NEC

ResponsEye

Enabling incident footage to be
sent directly to the Control Room

Orchestrating a brighter world

The service enables a caller with a smartphone to stream live footage directly from their phone's camera into the Control Room, providing vital live footage.

Along with real-time location information and mapping via dynamic GPS coordinates, the dispatcher can make a more informed decision on mobilising the correct resources and, where required, share the live stream with colleagues, supervisors and officers.

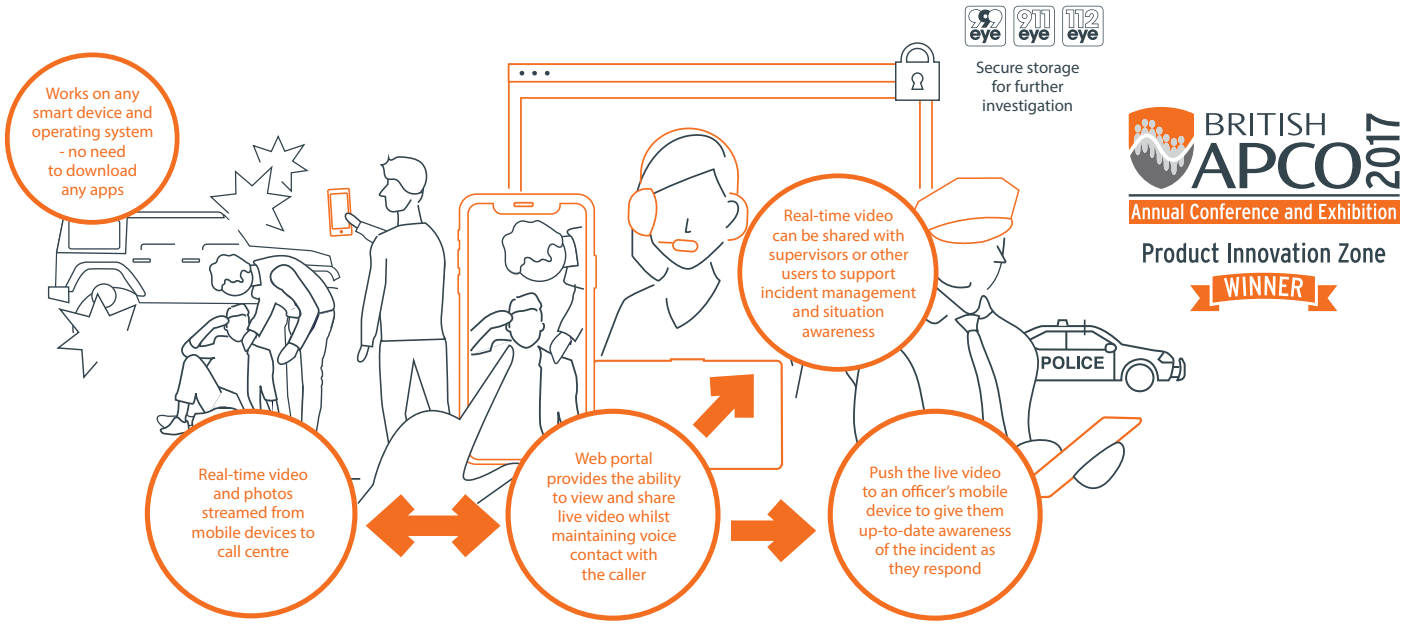
INSIGHT > RESPONSE > SAFETY

SITUATIONAL AWARENESS FOR DISPATCHERS

Dispatchers are under time pressure to question emergency callers to ascertain what is wrong, where they are, who they are and who is in danger in order to dispatch the right resources. Live footage from our solution offers instant 'on scene eyes' to the dispatchers; providing immediate INSIGHT which helps them to assess the scenario and, with caller's location visible, to better select the appropriate RESPONSE to the incident – either as a 'real-time', immediate response or for a 'slow-time', non-emergency follow up – while at all times considering the SAFETY of responders and the public.

SITUATIONAL AWARENESS FOR RESPONDERS

Live footage from our solution can also provide invaluable additional information to responders who have been mobilised to the incident. The information provided, supplementing that which was initially taken from the voice call, can provide further INSIGHT to the responders helping them to deliver the appropriate RESPONSE while ensuring the SAFETY of both themselves and the public. All the media is recorded securely as potential evidence for further investigation. The service is securely hosted and scalable for use in any organisation.



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SYSTEM FEATURES

- No app required - works on any smart device and operating system
- Confirms and maps dynamically updated caller location via GPS coordinates, to speed response
- Secure, one-time-use link sent by SMS or email
- Real-time live video stream viewable by dispatcher and shared with supervisors as appropriate
- Enables multiple streams from one incident
- Maintains voice contact with caller while images are transmitted
- Still images available in lower signal coverage
- Secure, two-way webchat
- Secure and accredited cloud-hosted service
- Stand-alone or integrated with any CAD through an open API

SERVICE DELIVERY BENEFITS

- Knowing what is going on in real time at an incident location is critical - Providing safety advice and protecting lives can be made much easier
- Arriving uninformed is risky and can impact decision making - Sharing accurate information with responding units and partner agencies enhances collaboration
- Capturing video communications as incidents unfold is a reality of the mobile age - Collecting potential evidence early in an event's lifecycle is invaluable
- Hoaxes or misuse of valuable resources is expensive - Categorising situations quickly reduces costs
- Easy and quick assessment of situations - Efficient dispatch decisions made with ameans effective use of resources
- Contact Centre ready application that is secure and scalable - Easy to adopt service with minimal training
- Provides location services - Real-time, dynamic updates of a caller's GPS location on the built-in mapping ensures effective and accurate dispatch of support, and geo-tagging of footage received
- A powerful de-escaltion tool - When on camera and being live streamed the public adjust their behaviour and are less inclined to be anti-social.

HOW IT WORKS

No-one needs to download and install an app. Instead it works via SMS text message or email, sent by the dispatcher to the caller's smart device. By clicking on the URL link, a secure 'one-time-use' live video stream, image upload or two-way chat is enabled. The media allows the dispatcher to assess the incident and decide what and how many resources to deploy. The caller's location is provided via GPS, automatically plotted on an onscreen map and dynamically refreshed, providing visible, real-time updates to their position.

The dispatcher is also able to review multiple incoming streams from different callers in one session to provide even better situational awareness. These streams can also be shared with colleagues and/or supervisors to further support decision making and streamed live to response teams in the field to give the eyes on an incident before arriving at the scene, aiding a swift response.

Importantly, no footage is stored on the user's device. If the caller has a poor signal, or the device doesn't support video, they can opt to send still photo images instead and if the caller is unable to speak a two-way chat can be used instead. The media and chat messages can be downloaded and stored in order to secure crucial evidence as an incident unfolds.

The service should be used at the discretion of the dispatcher, based upon authorised operating procedures, to ensure that members of the public are not placed at any risk.

For more information on the services NEC Software Solutions offers visit our website **necsws.com/public-safety-software** or get in contact with us at **hello@necsws.com**

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