



SAAB

INNOVATIVE UNIFIED PUBLIC SAFETY PLATFORM

SAFE

**Contact Management,
Command, Control and
Communications**



Providing unrivalled contact and incident management capability for Police force contact centres and control rooms

SAFE - Contact Management, Command,
Control and Communications

Inform and empower your workforce

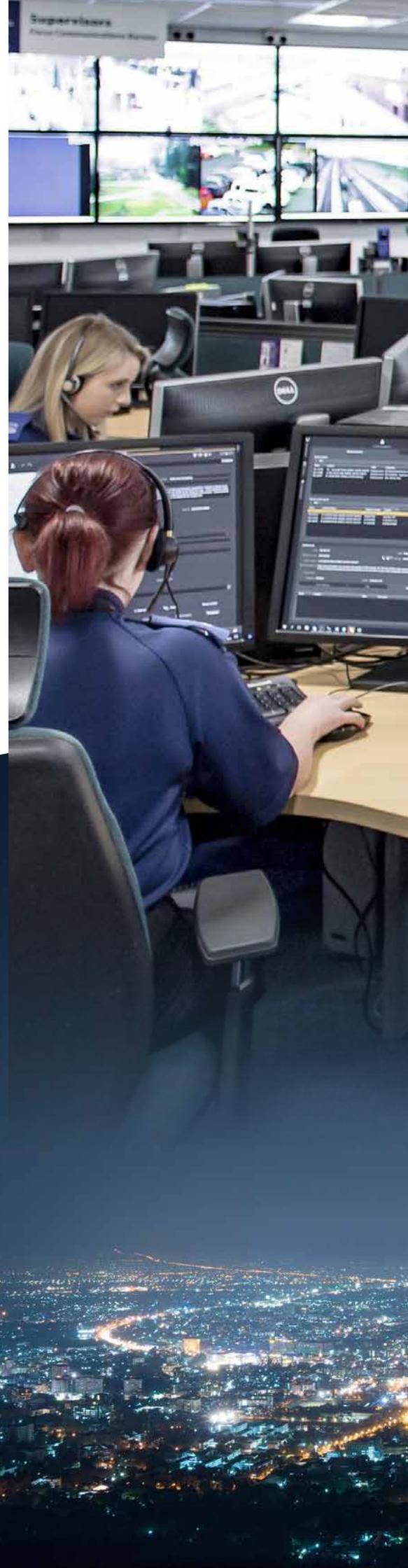
SAFE enables the effective management of all types of demand through diverse communication channels, by accurately identifying and assessing threat, harm and risk through assistive automation. SAFE rapidly and accurately identifies repeat contact and vulnerable people, informing and empowering operators to make decisions by providing clear and concise information and guidance.

SAFE enables operators to make the correct assessment of Threat, Harm and Risk posed to the public and first responders.

Business and operational benefits of SAFE:

SAFE has a proven track record in delivering improved business and operational benefits, whilst increasing customer confidence and satisfaction:

- ✓ Effective demand management of all types of contact including Social Media, Direct Messaging and Virtual Assistants through modern skills based communication channels increasing the public's accessibility to services.
- ✓ Streamlined workflows for data capture and response recommendation enabling accelerated emergency response.
- ✓ Support for a number of dispatch methods including fully automated and/or voiceless dispatch for lower priority incidents, allowing operators to focus on higher priority and time critical incidents.
- ✓ Real-time and historical data delivered and visualised through embedded Business Intelligence dashboards. Giving powerful and accessible insights into the current operational picture and assisting in effective management of demand.
- ✓ Lower cost of ownership through a single unified On-Premise or Cloud deployed solution.
- ✓ Access Anywhere – a geographically independent application delivered through various client presentations including web based and mobile clients.
- ✓ Common, consistent and intuitive user interface replicated across all client types, reducing training requirements across the user base.
- ✓ 99.999% availability with zero downtime for upgrades.
- ✓ Embedded configuration framework enabling continuous change in function and feature workflow, with low or zero cost of change.
- ✓ OpenAPI architecture, enabling rapid and simplified integrations to third party systems.



SAFE - A Single Unified User Experience

Configure without development

SAFE is the only Command and Control solution that allows its customers to build their own functions and features through configuration, without the need for additional development. SAFE also comes with hundreds of functions as standard and includes numerous core capabilities:

Skills based routing for telephony, social media – direct messenger, SMS, email, online forms and virtual assistant.



Unified Contact Communications

Full feature support.



Radio
Airwave, DCS, ESN



Incident and resource replay



Contact, incident and resource mgt



Diary / Appointments



Task management



Manual and / or fully automated dispatch



Response planning

Pre-determined attendance and resource recommendation.



Advanced RMS integration



Multi-Agency support



Contingency, Event and Patrol planning



Location information services

Integrations to providers such as Google AML, What3Words, EISEC.



Alarm management



Advanced GIS capabilities

Geo-fencing, Resource tracking and 3D map display.





SAFE's Configuration Framework

Inviting user-led innovation

SAFE's embedded configuration framework enables police forces to adopt a police specific template configuration and then modify the functions, features and operational workflow to ensure specific requirements are met.

If the requirement for a particular function or workflow changes over time, SAFE provides a logical way to change these without significant product development costs. Giving the force the ability to continue to meet the ever evolving demands of public safety and crime prevention.

A unified solution encompassing all required capability for contact, incident and resource management.



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