![DS 迪爱斯]

Emergency Command Center Solution

- ✓ Whole-Process Emergency Management
- ✓ Multi-Structure, Multi-Platform, Emergency Commanding

Safer City Better Life

Challenges | *Severe Challenges on City Emergency Management*

Security risk: Information is easier to share with people around the world. Some criminals spread some bad and fake information in order to casus civil unrest, such as parade and demonstration.

Medical risk: With the rapid growth of city population, medical resource is more and more crucial. How to improve the speed of the first-time medical rescue is very necessary.

Fire risk: Modern city is the densely populated area. There are a large number of combustible substances in every building. Once a fire happens, there must be a great loss of life and property.

Traffic risk: Dense traffic flow and frequent traffic accidents in cites.

Solution | *Emergency Command Center Solution*

DS launched the Emergency Command Center Solution, which covers the whole lifecycle management process in terms of public security, fire, medical emergency, emergency rescue, energy industries as well as other government agencies. Our solution provides industry standardization + individual business customization capabilities to achieve multi-organization, multi-layer and multi-platform convergence and command.

Public Security
Emergencies and Criminals Handling

Traffic Police
Traffic Security and Violation Disposal

Event Security
Security of Activities and Events

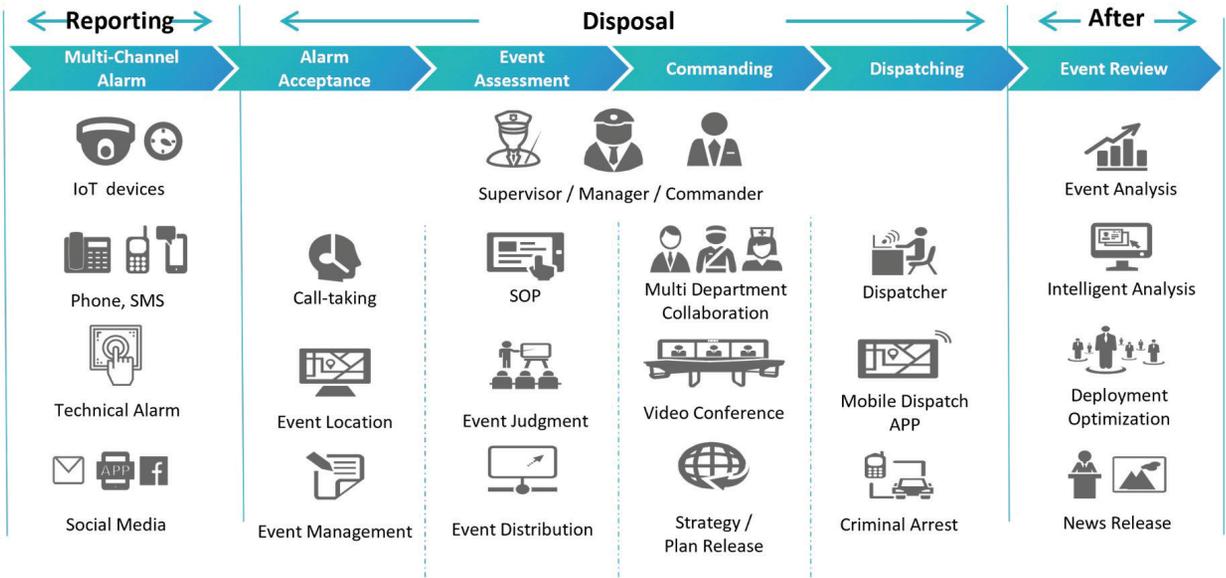**Fire Rescue**
Fire Protection and Rescue

Medical Emergency
First Aid Services

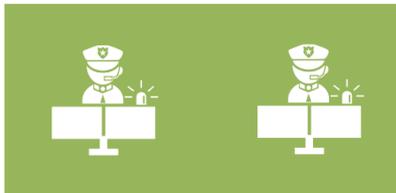**Other Help**
Public Service to Citizens

Business Workflow

Reporting | Disposal | After

Multi-Channel Alarm	Alarm Acceptance	Event Assessment	Commanding	Dispatching	Event Review

Reporting
- IoT devices
- Phone, SMS
- Technical Alarm
- Social Media

Disposal

Alarm Acceptance:
- Call-taking
- Event Location
- Event Management

Event Assessment / Commanding:
- Supervisor / Manager / Commander
- SOP
- Event Judgment
- Event Distribution
- Multi Department Collaboration
- Video Conference
- Strategy / Plan Release

