



Client **Emergency Services**
Rotterdam-Rijnmond, Netherlands



Branch Emergency Services for fire, ambulance and police

Project Modernize the technical solution at the Joint Incident Centre enhancing communications for operators and their access to centralized information.

Client The Joint Incident Centre is the beating heart of Rotterdam-Rijnmond Regional Emergency Services, watching over the city, its chemical industry and the world's third largest harbour. The centre handles the region's emergency calls for the police, fire departments, ambulance and security services. It is the primary communications hub coordinating and organising the emergency services.

When someone dials 112, the Joint Incident Centre assesses the user need or impact of the emergency call and determines the appropriate response. Should immediate assistance be required, the nearest ambulance, trauma helicopter, fire engine, police car or boat is dispatched to the site. The movement of people and traffic are monitored and controlled should a major incident occur.

Challenge The staff are experienced and trained professionals whose eyes and ears are at the core of the emergency services. The challenge was to provide each individual operator with immediate access to all information sources which allows them to react to critical situations in the city and port. They require state of the art equipment to maximize their performance and minimize human error.

Solution The Joint Incident Centre in Rotterdam is outfitted with 45 workplaces. Each desk has access to 40+ shared information sources over the WEY Allocation System as well as five dedicated PCs connected over the WEY Remote Solution via twisted pair. The Allocation System is the beating heart of the technical solution giving the operators real-time gateways to the world outside.



Full Flexibility

Full matrix video switching using the WEY Allocation System ensures that each Operator has immediate access to every source from any workplace.

Using the WEY Deskswitch KMVA 8x8, each operator can put any source on any screen, dynamically arranging their views. The single WEY Keyboard controls all shared and dedicated sources. The Chief Operators also control overhead projectors via the Allocation System.

Technical Synopsis
Allocation Systems
40+ Sources / 45 Users
Desktop Integration
45 WEY Keyboards
Deskswitch KMVA 8x8

Action Rooms

During special and high-risk events like festivals, football matches and marine incidents, a number of staff members leave their usual desks to man separate Action Rooms away from the day-to-day business.

In order to direct the emergency services which are permanently on standby and prepared for anything, it is essential to have a full overview. The WEY Solution guarantees immediate access to all information sources so that the Operators can execute their decisions and deploy critical resources.

Maintenance & Support

System administration is performed using an Allocation System originally installed in a smaller form in the late 90s. The Allocation System has been upgraded and re-deployed so that the IT staff can access any information source, PC and user profile from management workplaces. Providing complex maintenance and support in a 24/7 environment has become more flexible and comfortable for the IT staff.

Benefits

Elegant engineering combining three different WEY switches delivers a world-class emergency centre solution. The Deskswitch ensures full flexibility for each Operator while the new Allocation System delivers centralized access to shared information sources and the original Allocation System enhances the efficiency of IT support services.

Quotation

According to Frans van Mierlo, General Manager of Dicus (local supplier of WEY equipment); "There are three links in the chain of excellence at the Rotterdam Incident Centre: people, location and technology. And the technical solution was delivered by three partners; each contributing their unique competence. KPN's expertise in communications, WEY's technical solution and Dicus' installation and local customer support were all key to the success."

