

ENGAGE® IMS / CAD



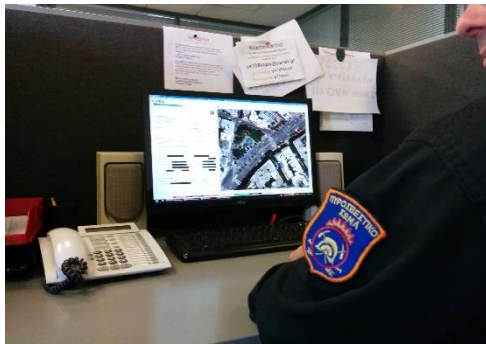
satways
Redefining Command & Control

***Integrated Emergency Call Center,
Incident Management & Dispatch
for Public Safety Agencies***

Comprehensive Incident Response



Overview



The ENGAGE® constitutes an integrated Call-Center solution for public & private safety organizations providing all the tools for call & incident management, computer aided dispatch, operational resource management and disparate crucial information data integration.

Based on a highly modular and reconfigurable S/W platform and a reliable, distributed Event Driven architecture, ENGAGE® supports comprehensive incident control and dispatching for Public Safety offering an unmatched combination of speed, reliability, and features adaptive to highly complex communication environments.

Combining advanced searching; filtering in current and historical data and geo-correlation of data operations are enhanced with situational awareness, decision support and electronic logging of incident information and related actions of the involved organizations.

The modularity and expandability of ENGAGE® permits:

- To adapt the final solution to the exact user requirements in a cost and time efficient way
- To enable customers to incrementally upgrade to high end system
- To ensure the final outcome of Multi-phase projects (e.g. Security Coordination Centers)
- To permit independency from vendor S/W, hardware and sensor technologies

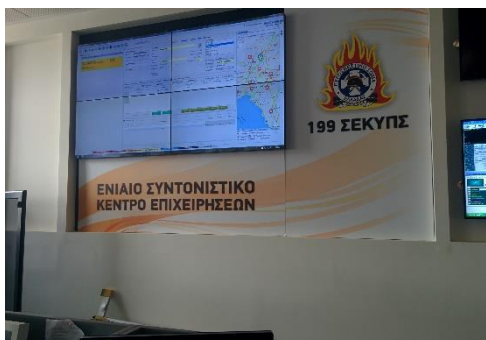


ENGAGE® in general is designed for operational use by professional organizations employing mobile resources, such as Police, Fire Departments, Rescue Services, Emergency services, Security Departments etc.

ENGAGE® is designed to support multi-Agency deployments permitting:

- Each Agency autonomous operation
- Exchange of information and operational picture among Agencies and Collaborative response in cases of crisis
- Large economy of scale

Next Generation Emergency Call systems is about managing data (IP voice, text, pictures, video). Building upon ENGAGE's proven emergency call taking and incident data management platform, personnel can take actions through the real-time exchange of incoming and historical information.



Platform Modules



CTI & Call Taking

Supports connectivity with any IP-PBX. Any regular or emergency call is processed through ENGAGE® as Call-takers benefit from streamlined tools to field calls, create and update events. Even before the call is answered, the system displays the caller's number and its location, the number called and the service the call should be directed to if the system covers multiple emergency or service numbers.

Incident Management & Dispatch

Allows personnel to manage the whole incident life-cycle, assign and dispatch resources and execute measures according to Standard Operating Procedures (SOPs). Dispatchers and supervisors taking into consideration the nature of the incident, its location and time constraints identify and dispatch the nearest and more suitable resources. Supports Multi-Agency deployments, SOPs are tuned to the exact Agency requirements.



Operational Resource Management

The Operational Resource Module (ORM) provides the capability to register, plan, allocate and assign resources (personnel, vehicles, air assets, or maritime resources) to specific incidents. The Resource Allocation functionality combines and analyzes the suitability of one or more resources based on resource responsibility area, capabilities and incident location proximity.

Duty Rostering

Enables the management of resource shifts supporting both personnel-based and vehicle-based staffing. Staff rosters are generated according to user and agency department specified rules and organized into sequences of cycles which can be automatically replicated into the future.



Resource Tracking

Monitors resources, such as vehicles, vessels, aircrafts and personnel by offering seamless integration with multiple tracking technologies (AVL, AIS, LRIT etc.) over multiple communication bearers (3G/4G, TETRA, VHF etc.).

Radio over IP

Unifies voice communications between ENGAGE® operators, mobile phones and VHF/TETRA radios. A Push-to-Talk interface with a radio system controller attached to a dispatcher workstation offers reliable communications with personnel and operators in control centers.



Platform Modules



Sensor Telematics & Navigators

Supports the interconnection with various vehicle sensors (fuel level, water tank level, driver identification, impact etc.) and even with specialized vehicle navigators for two way information exchange.

Air Operations Management

For Agencies that operate aerial units (aircrafts, helicopters), air-operations commanders benefit from streamlined tools that allow planning, registration, management and decision support for incidents that incorporate aircraft assets.



Video Management

The embedded video management capabilities allows the instant monitoring of field operations and observations from CCTV equipment enhancing the situational awareness. It supports thousands of camera vendors and models providing the capability to support existing and new equipment.

