

Frequentis & LogObject join forces to modernise public safety solutions



Taking their collaboration to the next level

LogObject and Frequentis are both rooted in the heart of Europe and have developed deep expertise in providing mission-critical solutions for police and security organisations. In a joint effort to offer more highly integrated solutions and services to their customers, the two companies offer a joint control room solution based on a unique understanding of the challenges the public safety sector faces.

Combining strengths

By combining the LogObject myABI/ecm case management solution with the Frequentis 3020 LifeX™ multimedia communication and collaboration platform, customers benefit from this best-of-breed solution combination for their safety-critical tasks. The modern applications use state-of-the-art technologies with a flexible web-based user experience and a wide range integration capability. Together, myABI/ecm and 3020 LifeX™ offer a cutting edge command and control system with most effective computer aided dispatch workflows.

Frequentis

Frequentis is a leading provider of safety-critical communication and information solutions based in Vienna, Austria. More than 500 customers in the civil aviation, defence, public safety, maritime and public transportation markets worldwide rely on innovative Frequentis products and services to equip over 45,000 operator working positions in approximately 150 countries with the right tools to protect and save lives.

LogObject

LogObject is a leading specialist in field service management, case management and operational control centre solutions based in Opfikon, Switzerland. Developed in Europe, its process-driven field service management software runs like a Swiss watch at more than 160 customer sites with thousands of operators around the world – including 20 of the 26 cantons in Switzerland which are using the myABI case management solution.

Making a difference

- Demonstrating combined capabilities by successfully implementing joint proofs of concept
- Sharing a common vision of the future focusing on long-term customer relationships and efficient public safety processes
- Enabling digital end-to-end workflows for paperless processing and structured documentation of events
- Delivering a scalable, future-oriented public safety communication and collaboration platform integrating voice, video, data and social media

Benefitting from a unique value proposition, based on a best-of-breed public safety solution

In supporting police forces, fire brigades and ambulance services, LogObject and Frequentis have developed a deep understanding of the challenges faced by the public safety industry. This shared experience has shaped their corporate cultures, where a mindset focused on critical infrastructure is guided by a user-centric approach that puts the controller at the heart of everything.

Both companies combine international excellence with intimate knowledge of local regulations and requirements, especially in their German-speaking home markets in Switzerland and Austria. Flat hierarchies, fast decisions and short distances between technical specialists and customers allow LogObject and Frequentis to deliver solutions expertly tailored to meet the dynamic demands of busy control rooms that have to deal with an increasing amount of data sources and information.

Building on LogObject myABI/ecm and Frequentis 3020 LifeX™

Providing staff at command centres with a comprehensive overview and situational awareness is at the core of the LogObject myABI/ecm case management solution. The intuitive user interface is designed to integrate a wide array of data sources including geospatial information and maps to support rapid dispatching of the right teams with the required qualifications and skills, equipment and vehicles when every second counts.

The solution streamlines incident-driven time-critical processes and provides immediate access to real-time information. Dispatchers can understand the full picture as a situation develops and make decisions based on resource availabilities as well as positional and movement information. Thanks to built-in, automatic documentation, activity logging and reporting features, public safety organisations can learn from their data to make their operations even more efficient.

By adding Frequentis 3020 LifeX to their control rooms, public safety organisations can leverage the solution's modular and resilient architecture to connect any radio and communications technology, creating a fully integrated multimedia emergency communication solution. With 3020 LifeX™, organisations can consolidate communications with an IP-based platform to securely and seamlessly patch between different media such as emergency calls, TETRA, LTE and future-oriented systems including MCX or MSK in Switzerland.

The 3020 LifeX platform supports the latest industry standards, such as NG112, allowing citizens to contact the control room more flexibly using voice, text and video. Championing standards compliance, Frequentis is always innovating to satisfy all the demands of next-generation control rooms and the increasing importance of multimedia handling.

Delivering control rooms ready for the future

LogObject and Frequentis have successfully demonstrated the combined capabilities of their market-leading solutions in joint proofs of concept. The mission-critical management and collaboration solution can handle 2,000 concurrent audio streams to accommodate fast-paced communications at any scale.

The joint solution reduces the complexity for operators by offering integrated workflows that speed up dispatch processes across all channels. Real-time insights and visualisations facilitate faster responses, getting help and support out to citizens as effectively as possible.

By selecting future-proof LogObject and Frequentis solutions, public safety organisations can ensure that they will be able to flexibly upgrade to or add new technologies and protocols without compromising ongoing operations. The solution architecture prioritizes reliability and easy updates to promote an evergreen solution lifecycle in which improvements and new capabilities are delivered to customers continuously.

The logo for Frequentis, featuring the word "FREQUENTIS" in a bold, blue, sans-serif font. The letters are slightly spaced out, giving it a modern and professional appearance.

FREQUENTIS AG
Innovationsstraße 1
1100 Vienna, Austria
Tel: +43-1-811 50-0
www.frequentis.com

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