

**aselsan**

Public Safety Access Point Solutions



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# PSAP

## PUBLIC SAFETY ACCESS POINT (PSAP) SOLUTIONS

PSAP solution is a system infrastructure collecting the emergency calls from citizens in regular or catastrophic conditions and manages all the resources to solve the safety and health problems urgently.

The modular system architecture provides reliable communication services to Public Safety and Emergency Organizations, Security Forces and Municipalities.

Call takers receive the emergency calls on their computer screens and forwards them to call dispatchers of Police,

Health Services, Fire Brigade, Gendarmerie and Coast Guard staff through PSAP system, to provide prompt and effective service.

Emergency case forms which have all kind of related information is created in application softwares and kept in the database.

Call dispatchers identify and dispatch the nearest mobile team to the incident location while informing them about the emergency conditions. Any information about the incident appears on the screens of the mobile units' instantaneously.



EMERGENCY  
CALL CENTER

STATION  
TERMINAL

MOBILE  
TEAM



# PSAP

## FEATURES

- Automatic logging of all kind of transactions
- Simultaneous Data Sharing for different user groups (Mobile units and call center)
- Voice recording of incoming and outgoing calls
- Access to all case reports and statistics over the database
- Address search on the map and automatic location identification of the incident place
- Instant tracking of the mobile units

## SYSTEM CAPABILITIES

The modular infrastructure of PSAP Solution enables customization and improvement of the system to meet new user requirements arising from recent customer expectations.

- Integration with different communication networks such as GSM, Fixed Lines, Satellite Systems, Digital Radio Communication Systems.
- Interface to be integrated with alarm systems and other CAD systems
- Voice and data communication with mobile units
- Receiving emergency call through SMS and Alarm Services
- Back up support between PSAP's in different locations





# SYSTEM CAPABILITIES

## CALL TAKER AND DISPATCHER APPLICATIONS

- Sending SMS
- Instant Messaging
- Case Query
- Blacklist
- Conference Call
- Assistant Operator support

## VEHICLE TRACKING SOFTWARE AND DETERMINATION OF THE INCIDENT LOCATION

- All Professional Fleet Tracking Features
- Integrated GIS Features
- Route Calculation and Suggestion
- Advanced Reports And Notifications

The location of the incoming calls are detected automatically. The location information is shown instantaneously on the screen of mobile units. (\*)

(\*) The coordinates of the incoming calls from fixed lines are pointed on the digital map. If the call is received from mobile phone, location of the incident is shown as an area.

## STATION TERMINAL

The agencies (police stations, hospitals, fire stations) are informed about the incidents simultaneously by the display of the case forms on the station terminals.

- User-friendly web interface
- Instant messaging
- Resource Management and Automatic Resource Assignment
- Emergency Case Management (Specific Instructions for Incident Categories)
- Interview Support for Operators (Questions and Suggestions)

## MOBILE UNITS

Mobile Terminal equipment and software are connected to Emergency Call Center via GSM lines or Digital Radio Communication Network. Both Call Centers and Agencies can assign the cases to the mobile units.

- Instant display of case details and location info
- Data entry and management of case forms
- Navigation Help supports the mobile units
- Online tracking of mobile units on digital maps.

## SYSTEM MANAGEMENT AND STATISTICAL REPORTING

" System & Alarm Management Software enables system administrators to manage user authorizations, policies, logs and all kind of user related information. Software handles alarms which are generated from all manageable devices connected to the system as well as sending the administrator alarm info.

The PSAP Solution System enables operators to reach any kind of reports easily such as institutions' particular statistical reports and also standard reports like seasonal case numbers, the details of call receiving times and call response times. Dynamic interchangeable tools and visual items are available for reporting.

STATION  
TERMINALS

SOFTWARE



# SOFTWARE APPLICATIONS

## MOBILE

### Android Applications:

- Navigation
- Event Management
- Device Management (MDM)



## CALL CENTER

### Desktop Applications:

- Call Taker Software
- Dispatcher Software
- Supervisor Software

### Web Applications:

- Vehicle Tracking & GIS
- Statistics & Reporting
- System & Alarm Management
- Voice Recording & Management



## BASE STATION

### Web Applications:

- Event Management
- Vehicle Tracking



## MOBILE SYSTEM SOLUTION

Mobile System Solution which can serve beyond the coverage of stationary/fixed solutions is designed by gaining call management solution the ability of mobility. System contains telephony switch, radio repeaters, interfaces for connection to other data networks etc.. that brings call receiving and dispatching properties.

In case of PSAP can not provide service after disaster, mobile call taker vehicle receive emergency calls by establishing necessary external connections. By this way, system redundancy of PSAP is ensured in disaster conditions.

- Call Taking
- Vehicle Tracking Software
- Satellite Communication
- Mobile Digital Radio Base Station

## E-CALL

eCall is triggered automatically by the in-vehicle device in case of serious car accident or manually by vehicle occupants. It creates a voice link to the closest PSAP and sends data message (Minimum Set of Data –MSD) using common European standards.

MSD includes:

- Accurate location (GNSS) and direction of driving
- Vehicle identification
- Information about the accident
- Time information

ASELSAN's eCall Solution which fulfills the whole eCall standarts, can serve either fully integrated to ASELSAN PSAP solution or standalone.



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