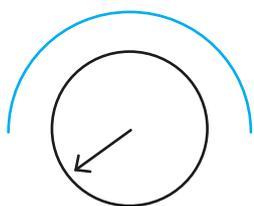


EMV PLOTS THE FUTURE OF COMMUNITY SAFETY WITH MAP-BASED EMERGENCY WEBSITE

ABOUT EMV

Emergency Management Victoria (EMV) wanted to build a website that would help communities around the state prepare for potential threats, notifying them of incidents and issuing warnings while also providing vital relief and recovery information.



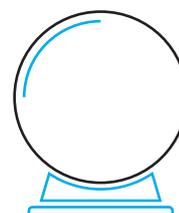
LITTLE CONTROL

The original VicEmergency website was heavily focused on fire and flood, lacked mobile functionality and was built and managed by a third-party so EMV had very little control.



BUILT ON AWS FOR PERFORMANCE, AVAILABILITY AND SCALE

The new site is map-based and mobile-responsive, pulling information from a broader range of sources and offering much greater functionality. It's run on Amazon Web Services to ensure high availability, speed of performance and rapid scale in emergency situations.

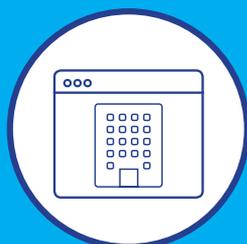


THE FUTURE OF EMERGENCY MANAGEMENT

The site can now provide relevant data from multiple sources much more easily and target detailed information at specific communities. The site provides a framework for the future of emergency management in Victoria.



Visitors to the old site reported having a negative mobile experience.



The site now includes data from eight government agencies with more to come.



It was built using a collection of 14 open source and public cloud technologies.

"SMS were very open to moving people around when needed and when we were having problems with user experience they got their best person onto it. They were adaptive and committed to delivering a successful project."

**Reegan Key, Public Information & Warnings Manager
Emergency Management Victoria**

BACKGROUND

The original VicEmergency website was heavily focused on providing fire and flood warnings. It was built, owned and operated by a third-party so emergency services had little input into where or how information was sourced and control was limited. The site also lacked mobile functionality, which led to negative community feedback.



MANAGING COMPLEXITY

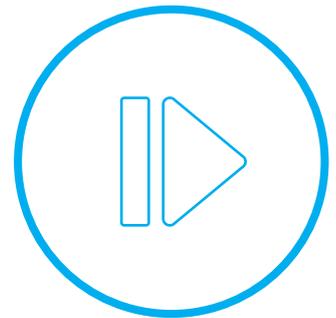
Management wanted to build a new site with greater functionality that could be managed internally. The site sources data from a wide range of different state and federal sources including the Bureau of Meteorology, the State Emergency Service, Life Saving Victoria as well as utility companies and others in the business community. With data being collected in many different formats, creating standards for how it was presented and consumed was one of the biggest challenges.

MAPPING SUCCESS

EMV partnered with SMS Management & Technology to design and build the new VicEmergency website, which was developed using a range of open source technologies including HTML5, SASS and Javascript. It's housed on Amazon Web Services because information must always be available and scale is crucial to deal with large spikes in traffic should a major disaster occur. Users must also be able to navigate around the site at speed, which is a challenge for map-based pages that are very data intensive.

NEXT STEPS

The new website provides emergency services and communities around Victoria with a framework for the future of emergency management. The long-term plan is to let people customise the information they receive. Critical updates will be delivered by push notifications through a mobile application linked to the website, while more generic information is distributed by email. This will greatly increase notification capability so agencies and state or federal departments can share information more easily before, during and after an emergency.



AMAZON WEB SERVICES

SMS is a leading services partner for Amazon Web Services (AWS), providing AWS consulting services, technical solution delivery services and AWS Cloud managed services to Small-to-Medium Enterprises, Mid-market, and Enterprise & Public Sector clients. We help you get to the cloud faster, increase innovation and deliver better outcomes for your business, faster than you could before, all while quickly achieving a return on your investment.



ABOUT SMS

A leader in advisory, solutions and managed services, SMS cultivates innovation, digital, mobile and design-led business and technology capability to empower organisations across all industry sectors. With over 1600 staff across Asia Pacific, SMS promotes and delivers next-generation customer-centric outcomes for their clients.