



Coordinated Safety of Tomorrow

Coordinated Safety of – Insta Response™

The Insta Response product family offers innovative and emerging solutions for public and private safety and security organisations. All organizations, ranging from small safety organisations to the national level of authority co-operation network, benefit from Insta Response's novel technology.

Insta Response is a unique product family that caters to the needs of all actors in the public and private safety field. It provides advanced solutions for the various and demanding requirements of the emergency response centres, emergency services, police, border guard, emergency medical services, and emergency social services as well as of the alarm centers, monitoring centers and alike.

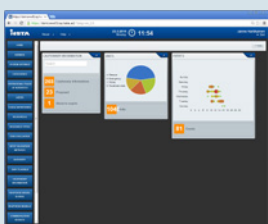
The Insta Response product family is a unified platform, which is comprised of different functional but extremely well interacting parts. The user discovers this as an easy-to-use, seamless teamwork capability – also across organisational borders.

Insta Response products support the open interfaces that are used by security authorities. This enables easy integration to existing infrastructure and systems. By taking the Insta Response product family into use, the development of authority operations is shifted to a cost-effective direction as resources are handled in a coordinated manner.

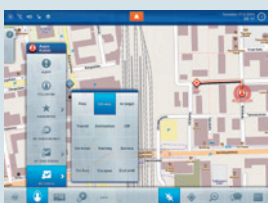
The product family includes three products: Insta Response, Insta Response Portal and Insta Response Field.



Insta Response provides integrated command and on-call tools for command and control room use. Insta Response is built to support real-time 24/7 operations and to be available every minute of the day. Insta Response can be networked with other Insta Response systems as well as other solutions in the product family.



Insta Response Portal creates and maintains a safety situation picture that enables situation awareness and resource management. Insta Response Portal brings the administrative level of authorities closer to field work. It enables the management of information from the vantage point at which the information is best available. Typical information managed by Insta Response Portal is resource and unit information such as work shifts and capabilities of units. Insta Response Portal can be expanded to meet the requirements of strategic development with a reporting, statistics, and analysis add-on.



Insta Response Field is a field command application that brings all the necessary information from command and control rooms to the field and enables seamless communication with both command and control rooms and other field units. Insta Response Field integrates seamlessly with the other parts of the Insta Response product family. Field units can operate efficiently either by self direction or under an upper management level.

Tomorrow



Insta Response
Portal



Insta
Response™

Insta Response
Field





Insta Response

Insta Response has been designed to meet the critical needs of command and control rooms of public and private safety and security that operate in real time 24/7. Insta Response has been optimised to serve the emergency response centres in call-handling, task monitoring and management as well as the needs of the police, emergency services, emergency medical services, the border security and private sector command and situation rooms. Virtual control room architecture enables several command and control rooms that can be networked in such a manner that work loads are automatically balanced and situational awareness shared among the various centres.

Key features

Integrated communication

- ◆ Multi-channel call-handling
- ◆ Co-operation and collaboration
- ◆ Field communications
- ◆ Public communications

Coordinated Call Taking and Computer Aided Dispatching

- ◆ Multi-authority situation assessment and decision support
- ◆ Virtual Control Room based load and incident sharing
- ◆ Integrated risk analysis
- ◆ Dynamic response determination
- ◆ Multi-channel dispatching
- ◆ Evaluation of related emergency calls and tasks

A common situation picture

- ◆ Unit information
- ◆ Task management
- ◆ Command capability management

Field support

- ◆ Information and registry searches
- ◆ Occupational safety
- ◆ Context based guiding



Photo: Emergency Response Centre Administration



Benefits

- ◆ Insta Response searches quickly for the most suitable call-taker of emergency calls. If a suitable call-taker cannot be found within the centre, the system extends the search to other centres in the network, fully automatically, if needed.
- ◆ Easier and faster identification of emergency calls regarding the same emergency or event – immediately upon receipt of a call, Insta Response will analyse whether the events have factors that may make the calls related.
- ◆ More efficient situation assessment and task type determination. Insta Response provides a dynamic multi-authority situation assessment tool, which integrates the task types of all authorities into the same tool.
- ◆ The need to maintain regional preparedness is taken into account. This prevents the formation of different types of voids in the field.
- ◆ Enhanced field communications, as the system guides the use of data communication increasingly toward field units. This reduces the need for voice communication of commands and the associated memory load as well.
- ◆ The user is offered all of the necessary features, including all communication tools, via a single user interface, which offers a finely honed, uniform, and intuitive user experience.

Insta Response Portal

Insta Response Portal is an information sharing portal designed for public safety and security authorities and their partners. When integrated into an Insta Response system, the portal provides continuous access to data stores and enables administrative personnel to view and manage information in the system.

Common information management for a common safety situation picture

The portal has been designed to facilitate the administration of basic information such as unit composition and work shifts, response plans, officer and vehicle information.

Insta Response Portal can be used for information sharing and processing within an organisation. Further, it is an excellent frame for co-operation among several organisations. Multiple public safety and security authorities can monitor and administrate the common safety situation picture. If data about the safety resources were scattered in different systems, it would not be possible to create a common situation picture – at least not as conveniently as with Insta Response Portal.