Dispatching:
- Dispatcher
- Mobile Dispatch APP
- Criminal Arrest

After
- Event Analysis
- Intelligent Analysis
- Deployment Optimization
- News Release

Scenario 1 — *Multi-channel Alarm Perception*

Traditional Alarm Access
- Mobile
- Fix Line
- email
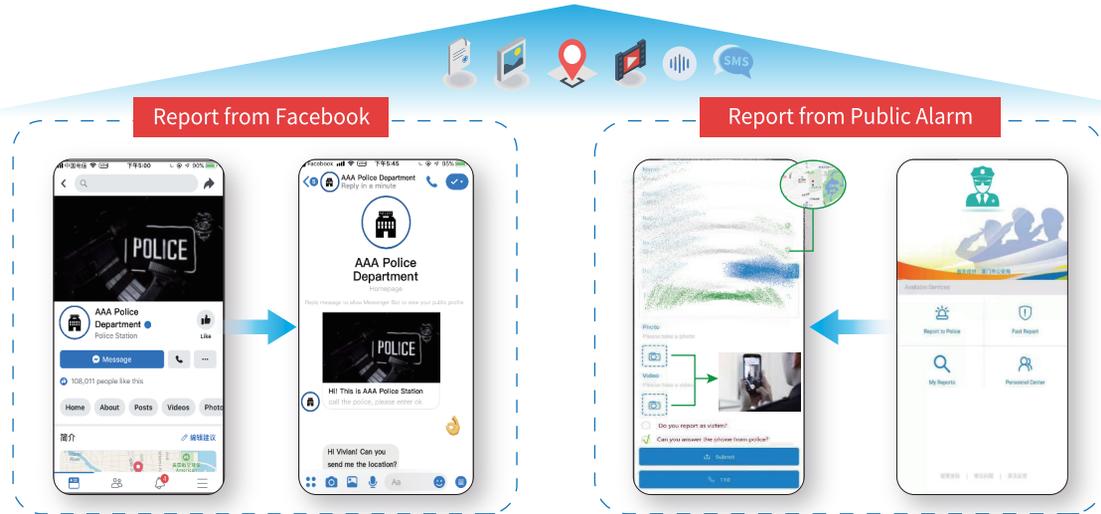- Fax
- SMS
- Panic Button

Automatic Alarm Access
- Smoke/Heat Sensor
- Checkpoint
- Intelligent Analysis
- eCALL

Social Media Alarm Access
- APP
- Twitter
- Facebook

Alarm Perception in Various Scenarios

Scenario 2 · Social Media Alarm Access

Route to Agent

Report from Facebook

Report from Public Alarm

POLICE

AAA Police Department
Police Station

108,011 people like this

Home · About · Posts · Videos · Photo

AAA Police Department
Reply in a minute

AAA Police
Department
Homepage

POLICE

HI! This is AAA Police Station
call the police, please enter ok

HI Vivian! Can you
send me the location?

Photo

Video

Do you report as victim?
Can you answer the phone from police?

Submit

110

Report to Police · Fast Report

My Reports · Personal Center

Scenario 3 · Smart Location Solution

Smartphone + SMS => GPS Info.

Incident report

1 Emergency Call

Send SMS 2

PSAP
Route to Agent

Send GPS information 3

13:55

70%

70% Emergency
from Mobile

*Source Google

↓1Min +10,000 lives

1 Minute less 10,000 more
lives saved

*The US Federal
Communications Commission

3+3 S

Fast Interaction

4.9 m

GPS-enabled smartphones
are typically accurate to
within a 4.9 m (16 ft.) radius
under open sky.

*Source GPS.GOV

Scenario 4 — Converged Video Conference

Highlights

· Experts provide professional and safety guidance remotely

· Command center gets real-time event situation

· Rescue team follows instructions from command center and experts to carry out precise actions

· Leads who may concern can remote access and get real-time event disposal information