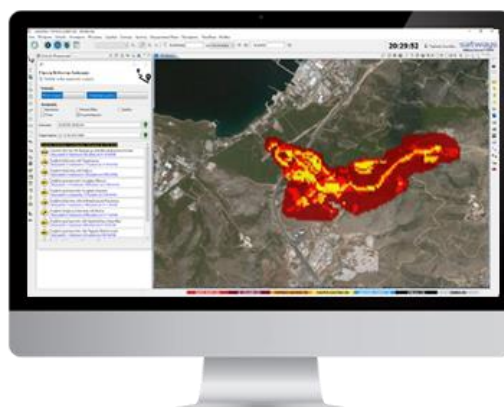


Integrating Map Editor

ENGAGE® provides easy access to online maps by supporting different mapping engines (e.g. BingMaps®, GoogleMaps®). On the other hand the offline 3D GIS offers maximum performance and massive spatial data visualization and editing. This streamlines the process of managing GIS projects and populating the geodatabase records associated with the elements of the ENGAGE map.

Decision Support Tools

The incorporation of GIS technology enables the integration with simulation tools offering decision support in cases of natural or man-made hazards, such as, estimate the plume dispersion following an industrial accident, the inundation map caused by flooding, the a forest fire front evolution etc., as well as their associated impact to the urban environment in order to assist stakeholders to take proper decisions in due time.



Unmanned Aerial Systems Integration

The Integrating unmanned aerial systems (UAS) into the public safety services has the potential to increase the capabilities of emergency response and disaster relief while protecting pilots from dangerous environments. This module allows seamless interconnection of UAS ground control system information (tracks, video) with control centers.



Analytics & Reporting

The embedded reporting and analytics engine, lets you easily run and export preconfigured reports for incident monitoring, response times and other performance indicators. Organizations can access, analyze, and report on large volumes of data, providing the insight to improve operational planning, performance, and decision-making.

System Administration

The administration module provides all the tools required for managing the system master data (organization, users, roles and access rights), accessing electronic protocol information and monitoring system components performance.



Mobile Data Integration

Provides field personnel access to critical information and allows seamless interconnection of control centers and the field. It enables organizations to deploy mobile dispatch capabilities on laptops, smartphones, and tablets and allows field personnel to update event details, access databases, and send and receive rich media messages (photos, videos).

Features



Event Driven Architecture

Includes facilities for sending instant, logged messages between ENGAGE® positions and between positions in the same Agency or across different Agencies. InstaView Technology permits the instant updates of the user interface from actions made from other users.

APIs & SDK

ENGAGE®, as it is based on a highly modular platform, it offers a comprehensive software development kit that allows 3rd parties to extend the software with new modules that may interact with the existing ones via their well-defined application programming interfaces.

Improved Scalability

The ENGAGE® Event Driven distributed architecture offers improved high availability and scalability in terms of concurrent users, number of tracked assets and geospatial data handling.

Unparallel Performance

Our InstaView™ middleware technology in association with the advanced 3D GIS offer unmatched system performance that can cover the needs of the most demanding users.

System Requirements

Committed to Excellence



ENGAGE® Client

Recommended minimum specification:

- Processor - 1.6GHz CPU
- Memory (RAM) - 1GB RAM
- Windows XP, Vista, 7, 8 or 10

Recommended specification:

- Dual monitors

ENGAGE® Application Server

Recommended specification:

- Windows® Server 2003, 2008, 2012, Red Hat® Enterprise Linux 5, 6, 7, Oracle Solaris 10, 11

ENGAGE® Messaging Server

- Windows® Server 2003, 2008, 2012, Ubuntu Linux, HP-UX, Solaris, or any Unix platform that supports Java.
- Processor - Pentium Dual-Core or equivalent.

ENGAGE® Tracking Server

Recommended specification:

- Microsoft SQL Server 2003, 2008, 2012, Ubuntu Linux, HP-UX, Solaris, or any Unix platform that supports Java.
- Leased line APN connection to GPRS supplier or network connection to TETRA supplier

ENGAGE® Database Server

Recommended specification:

- PostgreSQL 8.x, 9.x / PostGIS 1.5, 2.0, Oracle 11g/12c
- Processor - Pentium Dual-Core or equivalent.

ENGAGE® 3D GIS Terrain Server

Recommended specification:

- Windows® Server 2003 SP2 / 2003 R2 SP2 / 2008 SP 2 / 2008 R2 / 2012. Processor - Pentium Dual-Core or equivalent.
- System Memory - 2 GB of RAM plus additional 2 MB per concurrent user.

ENGAGE® 3D GIS Feature Server

Recommended specification:

- Windows® Server 2003 SP2 / 2003 R2 SP2 / 2008 SP 2 / 2008 R2 / 2012.
- Browser - Microsoft Internet Explorer (7 and higher), Firefox (3 and higher), or Google Chrome (All versions). Required only for accessing the Web Administration.
- Processor - Pentium Dual-Core or equivalent.
- Memory (RAM) - 1 GB of RAM (2 GB or more recommended) v User Privileges
- Additional Software – Microsoft Internet Information Services IIS6, IIS7, IIS8 with .Net 4.0. v Optional (in order to connect to the Oracle Spatial data source): Oracle Client 11.1.0.6.20 and ODP.NET 2.111.6.20.



ABOUT SATWAYS

Satways is a provider of Public Safety and Security applications. With experience in mission critical incident management and communication applications, solutions are fine-tuned for specific needs of Public Safety, Local Government, Contractors, Security, transports, logistics and Utility markets.

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