SWISSPHONE

More Security, More Efficiency, Less Effort

s.ONE as a central platform for versatile alarm requirements – now with app solution and feedback function.

s.ONE

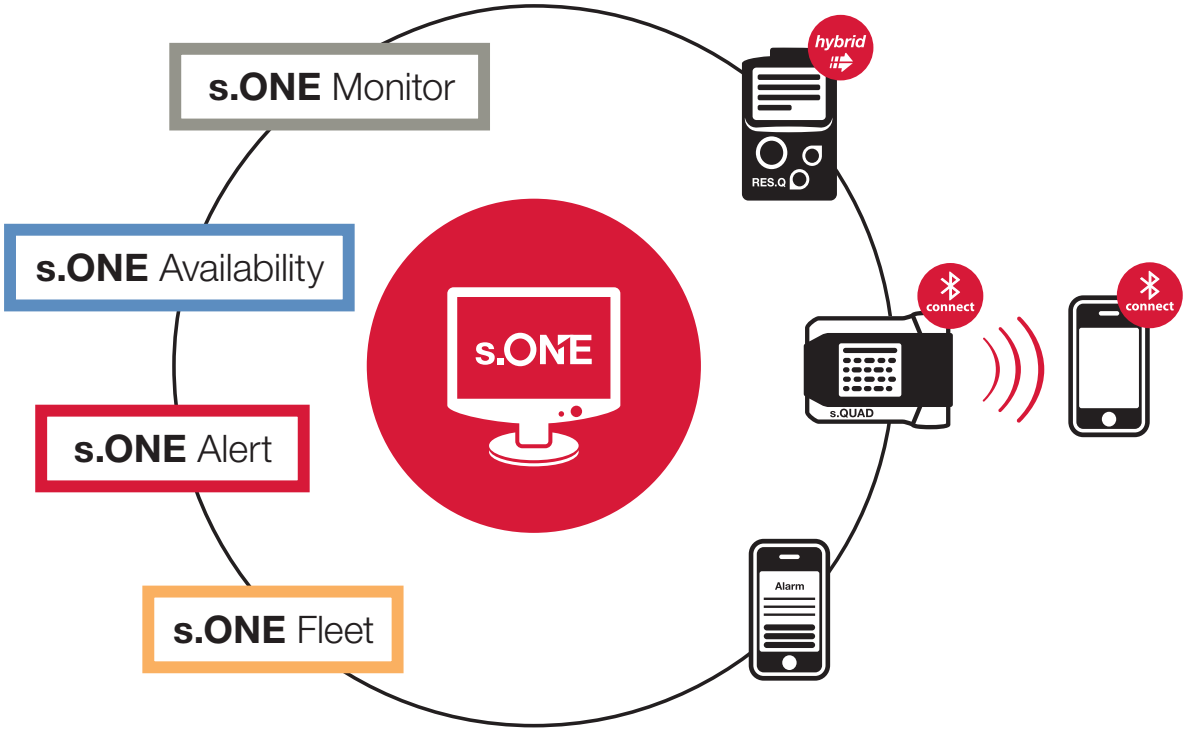
s.ONE does it all

Targeted and efficient alerting and deployment of first responders is key to managing an incident effectively. The resource management solution s.ONE addresses this need, allowing dispatchers, station commanders and first responders to improve efficiency before, during and after alerting.

The core of the solution is s.ONE, a modular, state-of-the-art solution suite that covers all relevant stages in the alerting process. Together with two-way capable devices from Swissphone such as RES.Q and s.QUAD terminals, s.ONE delivers a complete, fully developed solution for alerting, monitoring, resource management and remote configuration of terminals.

Efficient throughout the alerting process

- **Before alerting:** Thanks to s.ONE, dispatchers and station commanders already know which emergency scenarios they can address with the available resources before an event occurs. If any temporary under-staffing is detected, countermeasures can be taken before an incident occurs.
- **During alerting:** First responders use their terminal to acknowledge whether they are attending. Their answers are displayed on the s.ONE dashboard as an intuitive, easy-to-read colour-coded diagram. s.ONE thus provides the dispatcher and station commander with a constant overview of whether enough specialists are on their way and whether he or she needs to send a follow-up alert. This follow-up alert can be triggered directly through s.ONE. Thanks to s.ONE's Hybrid Alerting capability, even first responders outside of the coverage of the alerting network can be reached.
- **After alerting:** s.ONE facilitates the establishment of reports of when and how many first responders were alerted and how many recipients responded to the alert and at what time. The solution thus enables easier documentation for external stakeholders. Independent of alerting, s.ONE also allows to program terminals remotely, increasing security and efficiency. by eliminating configuration errors and keeping data such as encryption keys confidential.



These functions are made accessible in s.ONE with four s.ONE modules: Monitor, Availability, Alert and Fleet

Four intelligent modules

1 s.ONE Monitor

s.ONE Monitor provides emergency responders with the option to acknowledge the alert by responding via the terminal, thanks to an integrated cellular module (RES.Q), or connected to the gateway app on a smartphone via Bluetooth (s.QUAD). s.ONE also features an app that allows feedback to be sent, independent of any terminal. This ensures that the control centre or the fire brigade remains constantly informed – in real time – of who is on their way to the station or at the site of the event.