Emergency discussing

Meeting room

Real-time Video Conference

Chief's office

Video surveillance

On-site fire team

Expert's office

Scenario 5 — Onsite Live Video

Field responders are able to carry out feedback timely through mobile terminal. All dispatch information and feedback are recorded automatically.
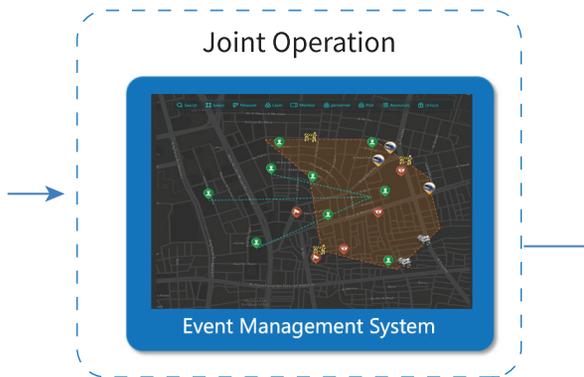
Field fire units

The live video from multiple mobile terminals including UAV can be sent back to command center and support dispatcher to make decision.
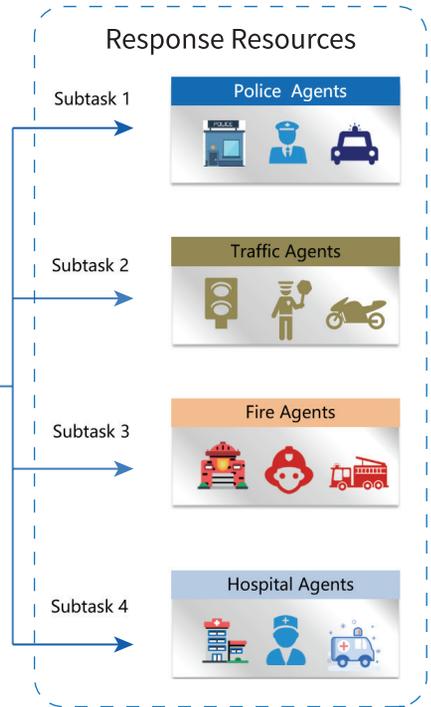
Scenario 6　Major Event Disposal

Major Cases

Generally cross-departmental and multi-agent collaboration is required for major incidents.

Joint Operation

Event Management System

EMS operator is able to create multiple sub-tasks and assign to corresponding agents regarding the actual case saturation.

Response Resources

Subtask 1	**Police Agents**
Subtask 2	**Traffic Agents**
Subtask 3	**Fire Agents**
Subtask 4	**Hospital Agents**

Scenario 7　Situation Presentation

Dashboard

EIA-GIS

Real-time Case Situation

Field Team Distribution

Key Features

· Multi-dimensional police situation and police force

· Overall operation of command center

· Provide a basis for command decisions, police deployment and resource planningg

· Data support for external announcements and media releases

Case | *Applied in more than 20 countries and regions*

Kenya — Converged Command System Improves Urban Stability

Kenya Safe City

GDP ↑5.8%

Tourism ↑14%

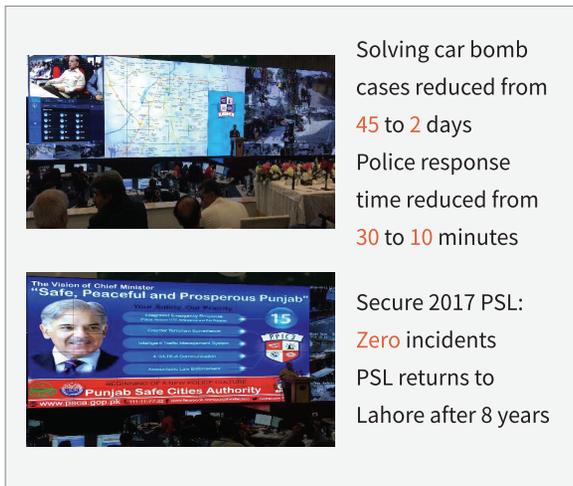Incident response time 30 min to 8 min

Crime rate ↓46%

Guyana — Safe City Helps Build a Smart and Safe Country

· Empower GDP growth

· Improve government handling efficiency

· Reduced crime rates，and provided residents with more secure and happier lives, increases the public's satisfaction

· Smoothly evolve into smart city

Punjab, Pakistan — Fast Delivery Mega Safe City

Solving car bomb cases reduced from 45 to 2 days
Police response time reduced from 30 to 10 minutes

Secure 2017 PSL:
Zero incidents
PSL returns to
Lahore after 8 years

Mauritius — Worlds Safest Island for Tourism

60X — Better emergency response times and process efficiency

45% — Lower road accident rate

25X — Faster video analysis Processing

DS 迪爱斯

Leading Pioneer of Smart Emergency

Public Security	Emergency Management	Fire Fighting	Smart City	Traffic Command	Civil Air Defense

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