

1100 Vienna, Innovationsstraße 1
Tel: +43/1/811 50-0; Fax -5009

barbara.stephan@frequentis.com
www.frequentis.com

Vienna, December 2009

FREQUENTIS signs contract to manage technical operations at the BOS Digital Radio Administration in Saxony: deal is another strategic project win for the company in Germany

The development of BOS digital radio in the Free State of Saxony reached an important milestone on October 8th, 2009, when Frequentis and the state's interior ministry signed a contract entrusting the company with technical operations at Saxony's BOS Digital Radio Administration.

The contract represents a further strategic achievement for Frequentis in the public safety market segment: this is the first technical operations contract awarded in Germany in the field of digital radio and command and control centres.

The introduction of BOS digital radio to the Free State of Saxony has reached another important milestone. After an intensive competitive tendering process, Frequentis was awarded the "Radio and Emergency Call System" (FNAS) and "Technical Operations: BOS Digital Radio Administration in Saxony" contracts. The FNAS project primarily involves reequipping the BOS dispatch centres in Saxony with new and future-oriented command and control centre technology. The second contract gives Frequentis responsibility for the technical operation of the new systems installed as part of the digital radio project.

Future-oriented technology

The Frequentis ICCS 3020 IP system (radio and emergency call communication system) and the DIVOS 3 log recording system sit at the heart of the new command and control centre technology. All 18 BOS command and control centres in Saxony will gradually be reequipped with the new solution. This involves 11 police stations, five integrated regional command and control centres for the fire and ambulance services, as well as two training and reference systems. In total, the project covers some 340 operator positions and over 300 dispatcher positions.

The overall technical approach to the solution is worthy of emphasis, as it includes a unique multi-level fallback concept. The individual control centres are linked together through two redundant technical centres. These feature (through an IP-WAN) all the necessary operational redundancies. Centralised and decentralised recording of voice communications ensures all voice data is retrievable, with over 3,000 voice channels capable of being recorded.

The solution also features other important functions worth highlighting, such as group-oriented connection to the digital radio (TETRA) system, system-wide role distribution, and local control centre autonomy. The latter ensures that work can continue even if the WAN breaks down completely.

More quality in emergency call management – more safety for those seeking help

The new Frequentis ICCS 3020 IP voice communication system does more than ensure the failsafe operation that is indispensable in operational situations. It also exploits advanced user interfaces to help reduce the workload stress experienced by dispatchers. Such stress reduction brings significant improvements to the quality of emergency call management, thereby ensuring that those seeking help get it quicker.

Unique operating model

The “Technical Operation: BOS Digital Radio Administration in Saxony” contract allows Frequentis to bring its considerable know-how to the field of technical management. As part of the project, Frequentis will supply all the IT infrastructure needed to operate the BOS command and control centre.

Frequentis will also supply the staff needed for technical operations (level 2). Staff will occupy an office at the BOS Digital Radio Administration’s premises to ensure the closest possible proximity to the customer. Frequentis founded the Secure Service Provision GmbH in Leipzig immediately after signing the contract, reflecting the strategic importance assigned to this project. A wholly-owned subsidiary of Frequentis AG, SSP is responsible for supplying and managing the necessary project staff, thus ensuring the very best local support. The required structures will be built up in a 4-step process, and the setup will be fully operational from the middle of 2010. The agreement covers a five year contracting period for live operations.

About Frequentis

For background information about Frequentis, please see www.frequentis.com.

About BOS Sachsen

For more information, please see <http://www.sicherheit.sachsen.de/6056.htm>