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FREQUENTIS
COMMUNICATION AND
INFORMATION SOLUTIONS
FOR A SAFER WORLD

**CASE
STUDY**

INTEGRATED COMMUNICATION FOR PUBLIC SAFETY

SECURE, FAST AND VERSATILE COMMUNICATION FOR NORWAY'S POLICE

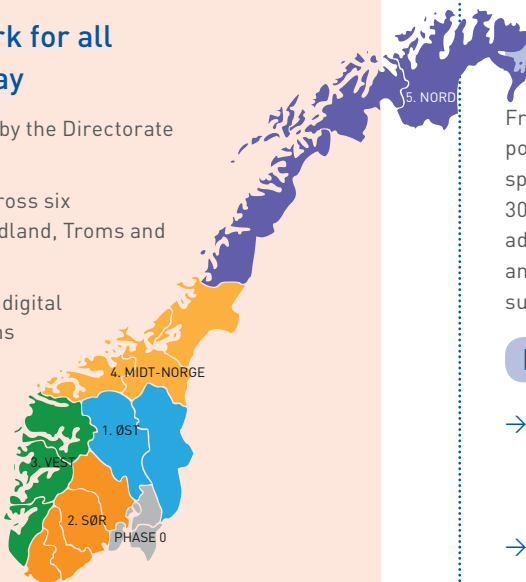
At the heart of Norway's new national Nødnett digital TETRA network for the emergency services is a simple concept: "We can press one button and talk to everyone", says Police Inspector Truls Kjetil Fjeld. The police proved a key driving force behind the development and roll-out of the Nødnett project, and it's Frequentis technology that sits at the heart of the new Nødnett-enabled police control centres.

Regional police forces even started using the company's custom ICCS 3020 communication solution before the TETRA network was in place. "The new system delivered a lot of information we didn't have before and we wanted those benefits earlier", says Thomas Østensjø Hansen of the National Police Directorate.

WHAT IS NØDNETT?

A secure, digital radio network for all emergency services in Norway

- Complex, 6+ billion NOK project led by the Directorate for Emergency Communication
- Nationwide roll-out (2011 - 2015) across six geographical regions, ending in Nordland, Troms and Finnmark
- Delivery & operation of a nationwide digital TETRA network by Motorola Solutions and some 40,000 TETRA radios by various suppliers
- Delivery of about 800 control centre working positions by Frequentis, based on the company's ICCS 3020 communication system



CUSTOMER PROFILE

National Police Directorate
<https://www.politi.no/politidirektoratet/>

Directorate for Emergency
Communication
<http://www.dinkom.no/en/>

BUSINESS SITUATION

Norway's Directorate for Emergency Communication (DNK) is charged with the development and operation of the new Nødnett digital TETRA radio network for the emergency services. Priorities for the required police control centres, represented through the National Police Directorate (POD), were secure communication, support for multiple cross-agency talk groups, and fast roll-out.

SOLUTIONS

Frequentis worked with DNK and the police to develop a custom Nødnett specification of its state-of-the-art ICCS 3020 communication platform, introducing advanced communication functionalities and also allowing centralisation of internal support services.

IMPACT

- **More efficient responses:** multiple talk groups can include both internal staff and other emergency services, allowing rapid distribution of incident information.
- **Faster communication:** the user interface makes it easy to prioritise incoming calls, access caller information and reach the right contacts.
- **Improved security:** criminals, for example, can no longer listen in to police communication thanks to end-to-end encryption.
- **Resource savings:** through centralised maintenance and training, as well as more efficient incident management.

"We are very satisfied with the functionality and availability. The audio quality is very good."

Truls Kjetil Fjeld, Head of the Søndre Buskerud Police Control Centre

“FROM BOTTLENECK TO OPERATIONAL TOOL”

SAVING RESOURCES BUT IMPROVING RESPONSE

Each of Norway's 27 regional police forces has its own independent control centre and - until recently - each used its own communication system. This made communication with other forces and emergency services difficult. “We couldn't really talk to each other before arrival at an incident scene”, recalls Truls Kjetil Fjeld, Head of the Søndre Buskerud Police Control Centre.

It's a key reason Norway introduced the national Nødnett project - a single digital TETRA network (supplied by Motorola Solutions) for use by all emergency services through Nødnett-enabled control centre technology (the ICCS 3020 communication system supplied by Frequentis).

The country's Police Directorate (POD) took on an early coordinating role for police inputs to Nødnett, working closely with the responsible state agency (Directorate for Emergency Communication - DNK). This proactive, national approach proved especially valuable for the transfer of knowledge and experience across independent regions, for example during roll-out of local control centres.

Regional police representatives, the POD and Frequentis surveyed each new site then met weekly to plan and/or monitor the associated roll-out process. After each “Go live”, a follow-up meeting reviewed this process to help refine procedures for the next new control centre.

MORE INFORMATION – FASTER COMMUNICATION

Key benefits of the new technology include call prioritisation (for example, highlighting 112 emergency calls in red) and caller information (number, name and address) for both incoming and outgoing calls. “The new system ensures quick access to the right people”, says Thomas Østensjø Hansen of the National Police Directorate.

The old systems supported one channel, acting as a response bottleneck with a single talk group. The new system allows configuration of multiple and incident-dependent talk groups which can include other emergency services or police forces. “Before I had to call them and wait in a queue. Now I just push a button and access their talk group”, says Fjeld. Incident information is distributed faster, saving officers precious time and improving response quality. Another critical improvement is support for end-to-end encryption of communication. “Now we can talk about anything - the ‘bad guys’ can't listen in”, says Fjeld.



Photo: Vizpro.no

KEY FEATURES OF THE FREQUENTIS ICCS 3020 SOLUTION:

General features:

- Scalability, resilience and centralised maintenance
- Rich telephony and radio talk groups functionality
- Messaging services (SMS, SDS, email)
- Radio GPS positioning
- Full utilisation of TETRA voice and data services

Police service implementation:

- Full support for integration with 3rd-party systems
- Intuitive, fully-configurable user interface (touchscreen)

NEW TECHNOLOGY BRINGS CULTURAL CHANGE

The advanced control centre features have redefined the role of the dispatchers, enhancing their status, with centralised training supporting this new professionalism. The POD also introduced a “Nødnett culture” for all police training and operations, requiring regular cross-service communication, “...so people are used to doing it when it really matters”, says Hansen.

This centralisation of training should lead to cost benefits and improve dispatcher mobility. Similar savings are expected from centralisation of support and maintenance for control centres, too. Of course, as Fjeld notes, these impacts are overshadowed by the main benefit of the new technology: “In the end, it's most important that the public experience a better, faster service.”

“We have a very good relationship with Frequentis and get answers very quickly.”

Thomas Østensjø Hansen, National Police Directorate

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