

VOICE

CAD

GIS

RMS

MOBILE

LMR

CCTV

SMS

ALARM

COMMUNICATION AND INFORMATION SOLUTIONS – FOR A SAFER WORLD

INNOVATIVE DESIGN AND EXTENSIVE KNOW-HOW FOR SAVING LIVES.

THE PUBLIC SAFETY AND HOMELAND SECURITY MARKET IS ENTERING A NEW ERA POSING CHALLENGES IN THE MANAGEMENT OF VOICE, DATA, AND VIDEO FROM ASSORTED COMMUNICATION DEVICES. THIS NECESSITATES A PARADIGM SHIFT IN THE PROCESS OF EQUIPPING PUBLIC SAFETY COMMAND AND CONTROL CENTERS. THE NEW GENERATION OF PUBLIC SAFETY EQUIPMENT MUST PROVIDE "...THE RIGHT INFORMATION AT THE RIGHT TIME TO THE RIGHT PERSON!" DEFINING THE FUTURE FOR NG 9-1-1 SOLUTIONS GOES BEYOND SIMPLE ADAPTATION OF THE USER INTERFACE BUT INSTEAD CREATING A ROBUST, FAILSAFE, FULLY INTEGRATED SOLUTION ACROSS ALL APPLICATIONS

FREQUENTIS is a **specialized** telecommunications company that serves only **mission-critical applications** such as **Public Safety** and **Air Traffic Control**. Our customers require customized system solutions with very high availability. FREQUENTIS was founded by engineers with the goal of adapting state-of-the-art technology for mission critical applications and constantly searching for improved ways to enhance our customer's service. Over 60 years later this spirit is still as vivid as it was for our founders. It is the underlying force driving our mission today.

At FREQUENTIS, we are an active advocate of emergency response system standardization in meeting National Emergency Number Association (NENA) standards. FREQUENTIS **participates** in the **NG 9-1-1 Partnership Program** and also maintains its active membership with other organizations such as the Air Traffic Control Association (ATCA). We are also active in associations and standardization bodies worldwide to maintain a collaborative partnership and active voice in the development and standardization of products and practices in the field of mission critical applications.

Our **credentials** are proven in large **Metropolitan Command and Control Centers**. We are particularly proud to have provided an emergency response communications solution for the Metropolitan Police Service (MPS) – Scotland Yard – in London implementing over **500 call-taker/dispatch positions** located in three networked command centers with the integration of 60,000+ CCTV feeds and land mobile radio (LMR) systems. FREQUENTIS was chosen in 2005 as the only dispatch call-taking solution provider who could support the anticipated growth to **23 million calls** and e-mails by the year 2010. The virtual PSAP center went into operation in 2007.

FREQUENTIS is currently working with **SouthCom** (Southern Combined Dispatch and Communication Center) of Matteson, IL to provide a state-of-the-art, **NG 9-1-1 compliant, fully integrated PSAP center solution**. The solution integrates Voice, CAD/GIS, Mobile Data Terminals, Records Management, Alarm Management, Paging, and Recording.

FREQUENTIS USA INC.

9017 Red Branch Road, Suite 102, Columbia, MD 21045
Office: +1/301 657 8001, Fax: +1/301 657 8002; email: frq-usa@frequentis.com
www.frequentis.com/usa





FREQUENTIS SAFETY FRAMEWORK

VOICE - 9-1-1 CALL TAKING

→ The feature-rich, highly available and fault resilient voice (no single point of failure) switch is designed for full integration, partial integration with 3rd party CAD or stand alone systems. It is fully ADA compliant providing TTY/TDD functionality. It provides interfaces ranging from 2wire analog through the latest NG 9-1-1 VoIP technology. The open CAD.net interface permits any future integration of multimedia functions to meet upcoming NG 9-1-1 requirements and shares information across all systems.

CAD / GIS - COMPUTER AIDED DISPATCH

→ The map-based incident & resource management CAD/GIS offers a workflow-optimized user interface. The FREQUENTIS Safety Framework allows the inter-connection and integration of all control room services and applications in an efficient, secure, and safe way. The product enables the dispatcher to manage voice, data and video from assorted communication devices from the CAD/GIS user interface. The decentralized, fully distributed architecture facilitates a networked, virtual center deployment allowing data sharing among agencies.

MDB - MOBILE DATA BROWSER

→ Mobile devices are now standard equipment in emergency vehicles and provide essential information on the road. Delivering the right information from CAD/RMS and providing accurate data and continuous operation even when no network coverage is available presents a challenge. Combined with the integrated GIS solution and an offline database for addresses, contacts, cautions, and pre-plans, the MDB is the "extended arm" of the control room.

RMS - RECORDS MANAGEMENT SYSTEM

→ The Records Management System has been developed with direct input from Police and Fire/EMS professionals to ensure that all aspects of Police and Fire incident reporting are taken into account. The web-based solution can be run from any Police or Fire workstation on the Network including Mobile Devices to allow Police and Fire/EMS professionals to complete their reports on the road. The RMS is compliant with UCR, NFIRS, and NEMSIS reporting.

RECORDER

→ The FREQUENTIS DIVOS 3 log provides synchronized recording of voice and data; is used for filtering important call details, process analysis and training; is fully scalable from small systems to large centers with the same architecture and building practice. It interacts with other systems via standard interfaces and enables control of the documentation system, as well as supports the exchange of information beyond the information recorded.

INTEGRATION - 3RD PARTY SUB-SYSTEMS

→ The FREQUENTIS Safety Framework supports efficient integration of external applications and data sources into CAD/GIS. Due to its open architecture information exchange with 3rd party applications for alarm management, Government services, weather information and others, integration can be easily achieved in a managed and effective manner.

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