



## OnSite

MissionX multimedia messenger for emergency services

Public Safety

**FREQUENTIS**  
FOR A SAFER WORLD

# Broadband makes it possible: Multimedia messenger for emergency services

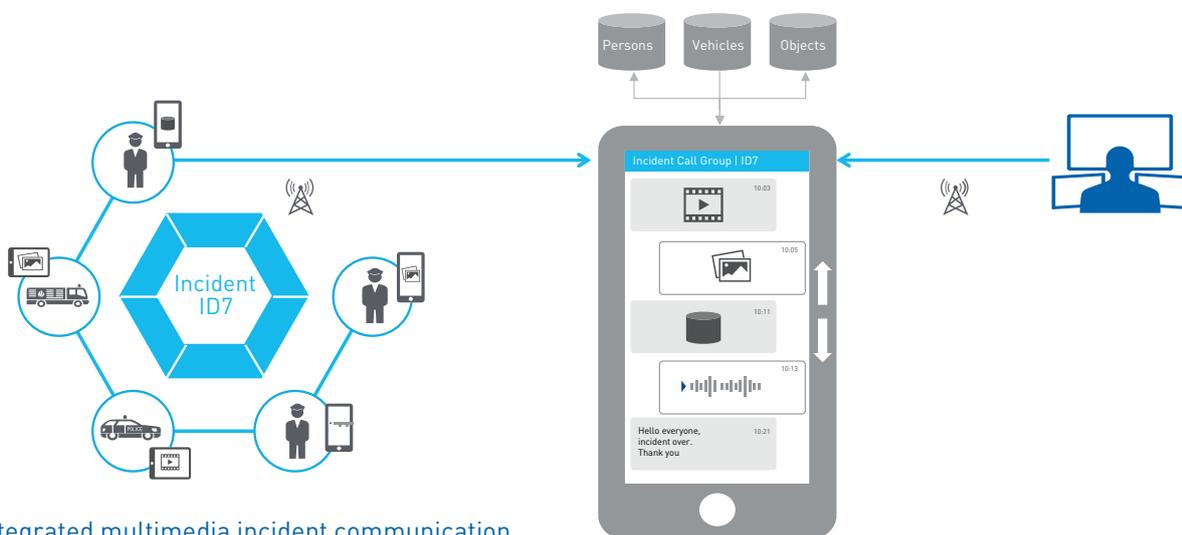
Today, messengers are an integral part of communication, both in our personal and professional lives. The all-IP network changeover, which is addressed by MCX (3GPP/ETSI), has initiated a paradigm shift. The availability of public or dedicated 4G/5G mobile networks, as well as multimedia, safety-critical and mission critical supporting applications (database queries, group communication, video communication, mission data, chat, ...) enable highly efficient and secure communication between control centres and the emergency services.

For operational staff at the police, fire and ambulance services, a messenger can be a valuable means of communication during an incident, provided that the high requirements of emergency communications are ensured in terms of security, availability and control over data and the flow of information.

The messenger is intended to support operational communication and provide a tangible improvement to the workload of the emergency services staff on site and in the control centres.

The MissionX portfolio from Frequentis includes OnSite, a novel multimedia messenger that was explicitly designed to meet the high requirements of the emergency services managed by authorities and organisations responsible for security.

OnSite, which can be used over traditional 4G networks as well as in preparation for the future 4G/5G mobile networks with 3GPP MCX Services, is a future-proof investment and supports the transition to the new radio technology.



Integrated multimedia incident communication

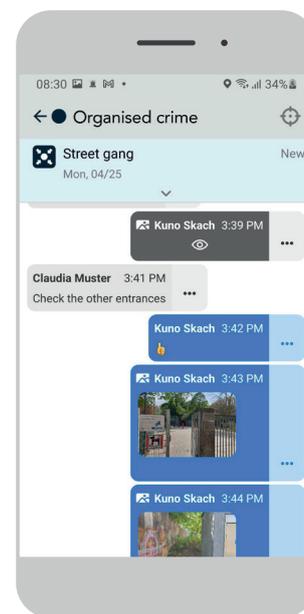
## OnSite - A fresh approach to a mission-critical messenger

In addition to the high requirements for IT security and data protection, the development of OnSite focused on one key requirement: the optimal integration of the modern, multimedia messenger service into the

operational management and risk prevention systems of the authorities and organisations responsible for security and safety.

