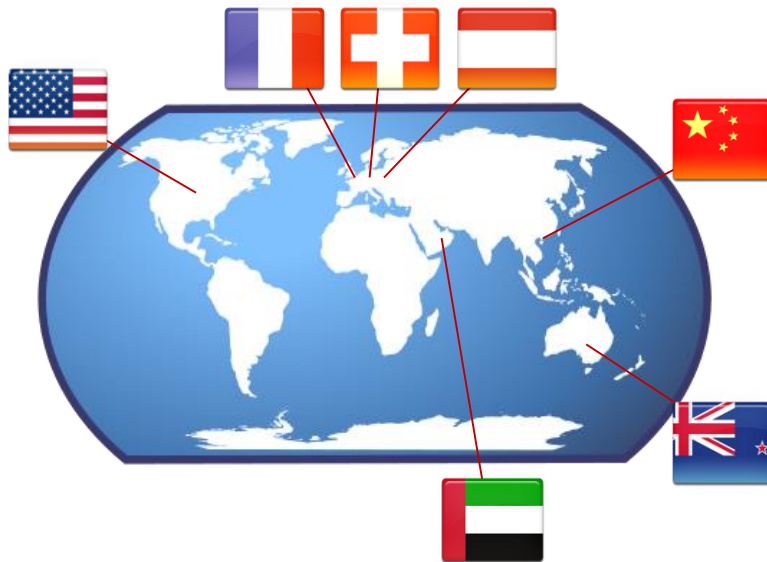# MobiCall

Security under control

Empowered by Innovation   **NEC**

New Voice International

- Founded in 1991, New Voice is today well know solution provider in the areas of Emergency-, Security- and Business Process Communication

- Experience on a global level with over 3000 installations

New Voice worldwide

- Switzerland (Zurich and Geneva)
- Germany (Mainz)
- France (Paris)
- Austria (Linz)
- Australia (Brisbane)
- USA (San Francisco)
- United Arab Emirates (Dubai)
- China (Shanghai and Hong Kong)
- Brazil (São Paulo)

New Voice International

San Francisco – Paris – Geneva – Zurich – Linz – Mainz – Shanghai – Brisbane – Hong Kong – São Paulo – Dubai

MobiCall – Security under control

Empowered by Innovation **NEC**

MobiCall – a unified and secure communication solution

- Middleware Platform

- Integrates NEC communication solution into the existing customer business process, information and security system

- Enabler for a **C**ommunication **E**nabled **B**usiness **P**rocess

- Offers stronger solutions for security, management and maintenance issues on a professional level

Empowered by Innovation   **NEC**

MobiCall - **BPA** solutions

- Automation of recurring events and processes in the course of professional activities

