



Complete control room solutions

Integrated contact handling, dispatch, and multimodal communication in a single, seamless, intuitive interface

Public Safety

FREQUENTIS
FOR A SAFER WORLD

Siloed systems add cost, complexity and inflexibility

In an interconnected and unpredictable world, many public safety organisations are struggling with outdated and disconnected systems in their control rooms. At the operational level, staff take on the burden of real-time process integration, managing complex workflows by dividing their focus between multiple systems. This constant context-switching makes it harder to take real-time decisions and optimise incident responses. From the organisational perspective, the various control room technologies are managed in silos by different teams, which adds cost, complexity and inflexibility.

Frequentis complete control room solutions represent a fresh approach. They integrate all the key systems – CAD (computer-aided dispatch), communications, alerting, recording, monitoring – releasing operators from the mental strain of managing complex workflows across multiple platforms. In high-pressure scenarios where every second counts, our

fully flexible, modular, integrated approach delivers clarity, coordination and control.

With Frequentis complete control room solutions, operators can cut through complexity, gain a clear view of incidents, and respond in an efficient, low-stress way to deliver better outcomes for communities.

Complete control room solutions value proposition

Frequentis offers a flexible, modular and integrated approach to control room technology that brings clarity, coordination and control. By enabling legacy standards to coexist with new technology, Frequentis complete control room solutions support low-risk migration to open future standards and easier information exchange with external partners, including across borders.

The integrated design creates a shared operational picture, supports seamless workflows and improves communication with first responders. This leads to faster decisions, better outcomes and greater flexibility at lower cost.

Mission-critical reliability

Intuitive, uninterrupted 24/7 operations that help public safety organisations save lives and protect infrastructure.

Full integration

Multi-channel communication, collaboration and incident management in one solution.

Flexible modularity

Deploy at any pace and combine Frequentis components with third-party technology.

Future-ready architecture

Run on- or off-premises, use standard hardware, stay open for integration and scale as needed.

People-first innovation

Role-based interfaces and workflow automation reduce cognitive load and support effective decision-making.

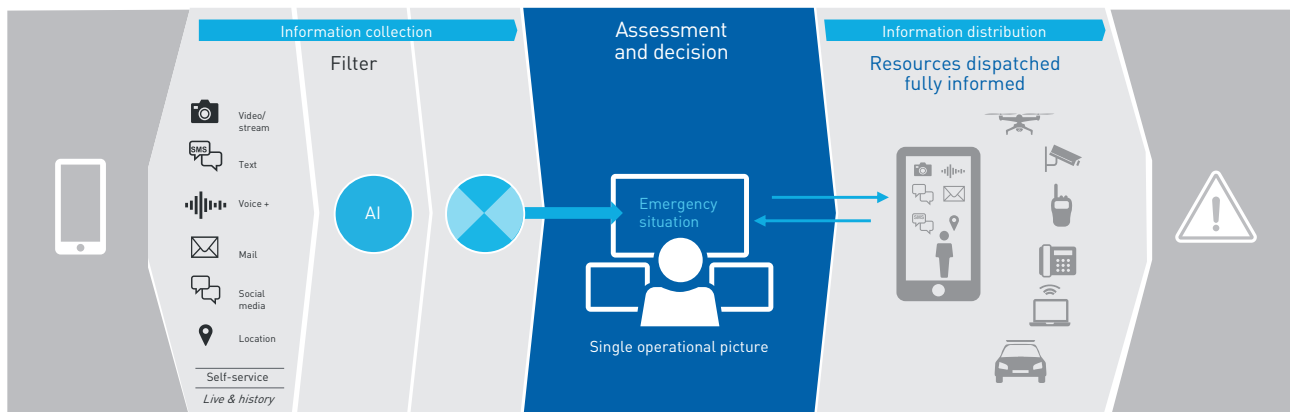
User-centric flexibility

Support seamless cooperation across teams and organisations.

