Customer Case:
Valencia 112 and Omda CoordCom

Omda CoordCom is a holistic emergency response system that empowers Valencia's 112 emergency response organisation to manage and coordinate the region's emergency services. From the initial fielding of calls through to dispatch and incident resolution, Omda CoordCom provides Valencia 112 with an operational oversight that enables it to make informed decisions, direct emergency resources efficiently and save lives.

In the hands of Valencia 112 and with the help of the Omda team, Omda CoordCom has become a unique and extraordinarily powerful emergency response system that's adapted to the service's operational requirements. Built on a working relationship established more than 20 years ago, the Valencia 112 CoordCom system benefits from a degree of cooperation and collaboration that's come to define the Omda approach.

Striving to continuously innovate and improve the system's capacity, Omda and Valencia 112 engineers work closely to deliver features and functions that revolutionise emergency response management. The result is an emergency response system that is continually evolving to meet the needs of Valencia's call-takers, dispatchers and emergency heroes.

- 5,000,000 inhabitants in Valencia
- 120 agencies on the platform, including police, ambulance and fire services
- 4,200 defined resources
- An average of 3 million incoming calls every year - more than 8,200 every day

A 20-year relationship defined by innovation and close collaboration

"Omda is a software company, so we release an updated version of the Omda CoordCom system to customers three times a year. We're interested in living, evolving products, not a one-time delivery."
– Steve Watson

Valencia 112's CTO, Miguel Molla, has worked with Omda CoordCom since its initial implementation in June 1999. For much of that time, he has collaborated with Omda Solution Architect Javier Perez, as well as Valencia 112's Account Manager, Steve Watson. This relationship is integral to Omda's offering and drives significant product development. There is regular contact, and all parties influence the long-term strategy for the system. Miguel often requests new features and functionality, while Javier and Steve contribute expertise and update Miguel on relevant developments elsewhere in the Omda software ecosystem.

Speaking to Miguel, it's clear how much he values the relationship with Javier, Steve and the Omda team. "It's easy to forget that Javier and Steve aren't technically part of my organisation," he noted. "The Omda team has remained stable over a remarkably long

Miguel Molla
CTO Valencia 112

period. That's really important to me." Omda's commitment to building sustainable relationships with its partners was key to creating a system that has worked for Valencia 112 in the past and will continue to do so in the future. The fact that we are invested in constantly improving and evolving Omda CoordCom to reflect changes in industry regulations, technological standards and operational needs means Valencia 112 can rely on the system to deliver long-term value.

For Javier, this was central to Valencia 112's success with the solution. "Emergency response systems are often developed locally and in an ad-hoc way by system integrators and software companies," he explained. "That can work at the beginning. But after five years, who is upgrading the system? Who is implementing new, necessary features? We committed to Omda CoordCom's future and took a long-term approach."

Facilitating powerful inter-agency collaboration

"Valencia 112 is just one Omda client. We sign one contract, and we pay one bill. But through us, more than 120 emergency organisations use Omda CoordCom in their daily work and benefit from the operational oversight it provides."
– Miguel Molla

One of Omda CoordCom's defining features is its capacity to facilitate complex and comprehensive inter-agency collaboration. Valencia 112 illustrates this perfectly. More than 120 individual agencies utilise the system, ranging from police services

to ambulance operators. This degree of partnership is unheard of in the emergency response environment. While technical and political complexities often prevent cross-agency collaboration in other regions, the Omda solution allows Valencia's diverse emergency agencies to speak the same operational language when dealing with incidents. The benefits of doing so cannot be underestimated.

Multi-agency collaboration has a positive impact on both the quality and speed of emergency response. For instance, Omda CoordCom enables different agencies to share a common operational view and understanding of incidents while also improving communication. Radio groups from distinct agencies can merge on the fly, services can share reports instantaneously, and the incident chat means situational updates are made available to all relevant CoordCom users.

Valencia's recent forest fires demonstrate how valuable this collaboration capacity is to the region. Helping to coordinate more than 100 emergency resources belonging to several different agencies, Omda CoordCom streamlined communication while also providing all participants with real-time insight into incident developments.

When the approaching fire forced the emergency team's forward control post to relocate, the information was communicated to all emergency agencies instantaneously via Omda CoordCom. This avoided the need for multiple slow and potentially confusing radio transmissions and ensured Valencia's emergency heroes were working with up-to-date information taken from the same data source.

