



# MarTRX

## Case and Incident Management

Built around operator needs

Integrated and networked workflows

Flexible and modular architecture

Maritime

**FREQUENTIS**  
FOR A SAFER WORLD

# Fast, operator-centered case management

When lives are on the line, MarTRX Case and Incident Management (ICM) offers the ideal support for simple, safe, and effective incident management. The system centralizes and organizes your case management procedures, enhancing command and control by accelerating alert, response, and communication processes. The system improves safety by addressing these critical needs:

## Automated

collation and user-friendly presentation of important incident-related data to operators in maritime rescue coordination centres.

## Instant

distribution of alerts and information to the required contacts and deployment resources.

## Support

for rapid and accurate decision making within a guided incident management process.

## Recording

of all communications, actions, and case data for analysis and legal requirements.

## S57 and AIS visualisation



## Modular and flexible architecture

ICM easily integrates into existing communication and information systems thanks to its open, user-oriented architecture. It can be used “out of the box” or tailored to specific operational requirements. Integrated data management features allow collection and alignment of data from a huge range of external sources including radar, AIS, Rescue 21 feeds, etc.

## Accurate decision-making support

ICM guides the user through approved management procedures. The tool determines and communicates the responsibilities of the required individuals and organizations in a matter of seconds. Key incident-related information needed for full situation awareness is available instantly and visually through a GIS-based interface and easily shared with internal and external stakeholders.

# All you need in one place

ICM adds value to existing systems by integrating their data and functionality. ICM also feeds back data into those same systems for additional synergies. The system has embedded smart tools to automate time-consuming actions and allow operators to concentrate on the essential tasks.

## Communication support

Automatic notification and alerts ensure the rapid deployment of relevant resources and emergency services. This frees operators to focus on managing responses and recovery procedures. Configurable workflows and automations ensure that all associated

organizations, and partners receive appropriate notification. ICM provides the basis for implementing standard incident management procedures such as ICS (Incident Command System).

## Incident Management: What does it look like?



## User-oriented

The ICM was designed in collaboration with experienced command center operators. An optimized user interface provides access to a quick and thorough situation analysis, clear and well-documented handling procedures, and unambiguous feedback from the field.

## Full recording capabilities

ICM automatically records an action log with a chronological overview of all actions performed by users, such as marking a checklist entry as complete or initiating a call to a contact. Users can also add entries manually. The full record of communications and deployment measures is a vital resource for subsequent investigations, performance analysis, compensation negotiations or legal proceedings.

# Features at a glance

ICM's rich feature set is designed to place relevant actionable knowledge right at the operator's fingertips for rapid, informed decision-making and 360° collaboration.

## Improved situational awareness for all stakeholders

- Support for incident location identification
- Information about the incident zone including multi-layer capabilities (geo information, places of interest, sensors)
- Accurate and easily accessible response resource location and availability information through advanced data management and continuous data import from external sources
- GIS-based display (tactical communication chart) of resources and incident relevant geographical and other information, with a choice of projection methods (including 3D)

## Unrivalled integration and harmonization of incident-relevant data

- Visualisation of the maritime area based on radar data and maritime sources such as S57 charts and an automatic identification system (AIS), and radio direction finder
- Visualization of the air picture based on military and civil radar data, NATO (Link 1) and other data sources
- Integrated voice communication services e.g. to the Frequentis maritime communication system (MCS), Voice over IP solutions, etc.
- Consistent and reliable data management functions, including transformation and synchronization of external databases and data feeds

## Rapid case handling through a guided incident management process

- Automated checklist of incident response measures
- Dynamic contact list for automatic and semi-automatic alerting of emergency services and incident management staff
- Automatic (rule-based) involvement of other operators where required
- Continuous recording of activities in the form of an action log with associated statistics
- A complete system implementation including hardware, software and system integration can be provided to customers in order to ensure 24/7 reliability

**FREQUENTIS**

FREQUENTIS USA Inc.  
8661 Robert Fulton Drive, Suite 100  
Columbia, Maryland 21046  
phone: (301) 657 8001  
email: frq-usa@frequentis.com

The information contained in this publication is for general information purposes only. The technical specifications and requirements are correct at the time of publication. Frequentis accepts no liability for any error or omission. Typing and printing errors reserved. The information in this publication may not be used without the express written permission of the copyright holder.