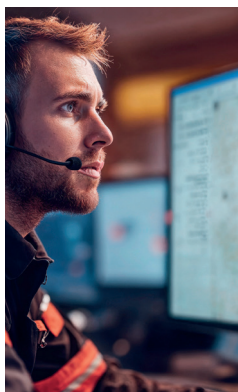
One workflow, faster response

Our complete control room solutions bring call taking and dispatching into one workflow and unify voice, video and data communications for faster emergency response. This integrated platform supports multimedia and geolocation data, improving situational awareness with real-time information from the field.

The same platform supports the transition to NGX* and MCX (Mission Critical Services), simplifies mass alerting through geotargeted notifications, and enables secure real-time coordination across multiple authorities during critical incidents.

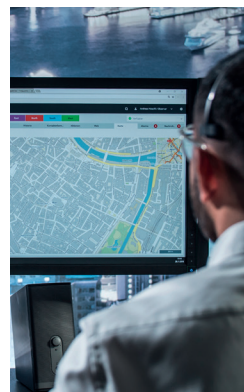


Frequentis control room products are designed for integrated deployment on- or off-premises, while their open architecture also supports selected third-party integration. Frequentis provides integration services, workflow modelling and ongoing support.



Unique CAD suite

Map-centric command and control with customisable automation, multi-agency support, and extreme scalability. Intuitive data entry tools, interactive maps, decision-support tools, and vehicle and team management panels.



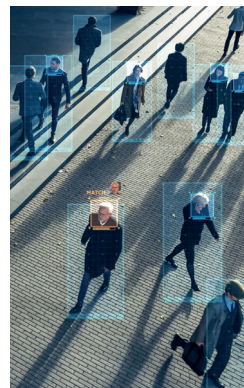
3020 LifeX™

Mission-critical multimedia communication and collaboration with web-based user interfaces, smart geolocation, and advanced audio handling. Simultaneous management of legacy and modern communication technologies.



FlagMii® EML

Geolocation, live video, and multilingual communication for emergency calls from any standard smartphone, without an app. Helps connect members of the public with control centre operators and enables non-spoken interaction.



nowtice

Public warning and mass alerting for members of the public and first responders across multiple channels and devices. Simplifies and accelerates mass communication to help keep people safe.

*includes NG112, NG999, NG911 according to the country or region

Proven in the field

As demands on critical control rooms grow, public safety organisations must manage complex incidents, allocate resources efficiently, and coordinate across agencies. Frequentis' modular complete control room solutions address these challenges by integrating multichannel communication, collaboration, and incident management tools within one platform. Real-time data, map centric operations, and intuitive role based interfaces help operators make faster, smarter decisions when responding to public contacts or emergencies. Its modular architecture ensures flexibility, resilience, and scalability across on-premises and cloud deployments. More than a technical solution, complete control room solutions strengthen teamwork. Leading public safety organisations worldwide rely on it to enhance operations and improve community outcomes.

Our cloud deployment capabilities help customers reduce infrastructure needs and simplify maintenance. **West Yorkshire Fire and Rescue Service (WYFRS)** became the first UK emergency service to run a fully cloud-based control room on Microsoft Azure. The solution streamlines voice, data and dispatch operations while integrating with mobile data terminals and the Airwave network. Supporting 40 fire stations serving over 2.2 million people, this flexible cloud model equips WYFRS to adapt easily as future requirements evolve.

Modern control rooms use additional media, such as video and pictures, to provide at-scene intelligence. **North West Fire Control (NWFC)** in the United Kingdom uses a complete control room solution from Frequentis – which includes among the Unique CAD suite and 3020 LifeX™ the innovative FlagMii chat, file-sharing and video-feed solution – to provide real-time situational awareness. It connects all four regional fire services, enabling efficient emergency call handling and incident response.

The **Gibraltar Health Authority (GHA)** adopted our Unique CAD Suite, now part of the Frequentis complete control room solutions, to modernise emergency medical services for Gibraltar's 40,000 residents. This integration has improved the efficiency of emergency call triage, dispatch, and incident management. It shows how our modular solutions, built on open standards, enable customers to choose the components they need.

The logo for Frequentis, featuring the word "FREQUENTIS" in a bold, blue, sans-serif font. The letters are slightly spaced out, and the overall design is clean and professional.

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