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## **FREQUENTIS LifeX Software goes Asia:**

### **FREQUENTIS advances Malaysia's emergency response with NG999 project**

- **Frequentis introduces its LifeX3020 solution in Malaysia, improving emergency call handling across three key response centres and nationwide blue light agencies**
- **The initiative replaces Malaysia's existing MERS999 system, improving emergency response times with 350 workstations and a unified incident management platform**

Frequentis marks the debut of its LifeX3020 solution in Southeast Asia, improving emergency call handling and response coordination across three major centres and nationwide blue light agencies. This effort supports Malaysia's Next Generation Emergency Services 999 (NG999) project, an upgrade designed to replace the current Malaysian Emergency Response System (MERS999). The initiative underscores Malaysia's strong commitment to enhancing public safety across the nation.

Frequentis will install innovative systems in three emergency response centres, the first deployment of its kind in Southeast Asia. These implementations will streamline emergency call handling, enabling quicker and more effective responses from key agencies such as police, fire, maritime, and civil defence services.

"This project is an exciting opportunity to apply more than 25 years of expertise in public safety communications," says Robert Nitsch, Vice President of Public Safety at Frequentis. "LifeX3020 is tailored to meet both current and future needs, ensuring that emergency services throughout Malaysia can provide fast, reliable, and efficient support to those in need."

The project involves the setup of 350 workstations across key emergency centres, backed by a robust infrastructure designed to enable rapid response across the nation. With the new platform, call takers will have enhanced tools to assess emergencies quickly and direct resources to the appropriate agencies without delay. This will significantly reduce response times, improving outcomes in critical situations.

Frequentis partners with local stakeholders to implement this large-scale project, which aligns with Malaysia's broader efforts to strengthen national emergency services. The NG999 initiative sets a new benchmark for public safety technology in the region by integrating multiple services on a unified communication platform.

## About FREQUENTIS

Frequentis stands for a safer world. Our solutions are used in our customers' command and control centres and help them make the world safer.

Frequentis' reliable communication and information systems are used around the world by civil and military air traffic control organisations (Air Traffic Management segment) and the police, emergency rescue services, fire brigades, railways, coastguards, and port authorities (Public Safety & Transport segment).

The listed family business based in Vienna, Austria, drives innovative and sustainable solutions for safety and security in everyday life and communications in the safety-critical sector. Its air traffic optimisation solutions for air traffic control centres contribute to reducing emissions.

With a market share of 30%, this high-tech company is the world market leader in voice communication systems for civil air traffic control.

As a global player with more than 2,300 employees (full-time equivalents/FTE), Frequentis has a worldwide network of companies in over 50 countries. Its products, services, and solutions are used in around 150 countries. Shares in Frequentis are traded on the Vienna and Frankfurt stock exchanges; ISIN: ATFREQUENT09, WKN: A2PHG5. In 2023, revenues were EUR 427.5 million and EBIT was EUR 26.6 million.

For more information, please visit [www.frequentis.com](http://www.frequentis.com)

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