

Software Solution to Support 112 Emergency Services

The implementation of a software solution to support 112 Service operators has made their work even faster and better and the solution itself has improved the operation of the Service that is critical in helping individuals in emergency situations.



112 is a common European emergency number. A call to 112 directs individuals to 112 Service operators or to the appropriate 112 County Center which accepts emergency calls.

Given the purpose of its existence, the operation of the Service through the entire process, from the receipt of calls and their processing to alerting the appropriate emergency centers, does not tolerate errors or delayed responses. Therefore it is extremely important that the system used by 112 Service operators is reliable, fast, user-friendly and allows the use of all available functionalities necessary for the proper performance of their services.

In 16 County Centers and at the central location in Zagreb, the National Protection and Rescue Directorate, being in charge of the 112 Service System has implemented a CTI (Computer Telephony Integration) system termed SFERA – an operational and contact center providing support to 112 operators, developed by KING ICT.

CLIENT

National Protection and Rescue Directorate

CHALLENGE

Computerize and modernize the communication system services of the 112 Service in order to improve its operation.

SOLUTION

Implementation of the SFERA CTI System software solution.

RESULT

Improved speed and quality of 112 Service's operation.

What did KING ICT do within the project?

- Implementation of a software solution for 16 112 County Centers;
- Implementation of a software solution using a CTI system with CTI system functionalities;
- Implementation of a software solution for synchronizing the 112 County Center and the National Protection and Rescue Directorate and integrating them in a single network;
- Implementation of a firewall at the communication and software solution's implementation sites; the firewall provides protection of network traffic and the establishment of a VPN tunnel to the central location in the 112 Service HQ;
- Implementation of complete hardware and software infrastructure that provides a stable environment for this nationally critical system (servers, data storage).

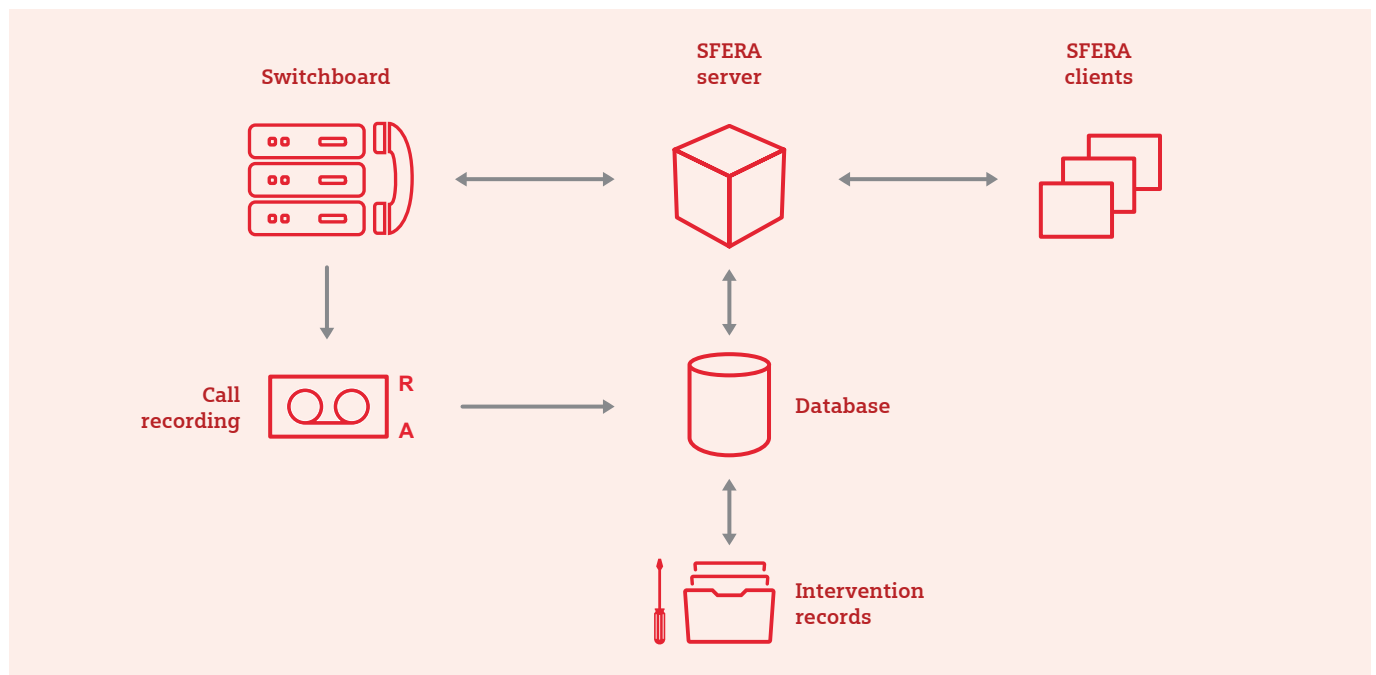
SFERA software solution is based on Microsoft technology and was fully developed within KING ICT.

System architecture was designed to provide a number of options for future updates such as the e-call receiving capability.

Improved 112 service business process

The solution facilitates the coordination of common activities in several centers where all data is automatically visible in all collaborating centers in real time.

The system uses verified call recorders to ensure the necessary protection and safety of call details. In addition to caller ID, the system also provides multiple call manipulation options. All relevant details of the call and operator actions are recorded in the database. Preparing reports based on arbitrarily selected criteria and the multi-criteria search option also help maintain the operation of the 112 Service transparent.



About KING ICT

KING ICT offers its customers complete IT and business solutions ranging from consulting, development, programming and maintenance of information and communication systems to the training necessary for their use. The company is the regional systems integrator established in 1998 as a member of M SAN Grupa. With headquarters in Zagreb, the company has offices in Sarajevo (Bosnia and Herzegovina), Belgrade (Serbia), Skopje (Macedonia) and Priština (Kosovo).

More information on www.king-ict.com