# OnSite – for the emergency services of the authorities and organisations responsible for security

All multimedia information exchanged between the control centre and the stakeholders on the scene is important and potentially even crucial operational information. The dedicated messenger channel brings together all operational communication, from exchanged text messages to multimedia communication and voice communication. Decision-makers or emergency personnel who are subsequently deployed also receive access to all incident communication that has taken place up to this point in time via the incident-related messenger channel and can thus gain a quick overview of the current situation.



## OnSite incident bot – the interface to your data

The bot (software robot) integrated within OnSite has new, special features relating to mobile incident communication. Typically, the bot informs the user about important events relating to incident processing, such as status changes, the change of the incident commander or changed access rights to incident data. The bot can also be used to access external data

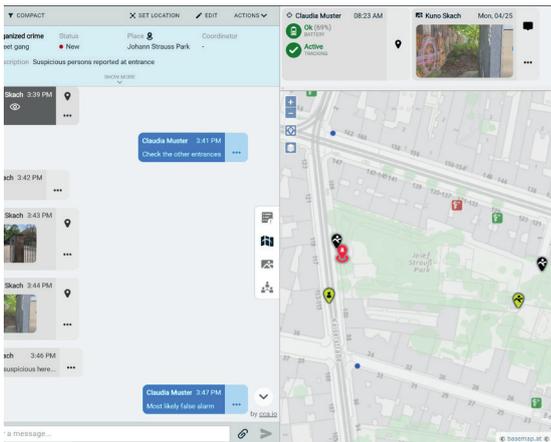
sources, e.g. a registration plate register. OnSite supports integrated database queries in the messenger channel, which provides the emergency services with a highly convenient interface to third-party systems. Duplicate requests are avoided, as requests can be tracked in the messenger channel and also form part of the deployment documentation.

## OnSite messenger communication with integrated voice/group call communication

Voice communication and messenger communication should not be separate worlds, but rather form a common unit. OnSite therefore also integrates voice/group call communication into the overall incident communication process. Depending on the operation, voice communication can be conducted via one or more radio call groups.

Accordingly, OnSite supports the assignment of dedicated, incident-related messenger channels to one or more radio call groups. Linking the radio call groups with dedicated messenger channels provides access authorisation to the incident information without creating additional work for the dispatchers in the control centre.

# OnSite – automatic overview of the situation



Position-related incident information exchanged via the messenger channel are displayed on a map, which enables the emergency services to view the situation at the scene from different perspectives. The position of emergency personnel and resources can also be tracked if the particular situation requires it. Users can also display additional information, such as infrastructure data, danger zones, etc. The position-related data transferred for the automatically generated situation overview includes the incident location, the positions of the emergency services and the equipment deployed (such as drones or cameras), as well as available photos, videos, audio recordings and textual observations.

## OnSite messenger channel as an archive of incident-related communication

The messenger channel assigned to an incident contains all multimedia communication relating to the deployment. OnSite uses an “audit bot” to log all activities performed during the incident in detail, e.g.:

- At what time was which person/emergency service alerted via which medium?
- At what time was which part of the chat transferred to which device?
- At what time did which user read which part of the chat?
- At what time did which user access which media?
- At what time were access permissions changed?

All this additional information is written directly to the messenger channel. It is only visible to authorised users, who have access to the deployment data at all times. Each individual messenger channel provides a detailed view of all activities relating to an incident along a timeline. Once the deployment is over, the timeline – together with all associated messages and media – can be archived in a form that remains readable by users. This enables all associated activities to be analysed and tracked.

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