Providing rock-solid foundations for an always-reliable service

"We're working with emergency services. We're not a bank or an internet services provider: we're managing real emergencies. Ultimately, it's people's lives on the line, and we must be available. Omda CoordCom guarantees our availability."
– Miguel Molla

As it's responsible for managing emergency responses in a region of more than 5 million inhabitants, Valencia 112 requires a system that's both reliable and trustworthy. Omda

CoordCom has proven itself to be so. In fact, when Valencia 112's contract came up for renewal in 2009, the stability of the new Omda CoordCom system was instrumental in the decision to continue using the technology.

"The new system released in 2009 had all of the core functionality, multi-agency support and end-to-end processing we needed," explained Miguel. "But one of the deciding factors was its reliability. Omda CoordCom is so well-built and stable. There was, and continues to be, almost zero downtime." Omda and Valencia 112 update the system just once a year to minimise downtime. During this brief period, the system is offline. However, even this is due to change in the near future and downtime will become zero.

One of the principal projects Omda and Valencia 112 are collaborating on is named Continuous Operation. Recognising that the safest emergency system is the one with zero downtime, we set out to make that a reality. To that end, Continuous Operation introduces parallel systems that Valencia 112 can switch between whenever necessary.

Drawing on the same databases, the systems operate identically. Yet they also allow Valencia 112 to update Omda CoordCom without shutting it down entirely. One of the parallel systems is always kept online. Valencia 112 no longer has to resort to manual, paper-and-pen processes during the annual update, but they can update the system more regularly, too. Continuous Operation represents a significant operational improvement on previous systems. Though the technology is currently still in development, we expect to deploy it relatively soon. When integrated, it will be the first example of a zero-downtime parallel system in the emergency response sector.

Working together to develop a solution that delivers for Valencia

"The Omda team allows me to make the emergency response model I have in my mind a reality."
– Miguel Molla

For Valencia 112, Omda CoordCom is the manifestation of a long and fruitful relationship with the Omda team. One of the more unique and exciting aspects of the Omda-Valencia 112 partnership is the way the two teams share expertise and work to develop the product together. Omda provides 24/7 support for the technology, and high-level communications occur directly between Miguel, Javier and Steve. Often, Miguel will approach Javier and Steve with ideas for new features, and Omda will put its best minds to work on realising them. However, we also established dedicated workshops in which Omda and Valencia 112 engineers come together to work on collaborative projects.

This knowledge-pooling resulted in a considerable number of technical and operational improvements to Omda CoordCom. For instance, the Omda-Valencia 112 workshops have worked closely together on a light version of the Omda CoordCom client better suited to smaller stations. Given the large number of small, rural police stations in the region, Valencia 112 required a stripped-back version of the solution that simplified the user interface while still delivering the core functions this type of emergency service utilises regularly. Working together, Omda and Valencia 112 engineers are now close to delivering and implementing the new client.

The way Omda and Valencia 112 worked together at the beginning of the COVID pandemic highlights the strength of our relationship. Miguel was keen to emphasise just how much Omda assisted Valencia 112 during the healthcare crisis. "Omda made things so much easier for us during a difficult period. They made licences available to us free of charge. For the duration of the crisis, they gave us access to every resource we needed. Not every company acted that way. We owe a big thanks to Omda."

Embarking on a never-ending journey of improvement

"In this industry, one-size-fits-all solutions don't work. We have a really specific solution that's tailormade for our operational procedures and requirements. Omda CoordCom is the tool that enabled us to create that system."
– Miguel Molla

Omda CoordCom is a powerful emergency response solution due to its flexibility and capacity to grow and evolve. In the past, we have updated CoordCom to reflect developments in information infrastructure, including architectural changes in the Windows OS. We have updated it in response to regulatory changes, such as the EU's eCall legislation. This legislation introduced an automatic emergency assistance feature in all new vehicles that required substantial alterations to CoordCom. We have also updated it to harness the power of new communications hardware. Most notably, Advanced Mobile Location (AML) a tool that uses smartphones' GPS functionality to provide a remarkably precise caller location.