- Cost control

- Clever management of human and material resources

- More efficient response to crisis and emergency situations

- Overall improvement of personal security and protection of goods

Business
Process
Automation

Empowered by Innovation   **NEC**

MobiCall - technological EXCELLENCE and INNOVATION

Alarm and mobilisation server

Fire, intrusion, technical and IT alarms

Emergency calls

Voice recording

Crises and disaster management

Evacuation management and supervision

Personal protection/ lone worker protection

Localization/ tracking

Conference system

Task management

Integration with customer-specific applications

MobiCall – Security under control

Empowered by Innovation

NEC

MobiCall – ADAPTATION to business needs

▌Functionalities are adjusted to different professional environments

▌The technology adapts to the end users' priorities and needs
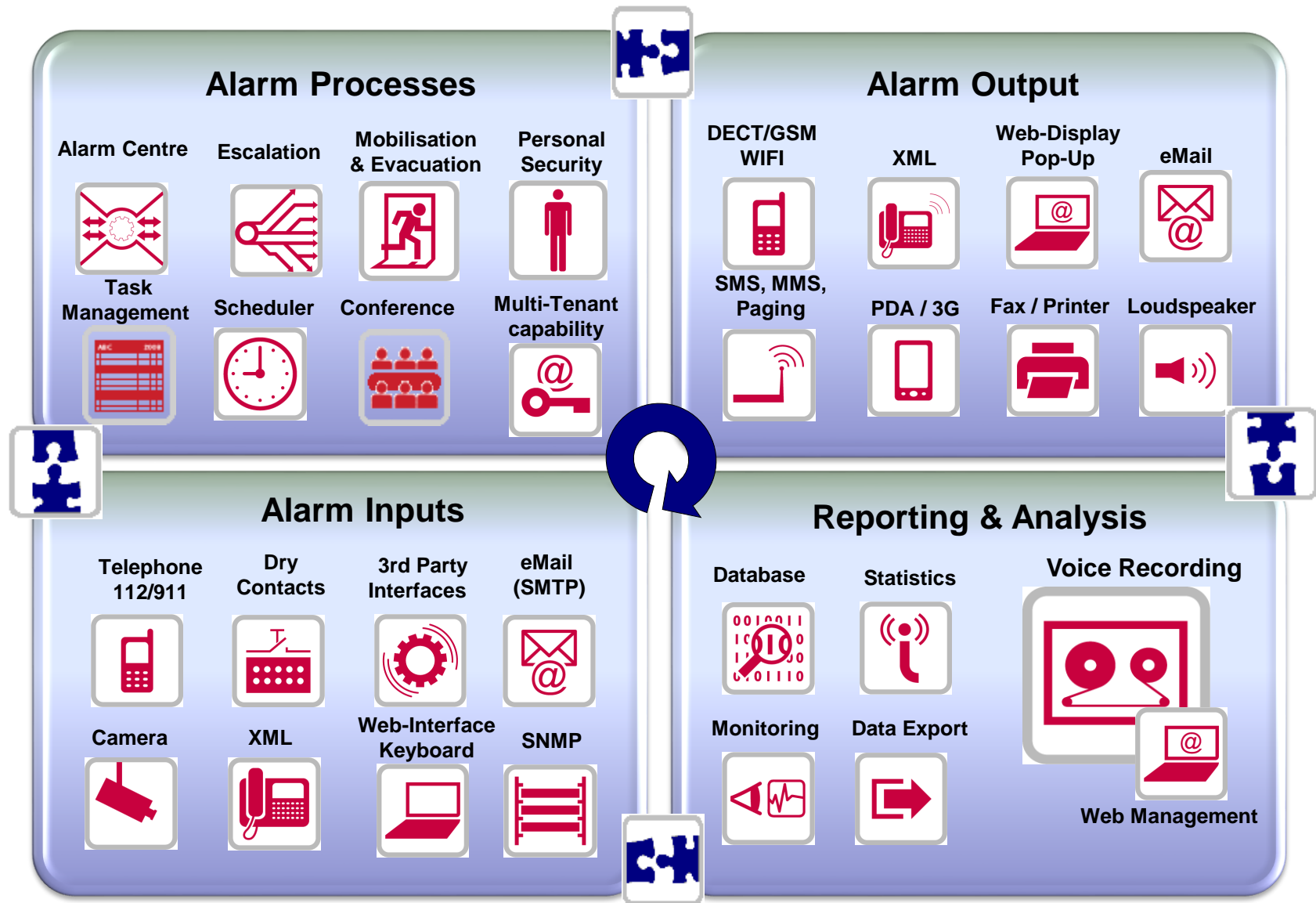
▌Simple and ergonomic interfaces accessible to all users

MobiCall – Security under control

Empowered by Innovation   NEC

MobiCall – variety of customer benefits

MobiCall allows to optimise productivity and increase profitability and security of businesses in the tertiary and secondary sector

- Better anticipation and management of events (prevention phase)

- Ability to foresee and handle emergency and crisis situations (reaction phase)

- Better protection of goods and people (security)

- Ensuring continuity of service

MobiCall – Security under control

Empowered by Innovation

NEC

MobiCall – overview

Alarm Processes

Alarm Centre

Escalation

Mobilisation & Evacuation

Personal Security

Task Management

Scheduler

Conference

Multi-Tenant capability

Alarm Output

DECT/GSM WIFI

XML

Web-Display Pop-Up

eMail

SMS, MMS, Paging

PDA / 3G

Fax / Printer

Loudspeaker

Alarm Inputs

Telephone 112/911

Dry Contacts

3rd Party Interfaces

eMail (SMTP)

Camera

XML

Web-Interface Keyboard

SNMP

Reporting & Analysis

Database

Statistics

Voice Recording

Monitoring

Data Export

Web Management

MobiCall – Security under control

Empowered by Innovation

NEC

MobiCall

Customer scenarios

Empowered by Innovation   **NEC**

STAFF

Notification

DOCTORS

Call to search no.