Key features

Sharing of information with authorities and partners

- ◆ Resource situation picture
- ◆ Task situation picture
- ◆ Emergency situation picture

Basic information management

- ◆ Work shifts
- ◆ Unit information
- ◆ Risk analysis hierarchy and risk analyses
- ◆ Response plans
- ◆ Response plan testing
- ◆ Registers

Operations Development add-on

- ◆ Reporting
- ◆ Statistics
- ◆ Analysis





Benefits

- ◆ A common and widely shared situation picture improves co-operation between actors.
- ◆ Insta Response Portal enables each public safety and security organisation to manage its information by itself. This reduces the need for voice and other communication as well as the number of information errors.
- ◆ Gathering information on operations from a broader field enables compilation of statistics and subsequent reporting and analysis. This can aid in finding bottlenecks in the process and improve in-house operations.



Tuesday 17.5.2011 05:11

Aspo Koski

- ALERT
- FOLLOW ME
- FAVOURITES
- MY TASKS ON MAP
- MY TASK STATUS
- MY STATUS

Free	On way	In target
Transit	Destination	Off
On break	Training	Service
On foot	Escapee	End shift

ACTIONS REGISTRY POOL MORE MAP TASKS CHAT LOG

Insta Response Field

Insta Response Field provides innovative field command tools for units working in the field in demanding conditions. Critical information can be communicated via a reliable authority network, if available, while functions requiring more bandwidth use a commercial network.

When Insta Response is used at the emergency response and command centre level and Insta Response Field in the field, both products provide the fullest possible benefit. The joint use of the products brings true cost-efficiency and added value for ensuring citizens' safety.

Operating in the field

Insta Response Field can receive various types of information from the host system, and task-related information can be entered and updated via Insta Response Field directly from the scene of operation. Searches in authority registers and similar field support functions can be carried out directly in the field. This further reduces the need for voice communication between operators and field units, speeds up operations, and releases the operators to focus on their priority tasks. Special attention has been paid to guarantee that the system performs well under unusual conditions like with poor network availability.

Automatic reporting provides more time for core operations

Insta Response Field logs all information generated during a work shift and enables automatic reporting at shift end. With the aid of Insta Response Field, unnecessary and redundant work for field units can be reduced – so that, instead of paperwork, they can focus on their primary mission of upholding safety.

Key features

Field command

- ◆ Task information
- ◆ Resource management
- ◆ Situation picture

Co-operation tools

- ◆ Chat
- ◆ Ad-hoc information sharing
- ◆ Media streaming

Forms

- ◆ Work shift reporting
- ◆ Add-on capability for external forms

Enquiries

- ◆ Insta Response database searches
- ◆ Registry searches

Benefits

- ◆ Insta Response Field integrates seamlessly command and control rooms with field units. This enables faster and more efficient operations.
- ◆ Insta Response Field is designed especially for demanding conditions, which enables efficient use in the field.
- ◆ Insta Response Field provides a number of supporting features for different functions such as occupational safety, shift reporting and legal protection. These features enable Insta Response Field users to focus on their main priority – the safety of citizens.

Case ERICA

ERICA, the new ERC information system for the Finnish ERC Administration uses solutions from the Insta Response product family. This involves a challenging system delivery for a demanding multi-authority environment. The information system will be introduced in 2018.

The system brings seamless co-operation among authorities

By utilising the Insta Response products, all authorities operating in the ERC chain will have realtime access to the same information. This reform addresses a situation in which 15 separate systems have been used that do not communicate with each other. The new system is unique on a global scale, enabling seamless co-operation for all parties involved in the 112 operations chain (the ERC Administration, the police, rescue departments, health and social services, and the Border Guard).

Insta Response meets strict quality requirements

Extremely strict quality and reliability requirements were applied in design and development of the Insta Response product entity. A system entity that is vital for the functioning of society deserves no less. The requirements include solid information security as well as ability to function also in situations of congestion and amid disturbance and other unusual conditions.

For example, the Insta Response system enables the forwarding of emergency calls to another centre in the event of congestion, without significant delays. In addition, the system will accelerate the delivery of assistance by providing more support for the reception of emergency notifications as well as the handling and conveyance of tasks. Eliminating overlap in functions and clarifying the process of receiving and handling emergency notifications improve cost-efficiency significantly.



Photo: Emergency Response Centre Administration



Critical Information System Expertise Dedicated to Customer Success

We at Insta DefSec are experts in critical solutions. We help to establish our customers as leading authorities in their own fields. We have been praised for our expertise, attitude of aiming towards a common goal, genuine interest in solving customer problems, and good team spirit. Our activities are characterized by the atmosphere of a family-owned business, which also guides our principles.

Insta DefSec Oy - Securing with Information Superiority

Insta DefSec Oy, a part of the Finnish Insta Group, is an independent expert partner to its customers in ensuring security and operational reliability. In addition to defence solutions, core areas of expertise at Insta DefSec include emergency response and alarm center solutions and cyber security. The company also acts as a critical security consultant. Top competence and high technology in combination with certified (ISO 9001, ISO/IEC 27001 and AQAP 2110) operations involving customers and partners have earned Insta DefSec market leadership for several solutions. Insta DefSec is a strategic partner of the Finnish Defence Forces.



Insta DefSec Oy
Sarankulmankatu 20
P.O. Box 80
FI-33901 Tampere
+358 20 771 7111
publicsafety@insta.fi

www.instaresponse.fi
www.insta.fi