



VÍTKOVICE
VÍTKOVICE IT SOLUTIONS

ISC ■ INTEGRATED SAFETY CENTER

High Tech information support of Integrated rescue system

- Joint operation center for emergency system services
- Capacity approximately 200 employees, of which up to 68 emergency operators and dispatchers of Integrated Rescue System (IRS)
- 112, 150 (Fire brigade), 155 (Emergency Medical Service) and 158 (Police) call taking from whole Moravian-Silesian region - 1,2 mil. inhabitants
- 156 (municipality police) call taking from the territory of the city
- Provides deployment of personel, appliance and equipments to emergency accidents in Moravian-Silesian region and is co-ordinating operations of IRS
- The crisis team workplaces of the Lord Mayor of the city of Ostrava, and the Governor of the Moravian-Silesian Region
- Directorate and office of Municipality police
- Sharing server and client technologies IRS - economically and organizationally efficient operation
- Implementation 10/2008 - 12/2010. In operation since 01/2011.

"The building is absolutely unique in its function in our country as well as abroad. The integration of all services of emergency rescue system into one place and its technological support is only possible thanks to something from realm of high tech and dreams together."

Ing. Milan Balabán
Chairman of the jury Building of the year



TECHNOLOGIES

- common server technology for all services of Integrated Rescue System (IRS)
- virtualization of server technologies
- two independent telephone systems Alcatel a Cisco
- address allocation of emergency calls to free operators
- two independent systems of voice recording
- shared information and communication technologies
- shared audio-video space
- ability of autonomous operation for 72 hours
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INTEGRATION

- high level of Integrated Rescue System integration
- universal dispatcher's workplace
- control of voice communication (phone, radio) on the touch panel
- evaluation of the state of operator's preparedness across all systems
- routing of incoming calls to defined groups
- dynamic configuration of groups and routing
- integration of digital radio (MATRA)
- single Geographical Information System
- complex integration of all information systems of IRS
- sharing of common application services by all systems of IRS

AWARDS

- finalist of the IT product of the year 2011 competition in COMPUTERWORLD magazine
- the Building of the year 2010 in Moravian-Silesian region
- winner of the category of Public facilities
- the Grand Prix 2010 for the absolute victory in the competition
- EENA 112 Awards 2014 - Outstanding emergency call center



VÍTKOVICE IT SOLUTIONS a.s.

<http://itsolutions.vitkovice.cz> ■ email: ITSolutions@vitkovice.com ■ tel.: +420 596 663 111 ■ GSM: +420 606 026 257

Cihelní 14
702 00 Ostrava
Czech Republic

Výstavní 97b
706 02 Ostrava
Czech Republic

Ruská 60
706 02 Ostrava
Czech Republic

Cejl 62
602 00 Brno
Czech Republic

Weilova 2e
102 00 Praha 10
Czech Republic

Václavské náměstí 2
110 00 Praha 1
Czech Republic