Terminal 2021

"Call back 2021"

MobiCall – Security under control

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NURSING STAFF

Jobs

Stretcher team
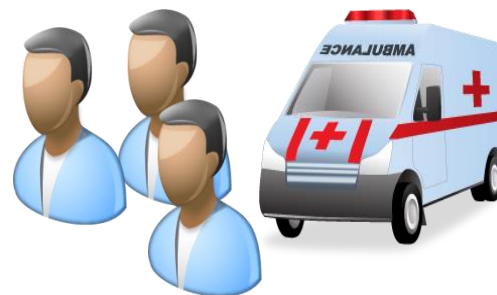
Call transfer service

Transfer Ms. X to the radiology department

Transfer request + *Transfer Ms. X to the radiology department*

Confirmation of receipt

Call-back – close task

RESEARCH LABORATORY

Notification

ADRESSEE

Software interface to the "lab result" system.

Lab results Mr. XXXX
Platelets = xxxx
White blood cells = xxxx

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DISPLAYS

APPEL CHAMBRE 35

PATIENT

Notification

NURSE TEAM

Interface to the patient call system

"CALL R 35"

MobiCall – Security under control

Empowered by Innovation **NEC**

MobiCall – Security under control

Empowered by Innovation **NEC**

PATIENT MONITORING

Mobilisation

EMERGENCY TEAM

Software interface with the monitoring system

Alarm in the on-call room

"R 35 CARD. ARR"

Cardiac arrest! Urgent intervention needed.

Confirmation of receipt

INFORMATION SYSTEM

April

26

LIST OF PATIENTS CALL CAMPAIGNS

Distribution

Software interface with the information system

Reminder: you have an appointment at the xxx hospital on 12 december at 14.00.

Reminder: appointment at the xxx hospital on 12 december at 14.00.

Confirmation of receipt

MobiCall – Security under control   Empowered by Innovation **NEC**

MOBICALL WEB INTERFACE

Person in charge of Security

Mobilisation

CALL CAMPAIGN POPULATION - AUTHORITIES

- ▪ **Choice of type of emergency scenario to launch**
- ▪ **Supervision of state of progress**
- ▪ **Secured authentication**

Sound system/sirens

Fax

Emergency conference Voice recording

MobiCall – Security under control

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MOBICALL WEB INTERFACE

Person in charge of Security

- **Choice of type of emergency scenario to launch**
- **Supervision of state of progress**
- **Secured authentication**
- **Traceability**

Mobilisation
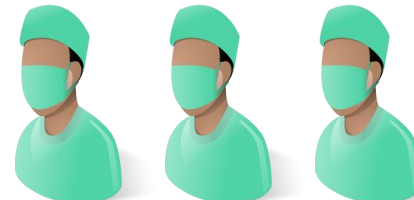
Dynamic message according to plan type

Personalised message recorded by person in charge

COMPETENCY GROUP

COMPETENCY GROUP

COMPETENCY GROUP

MOBICALL WEB INTERFACE

Person in charge of security

Mobilisation

HELICOPTER

AMBULANCE

EMERG. MEDICAL SERVICE

- Choice of type of emergency scenario to launch
- Supervision of state of progress
- Secured authentication
- Preparation of arrival
- Information synchronisation between involved parties
- Traceability

EXCEPTIONAL INCIDENT

Conference

Voice recording

DIRECTIVE COMMITTEE SECURITY DELEGATES

Interface with systems in charge of alarm information transfer

Mobilisation of persons in charge of security

You are entering an emergency conference

Adding arriving people to the conference one after another

Recording of all conferences

FIRE DETECTION SYSTEM

Mobilisation

FIRE SERVICE GROUP

"Fire"
"Warehouse B-2"

