

## SOLUTION

SERIS Computer-Aided Dispatch (CAD) solution facilitates inter-agency collaboration. Save more lives with agile and effective emergency response.



### Call taking process is automated

Speech-to-text capabilities auto-fills incident forms. Operators now have more time to anticipate complications and pre-empt challenges while providing appropriate response.



### Dispatchers gain unified interoperability

Information becomes actionable insights. These are sent to fire, police and medical services for better resource coordination and inter-agency collaboration.



### First responders are empowered in real-time

Text-to-speech keeps first responders updated during deployment. Real-time traffic and situational information ensures that first responders are fully equipped to save lives.



### Citizens feel safer with swift and coordinated crisis response

Public agencies can now identify real threats to public safety and respond effectively by consolidating and monitoring on-the-ground data in real-time.

## Stay safe with SERIS CAD

- Rapid intelligent dispatch starting from call taking to emergency response
- Coordinated communication across public safety agencies
- Accurate, dynamic picture for optimal resource allocation
- Lower infrastructure costs and simpler application management through software-as-a-service

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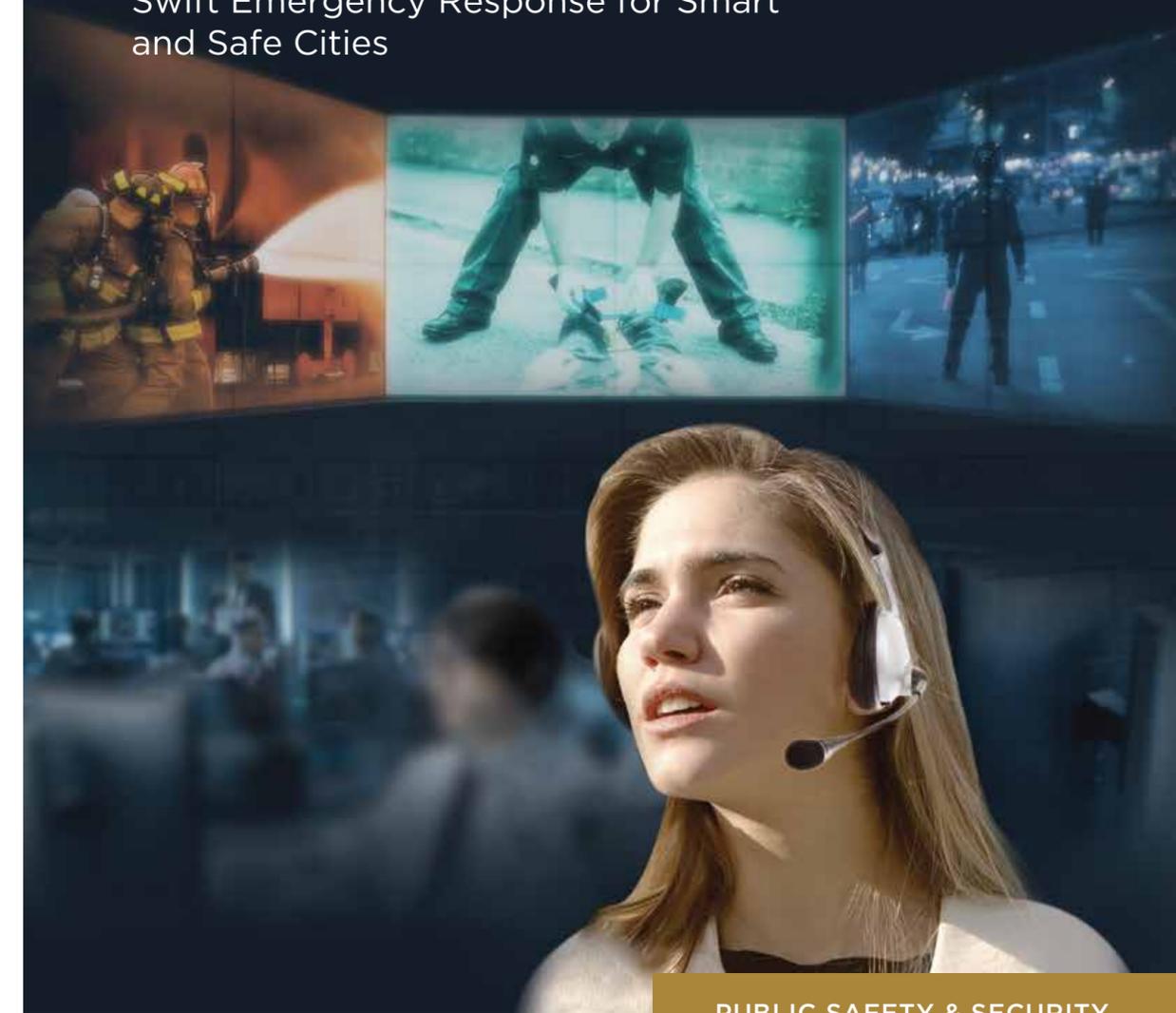


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SERIS

# COMPUTER-AIDED DISPATCH SOLUTION

Swift Emergency Response for Smart and Safe Cities



PUBLIC SAFETY & SECURITY

 **ST Engineering**

## PROBLEM

A smart and safe city is top priority for government agencies. However, securing cities involves close coordination and active threat anticipation.



Rapid Urbanisation



Rising Terrorism



Natural Disasters

Call takers need to quickly process calls

No two days are the same. With a wide range of communication channels to reach emergency services, call takers struggle to balance emergency help mobilisation, scene safety advice, first aid care and a reassuring ear.



Dispatchers at the command centre need seamless coordination

When saving lives, every second matters. Dispatchers lose precious time coordinating and collating information from various sources.



First responders face interconnected threats

Multiple agencies need to collaborate closely to combat increasingly complex threats and wider range of risks.



Citizens expect efficient emergency response

How do public safety agencies remain prepared with on-the-ground information?



## HERE'S HOW IT WORKS:

