

How can I help as fast as possible in an emergency?

Siveillance ELS Web unifies all of the tools and information necessary to effectively control fire, police, ambulance and security services.

Answers for infrastructure.

SIEMENS



Complete situational awareness

Safety and security are fundamental needs in today's life. The growing diversity of potential threats increases the need for security. Effective planning and coordination of all actions from a central point is a crucial factor to react to incidents.

For public authorities and critical infrastructures, a complete overview of the actual situation and the available operating resources are vital when making the appropriate decision for dealing with an incident. A large number and variety of possibly critical incidents in a large geographical area require a well-structured workflow.

Siemens offers a solution to meet these challenges. The command and control platform, Siveillance™ ELS Web, supports a complete approach to security and response to incidents. For large-scale operations, this platform offers precisely the kind of real-time support function and information needed to react effectively to an incident at any time. Various communication systems, both alarm systems and non-security systems can be integrated in the platform, to be fully adapted to the user's organization and work processes.

Siveillance ELS Web – innovative command and control technology

■ Innovative information system

Siveillance ELS Web is designed for operational use by professional organizations employing mobile resources, such as police, fire departments, rescue and security services. The highly developed control system enables fast and effective planning and decision making for daily routine and time-critical processes, as well as for crisis and emergency situations.

■ Integrated solutions

The unique integration platform connects to various systems (such as telephone, radio communication, recording devices, access control, video surveillance, fire alarm systems etc.). These systems would otherwise operate independently, like "islands". By bringing these "islands" together, the system supports operators and first responders to optimize their work processes, including communication and coordination with the control center, security, rescue and emergency forces.

■ Efficient and easy operation

The platform supports the different roles in a command center operation, e.g. call-taker and dispatcher. It provides the call-taker with pre-defined questions and answers to receive the essential information from a distressed caller. This leads to a complete picture of the situation on site. The system then proposes appropriate actions to the dispatcher based upon the current situation, decreasing the incident response time as well as drastically reducing errors in the decision making process.

■ Unique visualization

The geographical information system provides a complete situational overview. Locations of incidents or the actual positions of resources are automatically displayed in 2D or 3D maps. A routing engine calculates and displays the optimum routes to the incident location, including application-specific infrastructure, e.g. hydrants in case of a fire. Additional site plans and supportive information material completes the picture and ensures a user-friendly operation.

■ Web-based user interface

With its innovative Java-based user interface, the complete operation is possible via an intranet or the Internet, without the need of any additional software installation. A low bandwidth of only 200 KB is required for communication with a client seat. This supports a decentralized organization of operators. SSL encryption ensures data security and the user-group function provides authorized users access to all information as specified. The mobile component (either vehicle based or portable) enables access to incident-related data via GPRS, TETRA, or even WAN/LAN networks – achieving situational awareness and bringing together distributed organizational structures.

■ Siemens – a synonym for quality

Siemens brings years of experience and know-how in the consultation, solution design, installation, maintenance, upgrade and monitoring of security solutions. It is this expertise, combined with the innovative technology employed to develop the command and control platform, which you can now benefit from to manage all of your security and safety needs.

Highlights

- Integrated command and control solution for applications such as: police, fire department, ambulance, rescue service, corporate security, roadside assistance service
- Optimized, workflow-based decision making increases effectiveness
- Efficient call taking, dispatching and administration of resources
- Highest reliability through proven redundancy concepts avoid downtime
- Optimized use of existing infrastructure and resources
- Easy operation through web-based user interface and graphical visualization

A modular and scalable system range for various applications





Siveillance ELS Web is ideal for public authorities and security organizations

A changing world with a basic need

More diverse and complex risks arise in everyday life. Owing to the modular structure, the high flexibility and its configuration ability as well as the exceptional reliability of Siveillance ELS Web, any demand from the various security organizations in public and private applications can be fulfilled.

■ Public authorities and security organizations

When dealing with emergency situations, security organizations such as the fire brigade, police and other emergency services require a timely, efficient and correct coordination. Siveillance ELS Web can be used for call taking, dispatching and administration of resources in routine or critical operations. Central handling of incidents and alarms, in addition to rapid access of all relevant information, enables fast and accurate decision making, and facilitates immediate and effective intervention.

■ Critical industries (power, energy, oil & gas and pharmaceutical)

Ensuring the safety and security of industrial and energy assets, resources and people across a vast geographical area – even when it is remote from the corporate headquarters – is not an easy task. With the command and control platform from Siemens, all buildings and areas of the various sites can be monitored effectively – and critical incidents can be discovered and managed immediately.

■ Public and homeland security

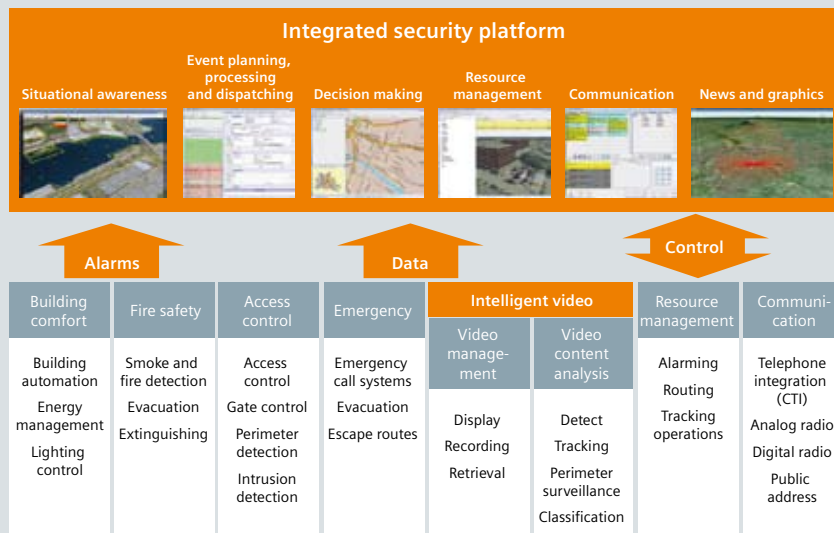
Upgrading and integrating public safety, border control or security agencies operational framework while balancing freedom of movement, requires conceptual flexibility and design adaptability. These are standard features of Siveillance ELS Web. The system platform can monitor and control a multitude of safety and security systems from a central location. In addition, structured site and building plans provide operators with a complete situational overview so that in emergency situations, the right steps can be immediately taken.

■ Major events

The safety and security of a major event taking place in the near future, with thousands of spectators and multiple stakeholders is a huge responsibility. The coordination and complete situational awareness offered by the command and control platform ensures public safety and security while allowing the spectators to enjoy the event.

■ Transportation

Accelerating urbanization and economic growth fuel a massive demand for adequate and reliable infrastructures – such as transportation networks. High availability of airports, ports, train stations, metro stations and tunnels have highest priority in order to maintain operational continuity. The command and control platform ensures central monitoring, improves service levels and generates fast and correct interventions in case of emergencies



Integrated security platform – Siveillance ELS Web

Flexible and reliable technology for security

■ Integrated telephone functions

Computer Telephone Integration (CTI) of public or corporate telephone systems with Siveillance ELS Web ensures fast and easy communication. For any incoming calls, the system immediately recognizes the caller's number and – if configured to – routes the call to a dedicated operating team according to the requested service caller data, such as name and location, are identified and the location is shown in the map. The telephone system, both analog and digital radio like TETRA (Terrestrial Trunked Radio) communication, can be operated additionally through a dedicated touch screen terminal.

■ Structured design

Based on a robust client/server architecture, the Siveillance ELS Web graphical user interface provides an intuitive, hierarchical structure for addresses, keywords, resources and actions. Siveillance ELS Web's structured system design strongly supports customer-specific adaptations of workflows during both the setup process and live operations – without any down time. The system is based on an Oracle® database, which ensures the highest level of both system availability and reliability.

■ Video technology

Intelligent video solutions from Siemens help customers to secure and monitor private, commercial and public facilities. The intelligent video analytics can cleverly detect a wide variety of incidents and create alarms. Integrated as part of the command and control platform, they can be effectively used to obtain complete situational awareness. By showing precisely the related video signal, the system avoids an information overload for the operator.

■ Alarm management

The integrated security platform offers a wide variety of functions supporting the management of detectors and alarm systems (fire detection, residential emergency call, intrusion detection, access control, guard alarm etc.). Each detector can be associated with the required number of actions, which are then proposed to the operator, depending on the actual situation. Devices can also be arranged hierarchically in groups, e.g. building, floor, zone, single device.