Software interface with fire detection system

Fire alarm + *Origin of fire in warehouse B-2*

Confirmation of receipt

MobiCall – Security under control

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INTRUSION DETECTION SYSTEM

Mobilisation

SECURITY GROUP

Software interface with the intrusion detection system

"INTRUSION"
"EAST DOOR"

Escape alarm + *Open main building door, east door*

Confirmation of receipt

ESCAPE DETECTION SYSTEM

Mobilisation

SECURITY GROUP

Software interface with the escape detection system

"Escape!"
"Garden door"

Escape alarm + *Open main building door, garden door*

Confirmation of receipt

MobiCall – Security under control

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Sensitive calls
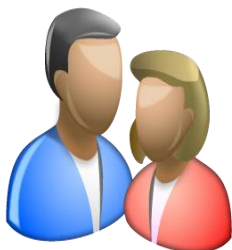
Voice recording

Call centre

Call from any subscriber

"I am really very upset now!"

"We will find a solution to your problem"

Search and play-back of recorded calls

MobiCall – Security under control

Empowered by Innovation **NEC**

**THREAT CALL
BOMB ALERT**

**Voice
Recording**

CALL CENTRE

Call from any subscriber

"I found an abandoned piece of luggage!"

"Someone is on the way. Leave the premises."

Search and play-back of recorded calls

MobiCall – Security under control

Empowered by Innovation **NEC**

Medical troubles – Spa alarm
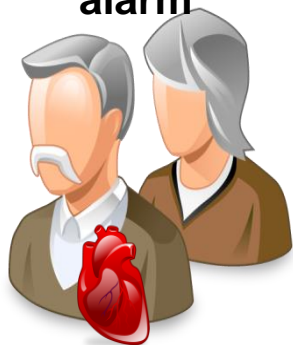
Notification

First aid

Launch of spa alarm from a specific terminal

"Spa alarm"

Attention: emer-gency in the spa

Confirmation of receipt

MobiCall – Security under control

Empowered by Innovation **NEC**

GUEST CHECK-IN (PMS)

Software interface with the hotel's PMS
Extraction of preferred language code

INCIDENT

Evacuation

Multilingual announcements

Alerte!

Alarm!

Alert!
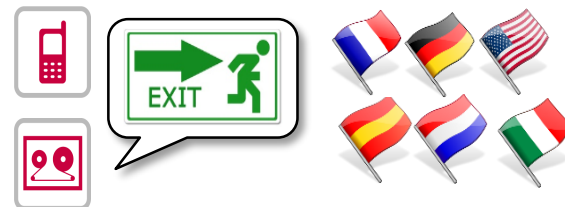
"Evacuation / Evakuierung / … "
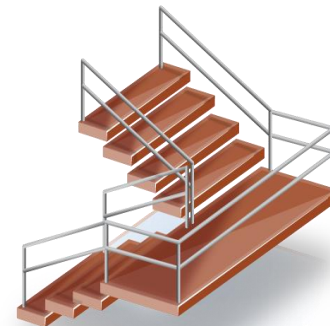
MINI-BAR / CHECK OUT APPLICATION

Housekeeping staff

PMS

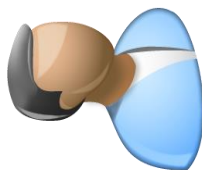## PMS - BILLING

Direct billing prior to the guest's check out

📱 **Call no. of mini-bar application**

Enter consumed products by DTMF signalling

Empowered by Innovation **NEC**
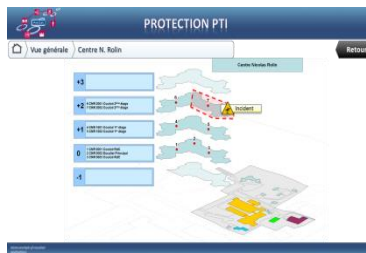
LONE WORKER PROTECTION (LWP) / MANUAL ALARM

Mobilisation

MEDICAL GROUP

Call for supervision at beginning of a shift / before entering a dangerous area

I am at position X and doing ...

