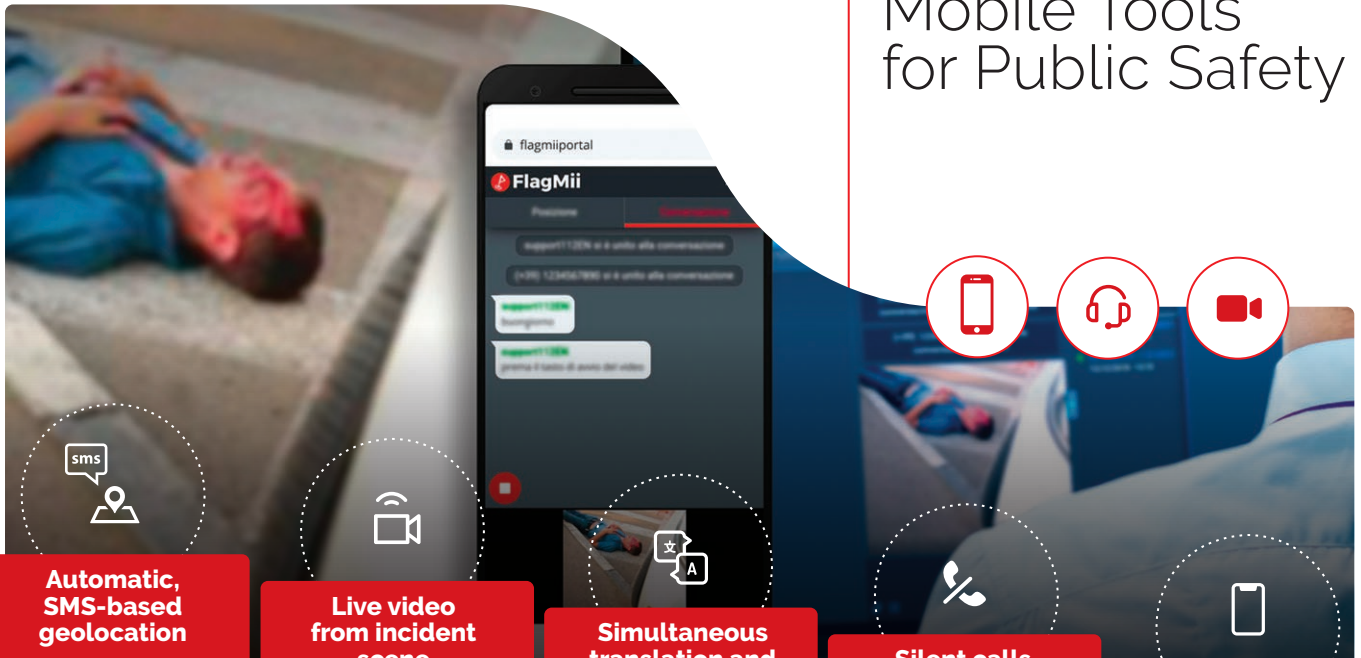


Mobile Tools for Public Safety



Automatic, SMS-based geolocation

Retrieve the position of the incident site from any smartphone, with a simple SMS.

No app is required.

Live video from incident scene

Observe first-hand what is happening, improve assessment and guide operations while waiting for rescuers to arrive.

Simultaneous translation and language processing

Use the language recognition tools to communicate with foreigners or invite a professional translator to the session.

Silent calls and callers under threat

Perform an accurate case assessment even when the caller cannot speak, via pictograms and guided chats.

Remote consulting and second opinion

Extend the session to other participants, for a multidisciplinary assessment or a specialist consultation.

FlagMii® EML is based on the **Enhanced Mobile Link**, a direct reserved channel between the workstation in the Control Room and the smartphone of the person asking for help.

The same channel can be used to connect the telephone of a rescuer, a technical team or that of a third-party remote consultant.

How does it work?

- The person in trouble (caller) makes the call
- The operator sends an SMS with a link
- The caller clicks on the link in the SMS
- The operator automatically receives the caller's exact location
- A private, secure digital channel is opened between the caller and the operator
- Then, the following functions are available:
 - A. Chat
 - B. Live Video
 - C. Attachments and visual instructions
 - D. Simultaneous translation
 - E. Assessment protocols
- Other participants can join the session later



Live video from incident location

Thanks to the SMS sent by **FlagMii® EML**, the operator in the Control Room can observe first-hand the severity of an incident and assess the caller's condition. He can also monitor the appropriateness of the operations carried out by the people on site and **personally guide the activities while waiting for rescue**.

Geolocation and tracking

The Enhanced Mobile Link enables the constant **location** of the person on the phone. The map provides the **tracking** function, which is useful for outdoor, in-car situations, and many more cases. Several people can be tracked at the same time, and this can be used, for example, to coordinate the movements of search and rescue patrols.



Chat and silent calls

With **FlagMii® EML**, the operator can also interact by text and images alone. **FlagMii® EML's** chat function is essential in the case of silent calls (**people under threat, domestic violence**) or with interlocutors who are unable to speak for any reason.

Support for deaf and impaired people

FlagMii® EML is an ideal tool for interacting with deaf people. It is not by chance that it is the **official technology of the Italian emergency rescue service for the Deaf community**. The assessment protocol uses pictograms and concatenated, closed-ended questions, which are also suitable for interaction with people who have poor communication skills. By engaging a sign language interpreter, it is possible to conduct the three-way conversation directly on video.



Simultaneous translation

The platform includes a powerful **natural language processing** system and automatically translates the most common languages. Both the operator and the caller can converse via chat in their own native language, which ensures the highest quality in call assessment. Voice calls, on the other hand, can be **supported in-person by a professional interpreter**.

Group calls and teleconsulting

Once the Enhanced Mobile Link has been established, other participants can be included in the conversation. They can be operators from another Control Room or doctors called in for a second opinion, as well as third-party experts and engineers. This feature is particularly used by **vehicle crews who need a consultation**.



The web connection between the Control Room and the caller's smartphone has the same level of security **as an end-to-end bank transaction**.

All data is protected by SSL to ensure **maximum privacy**.

Based on international **security and data protection standards**:



ISO/IEC 27001:2013 | ISO/IEC 27017:2015 | ISO/IEC 27018:2019

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