



Omda Incident CoordCom



Industry leading
Emergency Management
solution for large and
complex national 112
systems with multi-
agency operation

Omda Incident CoordCom is an industry leading
Emergency Management solution that controls and
coordinates the entire emergency response flow –
from reception and identification of the incoming
emergency call, to dispatch of the right resources
(e.g. police, fire or medical) to the emergency site.
Omda Incident CoordCom also enables analysis of
each emergency situation, to improve processes
and responses for future incidents



Benefits

- 01 All-in-one control system**

Omda Incident CoordCom controls and coordinates the entire emergency response flow providing a native integration of the CAD, GIS, voice, media and recording functions reducing the need for multiple suppliers. Adapt and scale the system to your needs.
- 02 Facilitating real-time communications**

Communicate & share info with everyone working on the case and take the right action in every situation. Incident CoordCom provides the best conditions for saving lives and property.
- 03 Multi-site operation**

Allowing free geographical seating, place PSAPs and call takers anywhere.
- 04 Multi-agency operation**

An excellent tool for multiple agencies that share and protect information according to configured Standard Operating Procedures.
- 05 NG112 Ready**

Rest assured to comply with all the latest EU regulations with Omda Incident CoordCom. RTT, NGeCall, SIP Geolocation (PIDF-LO), Integrated embedded SIP Communications Server. The ever-evolving solution is built on robust product roadmap.
- 06 Unrivalled uptime**

All systems run duplicated in parallel with continuous operation providing outstanding uptime. Upgrades and maintenance are made while operators work as usual.
- 07 Experienced experts**

When working with Omda customers get access to the highly skilled experts from all relevant aspects needed to provide world-class software solutions. The Omda team has been serving the 112 community with industry leading solutions for over 40 years.
- 08 Simplified AI-integration**

As AI is becoming a more important part of Emergency Response solutions, Omda Incident is providing a simplified AI-integration to meet today's and tomorrow's new rapidly changing needs.
- 09 Current and Future Security needs**

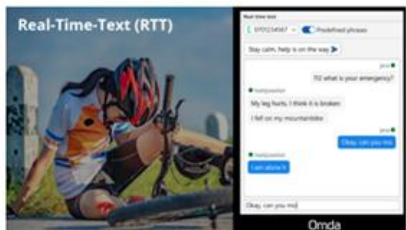
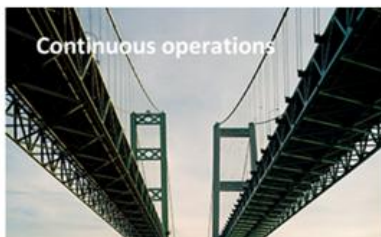
Continuous CRA- and ISO27001-activities to ensure advancing security enhancements further to address current and future challenges.



Features

<p>Call management</p>	<p>Case management</p>	<p>Multimedia answering point</p>
<p>Less waiting time with call distribution and prioritization.</p>	<p>Speeds up incident identification via interview support and quick classification. Advance assistance is available immediately.</p>	<p>Reception and role-based distribution of Voice Calls, Real Time Text (RTT), eCall, NG-eCall, Email, SMS, alarms, Video, etc.</p>
<p>Artificial Intelligence AI</p>	<p>Resource management</p>	<p>SOP's/Action plans</p>
<p>Speech-to-text framework supporting real-time transcription and possibility to add other advanced, also AI based, applications.</p>	<p>Functions to quickly dispatch the most suitable resources with the necessary equipment and skills. Real-time information on case status and location.</p>	<p>Pre-defined instructions assist the user and can be executed automatically.</p>
<p>Multi-party conference</p>	<p>Contacts and services</p>	<p>Reporting and statistics</p>
<p>Keep everyone involved working on the incident up to date with the latest information. Support for 2,5 party calls, i.e. multi-conferencing with possibilities to manage who participates in each conference.</p>	<p>Pre-defined ways of contacting resources and services without delay.</p>	<p>Reports and statistics can be compiled for continuous performance improvements.</p>
<p>Authorisation</p>	<p>Training</p>	<p>Voice recording</p>
<p>Different organisations can use the same system simultaneously without jeopardising information security or confidentiality, which reduces both costs and dispatch time.</p>	<p>Scope for interactive training based on actual incident data.</p>	<p>Each case can be replayed for analysis.</p>
<p>Automatic Dispatch</p>	<p>Advanced TETRA Integration</p>	<p>Incident ResQMap (GIS)</p>
<p>Helps to:</p> <ul style="list-style-type: none"> - Reduce call answering times - Reduce response times - Offload operators 	<p>Full support for Tetra digital radio functions (PTT, SDS, etc.) and management. Upgradable to support EUCCS, i.e. next generation Mission Critical systems.</p>	<p>Advanced functions for locating the incident and coordinating emergency resources together with other geospatial analysis to obtain decision support for selecting the right resource.</p>

The latest news from Omda Incident



Other products from the Omda Incident Product Family

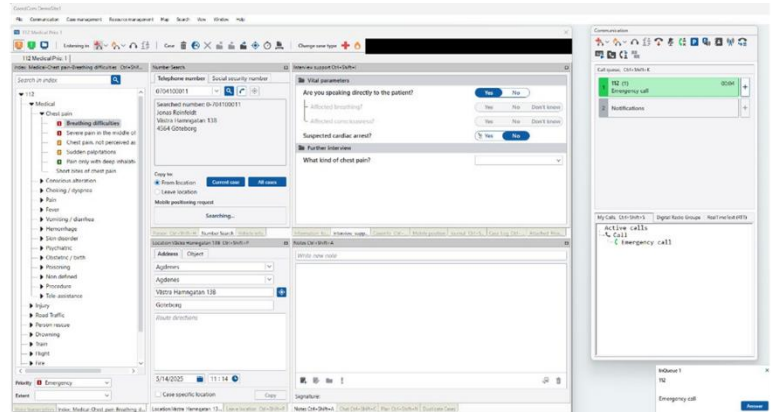
ResQMobile: Vehicle client

ResQWebClient: access incident information outside the dispatch control center

ResQMap: World class map support



What our customers say about Omda Incident CoordCom



Constantin Gorincioi
Deputy Director, Serviciul Național Unic
pentru Apelurile de Urgență 112
Republica Moldova

"CoordCom has been successfully used by Serviciul 112 Moldova for more than eight years to manage real emergency cases and support lifesaving operations. The system has proven to be stable and highly available, which is essential for a national emergency service operating 24/7. We are now upgrading to the latest version, which brings support for new-generation emergency communication technologies in line with EU best practices. One of the strongest advantages of CoordCom is its comprehensive API and the provided SDK, which greatly facilitate adaptation and integration according to our national operational requirements. Our cooperation with the Omda team has always been constructive and professional, and we expect to continue using CoordCom as a core solution for many years to come."



Antonio Felix
Emergency doctor, Biomedical
engineer. Head of digital
transformation of the Emergency
Service in Valencian Region

"The Department of Health of the Valencian Community, in collaboration with the Polytechnic University of Valencia (UPV), has developed a system to predict the severity of incidents using the information generated during emergency calls to 112. The system is built on artificial intelligence technologies developed by the UPV. This predictive system will serve as a decision-support tool for the medical coordination teams at the dispatch center. Through the Coordcom G5 platform, the AI system has been seamlessly integrated into the dispatch center's workflow, becoming a key component for improving efficiency and alleviating congestion during periods of high incident volume. The collaboration with Omda has been very productive in delivering an advanced AI-compatible solution which will make the medical dispatch operations more effective"

