

CAPITA

Securing mission-critical communications for Emergency Services and Critical National Infrastructure

Delivering vital technology to support mission critical operations

Emergency Services and organisations that manage critical national infrastructure and utilities across the globe are currently facing an unenviable challenge; trying to improve service, security and public confidence at a time when the threat of terrorism remains high, public scrutiny is at its most intense and the global economy is placing financial pressures on all sectors.

Never before has value for money been so important.

Capita has been supporting Public Safety for over 35 years delivering mission-critical communications and Command and Control solutions with a strong focus on providing agencies with the means to manage operations to optimum levels resulting in improved performance and greater public satisfaction in their services.

Although traditionally used by Public Safety agencies, Capita has seen a growth in interest in its ICCS portfolio from the Oil & Gas, Maritime and Transport sectors as modern communication systems, such as TETRA, start to be adopted. The need is now growing, not just to dispatch voice calls, but also to seamlessly integrate voice, radio, data and information from a wide range of communication and security systems.

Capita's solutions support our clients in whichever direction they choose with flexible commercial models, flexible and modular deployments and a deep knowledge of business process - from Contact Management and Control Room operations to mobility, agile working and support services - to ensure the frontline remains effective and efficient.

Working extensively with world-class organisations has given Capita a deep knowledge of the complex requirements, rigorous controls and fast moving risk dynamics of a number of mission critical environments providing safe, reliable and proven solutions to many of the world's leading organisations with experience and clients in Europe, Middle East and Australia.

Capita is committed to growing its business internationally through a select number of highly experienced, professional partners who share a common business ethos and have the knowledge and experience to support clients.





Maritime and Coastguard Agency, UK



Capita VisionDS provides the complete Communication Solution for the UK MCA combining state of the art Command, Control and Communications with integrated mapping and data messaging to enable operators to work more efficiently through an intuitive user interface.

The solution is deployed at all of the MCA locations in the UK and is used to manage Search and Rescue operations using integrated Operating Procedures and Contingency Plans, pollution and incident response as well as being integrated with a range of shipping registers and external databases.

VisionDS provides the MCA with resource management and alerting/paging facilities as well as providing template messages for communication with other agencies and safety broadcasts.



Big picture 'at a glance' prioritisation and focus for major incidents.



Seamless mix of voice, data, back office and geographic information.



Evolutionary approach to upgrade and change reduces disruption and risk.



Resilience and continuity delivered by multi-server model.



Language support through totally configurable tables, multiple languages, one screen.



Intuitive touch screen supports focus on the response not the technology.



Collaboration Flexible solution supports multiple agencies on a shared platform.



Mobile platform integration gives all information to response teams at point of need.



Rule-driven responses stored in knowledge database drive best and fastest response.



Easy adoption Configurable to operate in familiar ways, reducing both training needs and change-fatigue.



Customer choice of total solution, modules as appropriate, one-time or staged implementation.



Automatic vehicle location means best fit and fastest response to each incident.

Saudi Arabia MOI Police



The Saudi Arabia Ministry of Interior (MOI) commissioned Fortek to deliver a replacement Command and Control System to their Police agencies within two regional control rooms in Riyadh and Makkah. Previously the main sites use a variety of CAD solutions with local sites using pen and paper, resulting in an incident being logged in less than 10% of the 30,000 calls each day.

Capita's Command and Control system simplified the process of call logging, resource dispatching and incident and resource management. It integrates the local sites enabling local management of incidents and resources.

New South Wales Police, Australia



New South Wales Police's Computer Incident Dispatch System (CIDS) was 15 years old in operation and was nearing the end of its product lifecycle.

Capita developed a thin client application which was implemented to the 350 Local Area Commands across the state. To allow multi-agency collaboration, Capita also developed an interface to ICEMS that provided a platform for emergency services in New South Wales to share incident intelligence between the services. A system that supports 1,500 positions and manages over 2.5 million calls a year was rolled out over 14 months and the project was delivered on time and within the budget.

Norwegian Fire Service



Serving a population of 4.6 million dispersed over a complex terrain of 324,000 square kilometers, the Norwegian Government established a need to supply a shared communications system between the country's Fire, Police and Health agencies. This project would also run in parallel with the need for a fully integrated Command, Control and Communications System to the Norwegian Fire Service.

Capita and its partners established new control room facilities to deliver a new Command, Control and Communications platform into the Fire Service control rooms and associated Fire Service Station locations. A primary driver for this joint approach was the need to exchange and co-ordinate information as well as personnel.

Abu Dhabi Oil and Gas installations, UAE



Capita have provided, via our in-country partners, our market-leading DSX technology to deliver an enhanced Radio Dispatch solution to support the security operations around key Oil and Gas installations in Abu Dhabi where the need is growing not just to dispatch voice calls but also to seamlessly integrate voice, radio, data and information from a wide range of communication and security systems.

Projects benefit from the flexible power of Capita's DSX ICCS to seamlessly integrate TETRA with various other radio and telephone audio networks. Furthermore, system operators are able, from the same touchscreen, to control other security sub-systems, including CCTV and Public Address - General Alarm (PAGA).





Become a partner

With a growing export portfolio we work with leading service providers and systems integrators in territories around the world.

We are keen to hear from new potential partners who are able to deliver value to us in the local delivery and support of our products. In return you will:

- Be supported by our Partner Programme
- Be supplied with sales and product collateral, localised where necessary, to support your client engagement
- Be supported by experienced sales and product managers throughout the sales process
- Be supported by experienced project managers throughout the implementation process
- Be supported with phone and online access to a 24/7 support organisation



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