

EMERGENCY MANAGEMENT SOLUTIONS

<http://saveonline.regola.it>



The **SaveOnLine**® software Suite provides all tools required by an Emergency Operations Centre and its operators within a single technological solution. From call acquisition, performed by phone operators, to all activities for the coordination of/supervision on different resources provided by the Centre's Management Division, this system covers all stages of the emergency management process.

To be more specific, **SaveOnLine**® offers features allowing to manage incoming calls, either coming from an external source (e.g. private citizens or other actors) or from other Centres, or deriving from any routine activity performed by the Centre itself. The Suite supports not only regular voice calls, but also radio communication, text-messaging, e-mail, fax and any other relevant communication standards.

Particular attention is devoted to the stage comprising Call Evaluation and Dispatch, emergency assessment and categorization, and emergency vehicle assignment. All these activities are provided through computerized features, but always supervised by competent professionals to ensure a flawless decision-making process.

SaveOnLine® natively provides all instruments supporting decision-making that are required in order to assess the emergency scenario, always ensuring maximum usability and relying on efficient error-prevention systems. In fact, the Suite includes cutting edge decision-support systems such as **ProQA**® and **LowCode**® by Priority Dispatch Corp. TM. Thanks to an integrated module for automatic caller data acquisition (**Phonema**®) and real-time geo-location, it is possible to avoid mistakes due to misunderstandings and speed-up the emergency assessment stage.

Whenever operators require to display specific information (e.g. vehicle availability, bed availability at hospital, equipment availability, ...) and to evaluate efficiency trends (estimated time of arrival, operations protocols, ...), **SaveOnLine**® provides Decision Making Support tools, document portals, information libraries, geographic maps, trend analysis and customized intervention monitoring.

All search activities, including those performed for statistical purposes, can be conducted through customizable and possibly multiple search filters. Thus, all possible investigation on stored data can be carried out in a simple, accurate way.

The platform is provided with state-of-the-art technologies for data protection and persistence, as these are irremissible requirements when dealing with information related to an Operations Centre's interventions.

Complexity and multidisciplinary are two keywords that characterise the efficient coordination of any emergency centre's operations. These requirements imply that all employed tools are not only technologically advanced, but also purposely designed and implemented to deal with specific tasks. our multilingual platform was developed based on this very awareness.

DEvised TO BE USED BY THE NEW 112 INTEGRATED EMERGENCY CENTRE AND TO COMPLY WITH THE NEW MINISTERIAL DRAFTS

ENSURES TARGET GEOLOCATION THROUGH SMARTPHONE APPLICATION

Data Collection & Statistics

The massive amount of data acquired by the **SaveOnLine**® Emergency Management Suite and by other modules involved in the Emergency Centre's operations flow represents an extremely valuable information collection.

The level of detail and the accuracy provided by the platform when managing data related to emergency events is also ensured as far as data storing on Centre's databases is concerned.

Regola's systems for datawarehousing and management of historical data (including multimedia information) are accurately designed in order to ensure a variety of benefits.

Among these:

MEDIUM AND LONG-TERM STATISTICAL ANALYSIS ON ALL PERFORMED ACTIVITIES, WITH CUSTOMIZABLE LEVEL OF DETAIL;

TREND IDENTIFICATION AND REPORTING IN ORDER TO DETECT POSSIBLE ISSUES SUCH AS GEOGRAPHICAL MODIFICATIONS, CITIZEN HABIT CHANGES, ETC.;

RETRIEVAL OF HISTORICAL DATA RELATED TO OPERATIONS CENTRE'S ACTIVITIES, CRUCIAL WHEN DEALING WITH LEGAL LITIGATIONS;

TEMPORAL-BASED OR TYPOLOGY-BASED EVENT COMPARISON. OTHER POSSIBLE COMPARISONS BASED ON SPECIFIC CRITERIA EMPLOYED DURING EMERGENCY MANAGEMENT ACTIVITIES BY THE CENTRE;

ACTIVITY LOG EXAMINATION PROVIDING THE ENTIRE HISTORY OF THE EMERGENCY MANAGEMENT EVENT, STAGE BY STAGE.

Cartography System



Multi-provider

External web services

2d/3d/linear map display

Poi management

Resource location/resource interaction

Real-time monitoring on resource geographical coverage

Geographical planning and resource reorganization

System excellent response timing

Support for maxi-emergency identification



FOR FURTHER INFORMATION

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A new cartography concept (GIS)

SaveOnLine® cartography system not only provides the possibility to represent information, events and resources, but is an essential information tool supporting decision-making when dealing with uncertain/possibly evolving scenarios.

The entire emergency management system is based on an integrated cartography module allowing to constantly keep under control the resources across a geographical region and to perform specific actions on POI (Points of Interest), besides ensuring the possibility to display complex information related to geo-referenceable objects. Such information can be enhanced through vertical web-services provided by a third party.

The cartography engine is natively multi-provider, thus allowing the Client to appropriately choose the most suitable provider, without being forced to rely on a single data source.

In particular, the cartography tool ensures the possibility to display geographical information through maps providing high resolution orthographic images of the area where the intervention takes place. This is especially useful in order to provide operators with visual reference and to point out possible topographical issues across the geographical area they have to deal with. Such information is complemented by 3D map modules.

Each georeferenced resource within the emergency management flow – be it a vehicle, an operator, a team, a facility – is displayed through immediately recognizable iconographic references and located through its constantly updated GPS coordinated or through its latitude/longitude data. Furthermore, the cartography system dynamically displays the status and the typology of intervention for each vehicle or operator.

The cartography engine supports the operator wishing to identify the effective timing of an intervention. This is possible due to features ensuring real-time visual representation of different geographical areas and different time intervals through different colours.

Such information load, achieved through millions of calculations, and constantly updated, represents a valuable resource for planning, disposition and optimization of both static resources (such as hospitals, health facilities, warehouses) and dynamic resources (ambulances and other vehicles). Besides, it allows to perform fault-recovery simulations and identify possible solutions. All of these features, plus the possibility to obtain on-demand details related to any POI, and to export a snapshot of a specific situation at a specific time, make the cartography module a core element within the emergency management process.

THE SYSTEM CAN EITHER BE INTEGRATED IN AN EXTERNAL CAD OR USED AS AN INDEPENDENT MODULE.

THE ENGINE WAS ENTIRELY DEVELOPED BY REGOLA USING INNOVATIONAL TECHNOLOGIES IN ORDER TO OPTIMIZE PERFORMANCES AND SPEED-UP THE SYSTEM RESPONSE TIMING.