



Selected references

Public Safety communication and information solutions

Public Safety selected references

Frequentis Public Safety communication and information solutions leverage seventy years of safety-critical communications experience. From small operator positions to the largest control centres, Public Safety boasts three decades of focused emergency management expertise. Building on its cross-industry know-how in aviation, defence, maritime and public transport, the business unit provides functionality that satisfies even the most complex needs of its customers. As communication technology evolves towards more open standards and platforms for emergency call taking and broadband radio communications, Frequentis is leading the way with innovative solutions that dissolve the physical borders that currently define a control centre. The integrated controller working positions and the ability to manage emergency situations from any mobile device or location are at the core of our innovation.

Jacksonville Fire & Rescue and Sheriff's Office Florida, USA

60 seats in the City of Jacksonville, Florida are equipped with the PROTECT™ NG 9-1-1 Call Taker. Jacksonville call takers handle a total of 1 million emergency calls per year for police and fire & rescue services. The system uses next generation map-centric call processing. System capabilities include full-featured VoIP call handling, fully integrated GIS, call monitoring and intervening, call taker status views, intelligent speed dials, enhanced dial plan capabilities, and analogue gateways for legacy interfaces. The solution includes secure remote maintenance access to assure highest availability, reliability and easy maintenance.

Police, Fire & Health Agencies, Norway

The „Nødnett“ project involves a national TETRA network for Norway with concurrent rollout of control room facilities. Frequentis equipped some 800 positions in over 300 control rooms with the Frequentis ICCS 3020, providing a common platform for emergency radio (TETRA, analogue), telephone and messaging service (SMS, SDS, email) communication for the police, fire & rescue, and emergency medical services. Flexible configuration and service-specific adaptations support varied organisational requirements, and resource management, while cross-service talk groups ensure more efficient and coordinated emergency responses.

Bavarian Police Command and Control Centres, Germany

Frequentis provides the integration platform 3020 LifeX for the command and control centres across all of Bavaria. The solution was used as the communication hub during the G7 summit in 2015 at Schloss Elmau, merging all operations of the analogue radio and the German emergency services digital radio network. This made it possible to control the different channels of communication via a joint, operator-friendly user interface. In total, the system comprises 280 web-based radio operator positions to allow a more flexible application of all necessary functions inside and outside the command and control centres.

Zurich Cantonal Police, Switzerland

Zurich Protection & Rescue, Switzerland

Civil Protection Agency Command and Control Centre, Bolzano, Italy

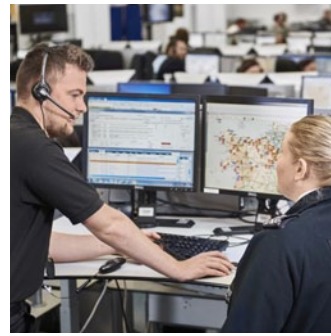
North Rhine-Westphalia Non-Police Public Safety Authorities, Germany

Mecklenburg-West Pomerania Regional Police, Germany

Berlin Fire & Rescue Services, Germany

Rhineland-Palatinate Control Centre Network, Germany

Saxon Police & Fire Brigade, Germany



London Metropolitan Police Service, UK

The largest command and control operation in Europe consists of three main command centres, two special operations facilities and 30 other remote locations. It comprises over 600 working positions with full integration of the UK TETRA Airwave network, the upcoming LTE based Emergency Services Network (ESN) and a unique implementation that controls over 50,000 CCTV cameras. Starting operations in 2006, further enhancements were provided for the Olympic Games in 2012, including connection to Airwave via new Vortex ports and a re-designed Graphical User Interface providing map based camera selection and control. In November 2014, Frequentis was awarded a new multi-year support contract with a continuous improvement element included to ensure close collaboration and constant evolution of the service.

North Wales Police, UK

Fire & Rescue Service, UK

Department of Parliamentary Services Canberra – Integrated Communication System, Australia

A total of seven operator positions in the Australian Parliament House were equipped with ICCS 3020, including DIVOS. Frequentis integrated its systems with a P25 radio system, as well as telephone lines. An upgrade of the system was commissioned in 2016.

National Command Center, Qatar

In an effort to boost security communications at the Asian Games 2006 in Qatar, Frequentis participated in a multi-agency implementation of the C4 solution at the National Command Center (126 working positions), the Disaster Recovery site (27 working positions), as well as a number of remote sites.

Fire Brigades Dispatch Centers, Vietnam

Frequentis completed a countrywide modernisation program for the Vietnamese Fire Brigades Dispatch Centres, which deliver fire protection and medical services. Frequentis was awarded the contract for the first program phase, covering dispatch centres servicing more than 12 million of Vietnam's population, with centres in the major cities of Ho Chi Minh City / Saigon, Da Nang, Hai Phong and Binh Duong. The delivery included equipment for the four centres, 21 fire stations, mobile equipment and one training centre in Hanoi.





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