

European emergency number 112

Ericsson Nikola Tesla has been supporting the operation of a single **European emergency number 112** for nearly 15 years in Croatia, Montenegro and Bosnia and Herzegovina.

Since the first deployment in 2007/2008, organizations responsible for the operation of a single **European emergency number 112 in Croatia** have relied on Ericsson Nikola Tesla's experience and support for the deployment of several generations of the 112 support system.

Such a system is vital for a timely and accurate response to calls for help from citizens and visitors by supporting the following features:

- **Intelligent call distribution** between call centers and available operators to make sure no calls are unanswered
- **Mobile location in two ways**, from operator networks and mobile devices (Advanced Mobile Location, AML)
- Ability to show **all geographically referenced information** on a GIS map and activate functions and commands directly from a map
- **Emergency call from vehicles (Ecall)**
- Interview and decision support for operators based on **location, type of incident and its severity**, availability of appropriate resources
- Support for **giving advice to callers**
- Ability to enlist expert support and share incident information both internally and outside of the 112 organization, **while remaining in call with original caller**
- **Integration** with other organizations responsible for emergency response, such as the police (operational and command centers), emergency medical services, firefighters, mountain rescue service, etc.; some of those organizations may also be tenants in the same system, sharing

common resources but keeping control and privacy of their data

- Handling resources (first responders) and support for a **range of communication options** towards them, including voice calls over public and private mobile radio networks, data exchange with mobile clients, etc. All information on location, status and findings of first responder units is fed back into the system to help further decisions by operators

The 112 support system provided by Ericsson Nikola Tesla in Croatia is running in **five regional centers** and the national coordination center, handling more than 75% of all emergency calls to 112 in Croatia. The system is using centralized server resources deployed in two data centers (primary and backup), while client workstations are freely deployed wherever there is secure connectivity to the network. This allows for flexibility in redeploying resources seasonally or in cases of major emergencies in an area.

Since all operator information, including maps, action plans, etc. is available to each operator, such situations may also be handled without physically moving operators and workstations, as work redistribution is done automatically.

The system is **continually being developed and evolved** to support new channels and architectures for emergency calls, including those defined by the NG112 initiative.

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