OpenScape
First Response

For NG9-1-1 with the agility, speed and efficiency
of the digital age

Trusted partner for your **Digital Journey**

Atos

The singular pathway
to 9-1-1 convergence

You can't afford a second of downtime when responding to an emergency—but aging voice-only 9-1-1 networks are increasingly inadequate and unreliable. The answer is a solution that lets you combine voice and data, get the most information from the public to emergency services personnel, and better inform your first responders without delays..

The one-size-fits-all approach to 9-1-1 communication just doesn't cut it anymore. Not when public safety answering point (PSAP) solutions for NG9-1-1 can now include native multimedia call processing and internal PSAP routing based on user roles/skills and policies. And not when operational overloads can be replaced with managed workflow via a single platform by Atos.

Leading a paradigm shift

Initiating a voice call may always be the fastest means to request help in an emergency, but today we live in a multimedia world, where content forms such as video, text and messaging are prevalent and practical. Conventional 9-1-1 systems simply do not support this communication paradigm shift, but with OpenScape First Response, PSAPs can take 9-1-1 into the digital age. Emergency calls can be placed and responded to via voice, text messaging and video. Now the public has the option to choose preferred methods of "calling" 9-1-1 with confidence.

Early adopters of digital 9-1-1 are sharing their lessons learned and advancements to set the benchmarks. Atos helped Summa 112—one of Europe's largest emergency coordination centers, serving a population of more than 7.1 million people—modernize, streamline and greatly expand its capabilities, providing an excellent example of what's possible with today's technology.

Improving the call—and the response

Just as today's 9-1-1 callers must have a "voice" without speaking, first responders must efficiently manage and process responses with software-driven solutions that do not create information overload.

OpenScape First Response answers that call by integrating voice, video, text and many other communication media into your PSAP's call flow to quickly and intelligently deliver callers to the most appropriate PSAP professionals based on routing schemes, skill profiles or method of communication.

Atos Professional Services: easing the load on our clients

NG9-1-1 solutions need not be overwhelming. Atos' Professional Services can significantly lighten the burden and let you focus on what you do best: saving lives.

Managed Services

- 24x7x365 remote monitoring and response
- System performance optimization
- Device management and security
- Antivirus and disaster recovery

Field Services

- On-site repair and resolution
- System service and optimization

Financial Services

- Conserve and manage cash flow
- Predictable payments that fit your budget

An exact fit for market needs

Rather than provide public safety customers with more of the same, Atos has aligned its core competencies to fit the exact needs of the today's market. We have the industry's only VoIP switch capable of replacing the aged telephone exchange central office switches, closing one of the single biggest gaps in the 9-1-1 industry today.

Just as importantly, Atos does not prescribe to customers what their network—or even their hardware infrastructure—should include. Instead, as a digital transformation partner, we help our customers identify the best network assets and redundancy design using what exists, rather than reselling what is already there. The marketplace has called for reduced total cost of ownership by leveraging existing investments. This is the Atos model in all client engagements.

OpenScape First Response: solution at a glance

The OpenScape First Response application layer delivers the most scalable and intelligent PSAP communication platform that the world has seen. Robust capabilities include:

- Carrier-grade VoIP call management platform designed for VoIP from the ground up
- Support for up to 500,000 users with voice and multimedia
- Hosted, on-premise or hybrid deployment models
- Advanced routing and contact center features via software modules
- Customizable GUI leveraging standard functions and features, as well as traditional UI layout schemes
- Support for call volumes of 20,000+ per hour
- Multimedia and voice ACD using roles or skills
- SOA architecture for seamless plug-and-play of additional modules
- NENA i3-compliant design for seamless mapping and recording integration

Feature-rich user interface

The solution user interface was developed to address legacy 9-1-1 communication processes and enable (as new media types become prevalent) a single application for managing all 9-1-1 content according to rules, skills or content-specific policies.

To minimize impact on call takers, the interface allows configurable layouts as well as preconfigured templates to help mirror what users are accustomed to in their current system, decreasing training demands and easing migration.

Revisit and reduce TCO with Atos

Atos does more than simply reduce total cost of ownership: our digital transformations let you reformulate your entire approach to TCO. That's because OpenScape First Response is a resilient and robust solution that delivers converged communication service flexibility across your existing infrastructure. Our solution can be the foundational platform and point of convergence for all media, creating a single integrated command flow. Over time, you'll reduce complexity and manage PSAP call flow with greater speed and efficiency and fewer resources.

About Atos

Atos SE (Societas Europaea) is a leader in digital services with pro forma annual revenue of circa € 12 billion and circa 100,000 employees in 72 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Cyber-security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defense, Financial Services, Health, Manufacturing, Media, Utilities, Public sector, Retail, Telecommunications, and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market.Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, Unify and Worldline.

For more information on our Public Safety offering and the solutions Atos provides, please visit us at:
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Let's start a discussion together

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