For Steve, it's clear that Valencia 112 appreciates this long-term product approach and its ability to influence the system's evolution. "The customer appreciates the product approach and the fact that we have a roadmap for the next several years," he noted. "They see that the system is evolving and that they have the opportunity to direct the development process towards features and specific functions they need in Valencia."
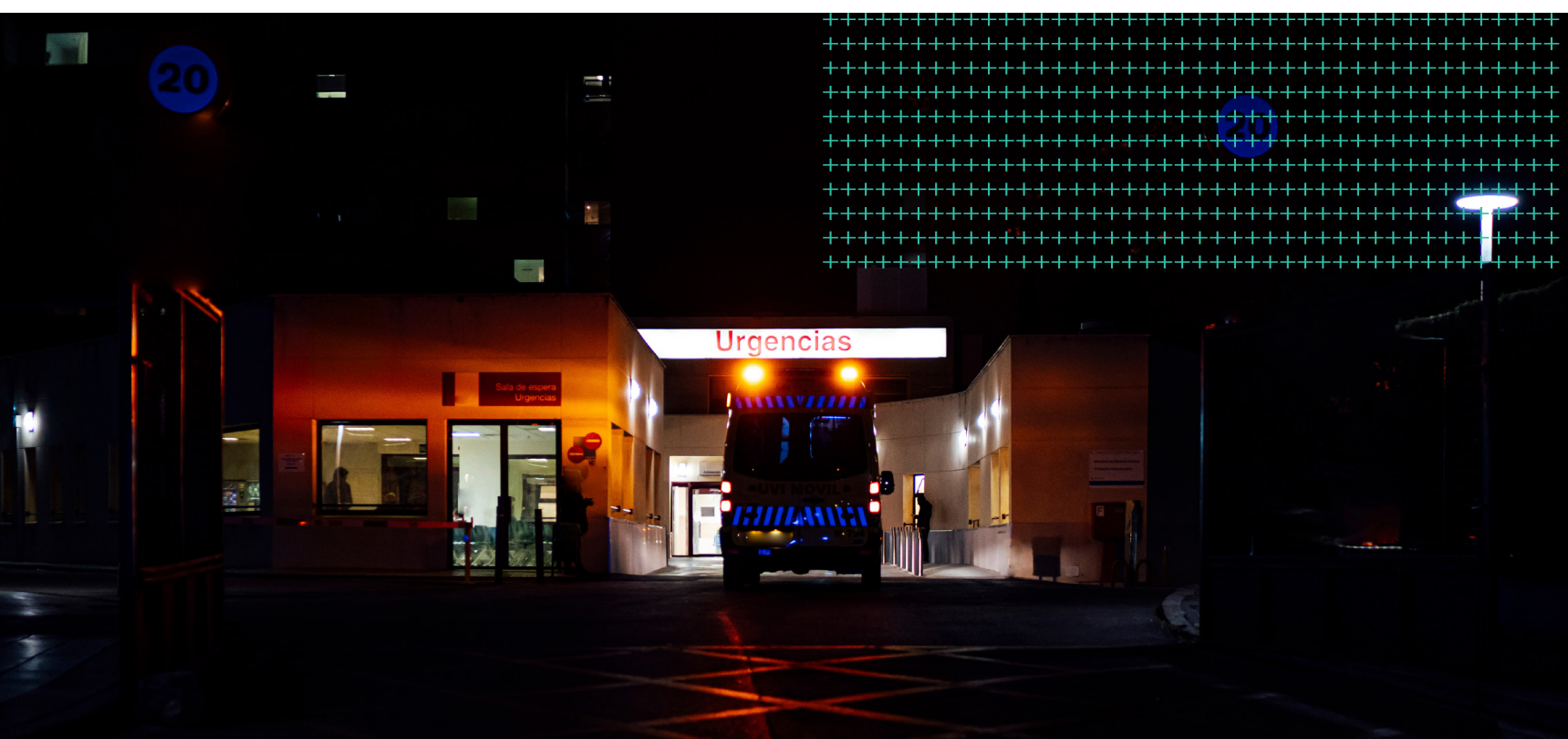
It's important to note that we release all features made in collaboration with Valencia 112 as part of the standard product used by other Omda customers. That means there's a community of emergency response specialists constantly contributing to Omda CoordCom and making it a more powerful, relevant and valuable tool for all Omda clients. Over the coming years, the product will continue to benefit from industry-leading upgrades and improvements. From introducing video calls and improving access for people with disabilities to implementing automatic translation and strengthening the system's cybersecurity, we're already hard at work developing the next generation of Omda CoordCom features.

An entirely unique 112 solution

For Valencia 112, CoordCom is at the heart of an emergency response system that ranks amongst the most advanced in the world. It's a fully integrated emergency management system that enables the intelligent and efficient use of emergency resources. It also allows multiple agencies to coordinate and collaborate - making the citizens of Valencia safer in the process.

Omda CoordCom is the most direct expression of a professional relationship we carefully fostered over two decades. It's the result of expertise-sharing, collaborative development and a desire to create products that meet the specific needs of our customers. It highlights Omda's commitment to the long-term maintenance and evolution of our products and demonstrates the extent to which we value our partners. As we look back on the last 20 years of close collaboration, we look forward to continuing to work alongside our valued customers and partners to deliver a Omda CoordCom system that ensures Valencia 112 remains one of the most influential emergency response organisations in the world.