

**December 2010**

### **Case Study**

#### **Siveillance Command from Siemens**

#### **The command and control solutions from Siemens – ensuring safety and security**

Leading security systems and solutions provider, Siemens, has launched Siveillance Command and Siveillance Vantage, the next generation command and control technology, as well as Siveillance SitelQ, an automated wide-area surveillance solution. These advanced command and control software platforms not only improve security and safety but manage the response and deployment of resources to ensure safe environments across a range of sectors and organisations, as the two case studies below illustrate:

The first German control and command centre to combine the emergency services is in Hamburg, the second largest city in Germany. Police, fire brigade and ambulance are completely integrated and function seamlessly despite being located at two different sites.

Integrated Command and Control will assess and manage critical situations, distribute essential information and deliver an efficient emergency response linking public transport, traffic control, utilities, healthcare and emergency services as outlined in the examples below.

As one of the first Command and Control centres in Germany, installed in 2007, the Hamburg Command and Control centre is equipped with a full integration of the TETRA functions for speech, outgoing alarm SDS, incoming status messages and AVL functionality.

Siveillance Command is a workflow-orientated and networked command and control system incorporating an integration platform for security technologies, emergency and communication user interfaces along with TETRA functionalities.

The key features of the Siveillance command and control portfolio are the improved assessment, management and resolution of critical situations, the distribution of crucial data and the co-ordination of computer aided dispatch for essential services. However using Siemens Command means preventing delays due to lack of communications across multi agencies.

When the police force for a popular tourist destination in the United Arab Emirates approached Siemens looking for a structured control and emergency response across its city of 1.8 million residents, Siveillance Command offered a high level managed security service with remote monitoring. Siveillance Command is a powerful disaster recovery system designed to deliver immediate and appropriate response to emergency incidents and crisis management within guaranteed reaction times.

Siemens designed and installed a turnkey command room fit-out including acoustics, furniture and an impactful 10m x 4m video wall. The new Command and Control Centre provides a multi agency response and management to all nationwide incidents and computed aided dispatch for the emergency services and emergency calls. The fire brigade, police, Ministry of Interior and the coast guard are linked through over 200 linked locations improving response times and communication.

The control room also manages the nationwide surveillance network of digital CCTV cameras located throughout the city, police stations and shopping malls. A 3D geographical information system (GIS) incorporates all buildings in the city.

Communication difficulties between the different emergency services have been reduced with the use of a nationwide IP network and interoperable field devices including TETRA communication and a fleet of 400 vehicles fitted with Siveillance Command Mobile, an integral component of Siveillance Command.

In line with the need for both the public and private sectors to lower costs, these software platforms will enable improved operational performance, safer communities, safer business, improved shared services, greater efficiencies and cost reductions.

Conventional control systems operate as security platforms that integrate and control CCTV, alarms, access control and perimeter protection. Siemens has recognised that the security market needs to deliver deployment as well as control. The new Siveillance portfolio range not only acts as a security platform but also manages every incident through to conclusion. The command and control systems automatically assess and manage critical situations, and prompt the operator to take the correct action, distributing essential information across multi agencies and set in motion a sequence of pre-agreed activities to ensure the right procedures are adhered to.

**Further information:**

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**Notes to editors:**

**About Siemens in the UK**

Siemens was established in the United Kingdom 166 years ago and now employs 18,402 people in the UK. Last year's revenues were £3.7 billion. As a leading global engineering and technology services company, Siemens provides innovative solutions to help tackle the world's major challenges, across the key sectors of energy, industry and healthcare. Siemens has offices and factories throughout the UK, with its headquarters in Frimley, Surrey. The company's global headquarters is in Munich, Germany. For more information, visit [www.siemens.co.uk](http://www.siemens.co.uk)

**About Siemens' Security Solutions expertise**

Siemens is a market leading provider of innovative and customised security systems to a broad range of commercial and public sector customers. Its advanced technology solutions are backed by partnership agreements, financing and support packages that guarantee best value. These include CCTV, access control, remote monitoring, perimeter protection, Internet Protocol systems, networking and fibre optic infrastructures. Siemens' customers span a number of industries including retail, local government, police, rail, airports, energy, manufacturing, health, education and financial services. [www.siemens.co.uk/securitysolutions](http://www.siemens.co.uk/securitysolutions)

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