeking greater interoperability, moving away from siloed infrastructure. Organisations are embracing information hubs that integrate all forms of communications (radio, telephone, digital), Computer Aided Dispatch (CAD) and contact technologies, Skype/Teams, video, data and mobile to create a holistic view of any event intelligence as it arrives. A comprehensive integrated toolset is what operators need to respond in the best possible way to any situation.

The adoption of cloud technologies and artificial intelligence / machine learning is further driving innovation across the industry. New and exciting opportunities are opening for organisations to digitise and automate their products, services and workflows. Big data is coming into its own, both underpinning and driving these key technologies across several use cases. Frequentis is at the forefront of this evolution.

In response to these growing challenges, Frequentis is proud to present the next step in this evolution with new software solutions for Control Rooms that combines state-of-the-art CAD and multi-technology communication.

Delivered in the cloud, on-premises or hybrid models for all Blue Light Control Rooms and for multi-agency / single emergency number scenarios. Creating an innovative converged ecosystem for all communications, incident, and resource management requirements, coupled with a powerful reporting engine safeguards the integrity and enhances the ability of an organisation to receive, respond and review appropriately and proportionally.

The Frequentis Control Room Solution provides, organisations and members of the public, peace of mind that your control room solution is being managed by a world-leading organisation whose core business is to provide safety-critical solutions for a safer world.

For more information visit
www.frequentis.com

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