PROTECTION PTI

"LWP: N-1 boiler room"
"Fall"

Alarm supervision + *I am at position X and doing …*

Confirmation of receipt

USER/MOBILE POST

Mobilisation

MEDICAL GROUP

Call to activate supervision

I am at position X and doing ...

Call back to a fixed frequency

No answer

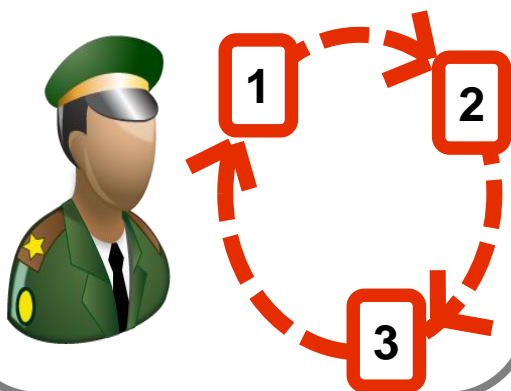"PERS. ALARM"
"SUPERVISION"

Alarm supervision + *I am at position X and doing …*

Confirmation of receipt

MobiCall – Security under control

Empowered by Innovation **NEC**

TOUR SUPERVISION

Mobilisation

SECURITY GROUP

Call at every check point passed
Validation with a code

The guard has not confirmed within the allotted time.

"TOUR ALARM"
"Between 2 and 3"

Tour alarm + *Incident between checkpoint 2 and 3*

Confirmation of receipt

STAFF

Hotline

Voice Recording

FIRE SERVICE GROUP

Call to the fire service
Post 2021

"Fire service. Please hold the line while we put you through."

"Fire service, how can we help you?"

"I saw smoke over here"

"CALL 112"
"Build. B, 3rd floor"

"CALL 112 from 2021, located in Build. B, 3rd floor."

Dry contacts
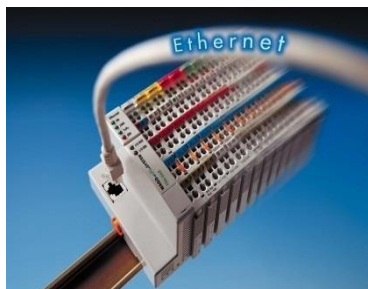
Jobs

Notification

TECHNICAL SERVICE

- ▪ **Air conditioning – cold chain**

- ▪ **Lifts**

- ▪ **Switching to emergency power supply**

⊠ **"Equipment XXXX, breakdown YYYY"**

📱 **"Air con. failure" "Server room"**

Air conditioning failure in server room

MobiCall – Security under control

Empowered by Innovation **NEC**

CTM/BMS/PMS System

Jobs

Notification

ELECTRICIAN/TECHNICIAN GROUP

Software interface with the CTM/BMS system

"Equipment XXXX, breakdown YYYY"

"Air con. failure"
"Server room"

Air conditioning failure in server room

MobiCall – Security under control

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USER

Hotline

Voice recording

IT HOTLINE

User call

"Welcome to the IT hotline. Please hold the line while we put you through."
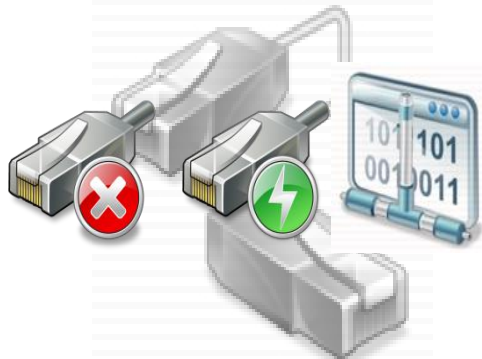
IT hotline, how can we help you?

I cannot access my personal account.

"Hotline call"
"from: [user name]"

MobiCall – Security under control

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IT EQUIPMENT

Jobs

Notification

IT GROUP

SNMP supervision
SNMP trap

Ping supervision
Loss/regained availability

IP

"Equipment XXXX, breakdown YYYY"

"Network alarm"
"Print server"

Print server failure

MobiCall – Security under control

Empowered by Innovation **NEC**

Empowered by Innovation

NEC