Highlights

- Standardized integration of different alarm systems
- Integrated telephone or radio communication
- Intelligent video surveillance monitors and protects the site
- Flexible reports and invoicing
- Graphical visualization – including 3D applications
- Coordination of multiple command and control centers
- Siveillance ELS Mobile offers communication and access to information on site



Solutions for demanding applications

■ Report recording and invoicing

The system supports the working processes concerned with handling an incident, e.g. registering of operational reports. Unnecessary time for writing the reports offline is therefore avoided. With the efficient accounting module, it is also possible to charge services such as medical transport. Variable rates are supported according to the type of service, time or route. Individual invoicing records can be allocated.

■ Graphics and data management

The command and control platform enables users to show bitmap, vector-based and hybrid data in seamless maps. The application-specific infrastructure data is intelligently organized and can be individually filtered. 3D data can also be used. Taking this information, the platform provides dynamic layers which shows incident-related information, incident escalation phases, corresponding units and other parameters.

■ Multiple command and control centers

Siveillance ELS Web becomes even more valuable in integrated security solutions consisting of multiple command and control centers. This is a benefit for decentralized command and control centers where a transfer of operational control for certain incidents or resources or even of the complete operation to other command centers may apply. It also supports joint operation of different authorities, like police and fire brigade, using the same infrastructure, e.g. joint call center or database. In both cases, a switch from one center to another, from one authority to the other, is possible by one single operation.

■ Mobile device support

Siveillance ELS Mobile is the mobile component of Siveillance ELS Web and is used in cars, ships or helicopters. Siveillance ELS Mobile ensures an efficient information exchange between the command and control center and the resources on site. It provides an automatic alarming of resources, including transfer of all necessary data concerning the incident. The location of the incidents and its own location are displayed on a map and a routing engine proposes the optimum route to reach the incident. At any given time, the command and control center is up-to-date on the site's status and the actual location of the vehicle. Using the mobile component, operational reports can also be completed on site, avoiding the potentially annoying paperwork when being back at station. Data transmission is possible via GPRS, TETRA, UMTS, WiMax, EDGE or WLAN. The mobile component operates on standard hardware such as mobile laptops, tablet PCs etc.



Face the future with Siemens as your partner

During planning, commissioning and the whole life cycle, Siemens is your partner of choice. Quality and reliability are the preferences of our world today – both are synonymous with Siemens.

■ System planning

Siemens will work with you to draw up a solution that best covers every aspect of your business processes, security policies, strategies and responsibilities. A system concept and recommendations on how to integrate the existing communication or alarm systems will be proposed; including hardware and database structures as well as redundancy concepts.

■ Installation that does not interrupt your business processes

Siemens will help you to schedule the installation and integration phases of Siveillance ELS Web, its interfaces and components to prevent any disruption to your existing infrastructure and daily operations.

■ Commissioning and test phase

Siemens will monitor and support you during the commissioning and acceptance phases of the project, until the system is fully operational, ensuring your full satisfaction.

■ Worldwide experience

Successful installation of Siveillance ELS Web, all over the world, for example:

- Germany
- Austria
- Netherland
- Finland
- Bulgaria
- United Arab Emirates
- Brazil
- China

Highlights

- Support with system planning
- Coordinated commissioning minimizes interruption of business processes during installation
- Expert training as a key to success
- Maintenance and trouble shooting ensure the longevity of the system

Answers for infrastructure.

■ Megatrends driving the future

The megatrends – demographic change, urbanization, climate change and globalization – are shaping the world today. These have an unprecedented impact on our lives and on vital sectors of our economy.

■ Innovative technologies to answer the associated toughest questions

Throughout a 160-year history of proven research and engineering talent, with more than 50,000 active patents, Siemens has continuously provided its customers with innovations in the areas of healthcare, energy, industry and infrastructure – globally and locally.

■ Increase productivity and efficiency through complete building life cycle management

Building Technologies offers intelligent integrated solutions for industry, commercial and residential buildings and public infrastructure. Over the entire facility's life cycle, our comprehensive and environmentally conscious portfolio of products, systems, solutions and services in the fields of electrical installation technology, building automation, fire safety and electronic security, ensures the:

- optimum comfort and highest energy efficiency in buildings,
- safety and security for people, processes and assets,
- increased business productivity.



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The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.

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