MULTI-SERVICE EMERGENCY OPERATION & MANAGEMENT SYSTEM
Product brochure

THE PROBLEM

Organizations and authorities at the local, municipal, regional and national levels may be called upon to handle such crisis, disaster and emergency situations as mass-casualty accidents, terrorist attacks, natural disasters, public unrest and armed crime.

Management of emergency situations encompasses various activities and services such as first responders (fire, ambulance and police); infrastructures and utilities (energy, water, sewage, communication and transportation); health and social services; public order; search and rescue operations and so forth. In most cases, such situations involve intensive fleet management operations.

Command and control centers at all hierarchical levels will benefit from a management system enabling decision makers to deal with emergency situations through effective system management tools, extensive databases, incident management & dispatching tools and fleet management tools.

THE SOLUTION

ACS presents MSEOMS – Multi-Service Emergency Operation & Management System.

MSEOMS is an integrated, comprehensive, customizable management system designed to enable decision makers at the local, municipal, regional and national levels to handle the various aspects of emergency situations.

The system utilizes COTS (Commercial, Off-the-Shelf) computer hardware, infrastructures and communication technologies and proprietary, customized software to provide a complete range of management tools that encompasses the entire process of managing emergency situations.

MSEOMS automatically collects data from each incident and coorelates it with other data previously reported. This characteristic enables the decision makers to be fully informed and to manage the resources available in the most effective manner possible.

Featuring an advanced user interface and robust data and communication security, MSEOMS can interface with multiple external systems, databases, other agencies and neighboring command & control centers and offers extensive incident management and dispatching tools, information assessment tools, decision support tools and recording and playback capabilities for AAR & analysis.

KEY FEATURES & MAJOR ADVANTAGES

Key Features & Major Advantages

- Proven, cutting-edge, multi-service emergency management solution with extensive fleet management & dispatch capabilities and scalability options
- Based on COTS computer hardware, infrastructures & communication technologies
- Interoperable with multiple external systems, databases, other agencies and neighboring command & control centers
- Robust data & communication security
- State-of-the-art user interface
- Effective incident management & dispatching tools:
  - Log all reported incidents
  - Automatically complete logged incident details (caller telephone number, location data, etc.)
  - Automatically complete all essential information from all relevant databases
  - Handle the dispatching of responding forces (coordination, resource allocation)
- Extensive data displaying & communication capabilities:
  - Desktop touchscreen monitors or ruggedized tablet devices
  - Geographic application
  - Incident details & instructions transmitted to the responding units
  - Operational data & reports transmitted to the command & control center
  - Exchange of medical data to enable real-time consultation
  - On-line monitoring of incident handling progress
- Vehicle fleet management capabilities:
  - Geographic display of vehicle locations
  - Wireless communication between the command center and the responding units/vehicles on the ground
- Advanced system management tools:
  - Database management
  - Emergency data & incident record management
  - Billing & charging tools
  - Recording & playback for AAR & analysis
  - Effective cooperation & coordination between organizations, field forces and neighboring command & control centers
  - Situation appraisal & decision support tools