Selected references
Public Safety communication and information solutions

Public Safety

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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.

Ministry of the Interior, Austria

First nationwide deployment of 3020 LifeX™ as part of the ELKOS project centralising 99 police control rooms into nine federal state control centres. The system uses 3020 LifeX™ for control room TETRA radio communication, providing for a software-based, integrated push-to-talk functionality at all dispatcher working positions. Additionally, 3020 LifeX™ enables the reception of status messages and GPS data from over 1,000 radio talk groups as well as the transmission of over 10,000 SDS daily.

Cantonal Police of Zurich, Switzerland

Protection & Rescue Zurich, Switzerland

Civil Protection Agency, Command and Control Centre, Bolzano, Italy

Blue-light and other Agencies, Norway

Frequentis equipped more than 750 working positions at about 240 control rooms with the Frequentis ICCS 3020, providing a common platform for TETRA emergency radio, telephone and messaging service (SMS, SDS, email) communication for the police, fire & rescue, and emergency medical services ("Nødnett" project), as well as Joint Rescue Coordination Centre and Customs.

Bavarian Police Command and Control Centres, Germany

The Bavarian Police is responsible for the public safety of 13 million people across Bavaria. The key element of the delivered system is the 3020 LifeX™ communication platform including digital radio connection (Frequentis UTG). 3020 LifeX™ connects the existing communication channels of police command and control centres across the state and supports operators in the operational communication via digital radio and the processing of over 1 million emergency calls per year in an integrated solution with intuitive handling. Following the first and successful use of 3020 LifeX™ at the G7 summit in Bavaria in 2015, the platform was rolled out state-wide to nine control centres. The last and largest control centre in Munich is planned to go live in 2022.

Berlin Fire & Rescue Services, Germany

Mecklenburg-West Pomerania Regional Police, Germany

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

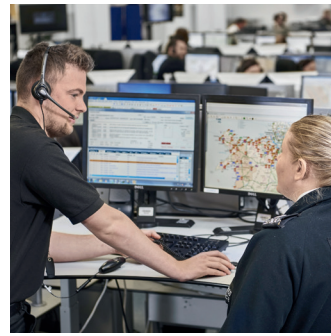### Nuremberg Airport, Germany

Rhineland-Palatinate Control Centre Network, Germany

North-Rhine Westphalia Police, Germany

The organisation ensures the protection and safety of approx. 18 million inhabitants. Preparing for the requirements of emergency and broadband radio communication of the future, the ongoing modernisation program will upgrade 50 police control centers with a total of approx. 400 control center workstations. These are to be equipped using a virtual solution, hosted in five networked technical centres, based on the Frequentis 3020 LifeX multimedia communication platform. This will ensure efficient processing of emergency calls and operation of the organisation's digital radio, including the interconnection of both communication channels.

Police Scotland, UK

Frequentis delivered 3020 LifeX™ with resilient infrastructure across two data centres and five control rooms, and over 150 concurrent control centre users. The integrated communications and multimedia handling helps increase operator performance by reducing manual tasks and enabling the sharing of information between the relevant stakeholders. The solution is able to provide WebRTC standard compliant video chat to NICCS users, third-party organisations and parties.

Fire Brigades and Police Hamburg, **Germany**

The control room renewal project provides Hamburg's police and fire services with a modern communication solution using 3020 LifeX™. The platform enables uniform communication across telephone and digital radio, while preparing the customer for future integration and use of multimedia contact, including text messaging, webchat and video-based emergency calling, as well as utilising social media services. Located in two central data centres and in two control centres, the technology will accommodate up to 220 workstations and integrate with the customer's computer aided dispatch solution and the geographical information system, enabling geolocation and thus assisting operators with efficient call handling and resource allocation.

Department of Health, **UK**

As part of the Ambulance Radio Programme (ARP), first multitenant deployment of 3020 LifeX™, serving 13 individual UK Ambulance Trusts nationwide, including 27 control centres and 500+ users – making it the largest ICCS in the UK. The cloud-based multimedia collaboration platform 3020 LifeX™ will enable the Trust to be ready to transition to the UK's Emergency Services Network (ESN).

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. Frequentis systems have been in use since 2005. In 2014, Frequentis was awarded a new multi-year support contract and five years later the company participated in a successful bid to refresh MPS's entire command and control system, which had been developed and improved over 30 years. The innovative multimedia communications platform 3020 LifeX™ was chosen to support the realisation of the customer's "Total Digital Policing Strategy" and to enable a smooth transition to the upcoming next generation UK wide LTE based communications network, Emergency Services Network (ESN).

North Wales Police, **UK**

First multimedia support, full communications platform to meet all of the Police's critical communications needs for the public and their officers. Future-proofed for Next Gen 999 and LTE radio, with the additional benefit of web frontend giving total flexibility.

Fire & Rescue Services, **UK**

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, the Disaster Recovery site, as well as a number of remote sites. Recently, the successor multi-agency C4 solution – now with 3020 LifeX™ – has been deployed. The software-based solution provides 135 concurrent users with telephony and TETRA radio, bringing unified communication (telephony, TETRA radio).

Fire Brigades Dispatch Centers, **Vietnam**

Department of Parliamentary Services Canberra – Integrated Communication System, **Australia**

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