Advantages:

- Responses from end devices are displayed in real-time
- All important information shown on the dashboard, multi-screen workstations possible
- Customisable work interface
- Automatic prioritisation – critical states are automatically highlighted in the display
- Automatic display when triggered alerts cannot be addressed
- Ideal basis for quick, targeted follow-up alerting

2 s.ONE Availability

By changing their profile on the terminal, first responders communicate their availability to the dispatcher. s.ONE Availability shows the dispatcher and station commander in real time how many and what kind of specialists – such as fire fighters, paramedics, drivers or smoke divers – are available or present. Predefined alarm plans indicate which scenarios can be handled with the available resources. This makes s.ONE the ideal application for getting a sense of how incidents can be handled even before they occur, thereby enabling station commanders to introduce countermeasures early on.

Advantages:

- Real-time information on team availability
- Simple status changes for rescue services (‹available›/‹unavailable›)
- Clear graphical display of total availability and availability of certain types of responders

s.ONE Monitor and **s.ONE Availability** support two-way capable alerting terminals such as:

- RES.Q: with integrated GSM module and optional GPS location capability
- s.QUAD: connected to the s.ONE gateway app on the smartphone via Bluetooth.*

These devices allow the first responder to notify the dispatcher of status changes and to give feedback after receiving an alert.

s.ONE Alert supports all current Swissphone terminals. The RES.Q terminals also allow to be alerted via cellular mobile phone networks.

s.ONE Fleet supports all current Swissphone terminals.

* BLE support subject to mobile device type and operating system.

3 s.ONE Alert

s.ONE Alert perfectly complements s.ONE Monitor for providing targeted follow-up alerts. s.ONE sends alerts both via the POCSAG network and via the s.ONE gateway through cellular networks to the RES.Q terminal. This hybrid alerting channel complements the standard alerting via POCSAG network, enabling an increase in reliability and availability particularly outside of the normal paging coverage area. The alert can be triggered either directly in s.ONE, or from the control room software via interface to s.ONE. This makes s.ONE a viable fallback option for the control room software.

Advantages:

- Quick and easy alerting through a clear user interface
- Various different technologies for alerting emergency responders – paging, e-mail or text
- Integrated technical feedback as to whether the alert was received, and by whom

4 s.ONE Fleet

s.ONE Fleet offers remote configuration and terminal data management. Entering terminal and feedback data centrally in s.ONE avoids errors and reduces work. Swissphone can deliver your terminals already individualized (configured for each user). The needed data can be entered into s.ONE before ordering terminals. Once terminals are rolled out, firmware updates and configuration changes (e.g. address changes) are easy to carry out. This ensures that every terminal always remains up to date throughout its entire life cycle. A terminal that is irreparably defective or lost, can be easily recreated from the data inside s.ONE. In case spares are available locally, the commissioning can happen «on site» using remote configuration. Using access-rights and roles, data management may be delegated and terminal configuration can be decentralized in a controlled manner. Sensitive data (e.g. encryption keys) remain protected from unauthorized access.

Advantages:

- Remote configuration and terminal data management
- Easy firmware updates and configuration changes
- Every terminal remains up to date throughout its life-cycle
- Data management can be delegated using access-rights and roles
- Pager configuration can be decentralized in a controlled manner
- Sensitive data remain protected from unauthorized access

Which terminal suits your needs?

	s.ONE Monitor	s.ONE Availability	s.ONE Alert	s.ONE Fleet
RES.Q	●	●	●	●
s.QUAD*	●	●	●**	●
Other Terminals			●**	●

* BLE support subject to mobile device type and operating system. ** POCSAG support only.

Higher efficiency

Secure terminal data and encryption key management

Rainer Buchmann, Director of Saarland's Integrated Command and Control Centre

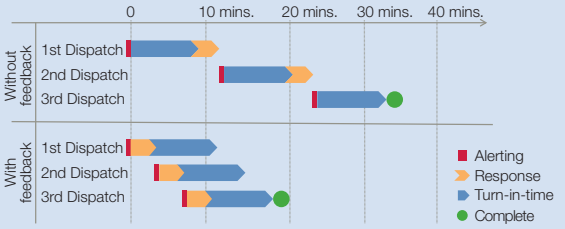
Watch the Video

«At ZRF Saar, we found that the decentralised pager programming desired by our clients represented a challenge in terms of ensuring both data protection, and reliable alerting. Since no appropriate solution was available ready-made, we had to centralise our RIC planning, pager programming and administration of the alert data. This meant that any pager needing to be configured had to be brought to the control room – including new or repaired pagers requiring to be set up, and even those to be programmed with a simple RIC adjustment.
To remedy this, we decided to use s.ONE Fleet for remote programming. Not only does this provide our clients with more autonomy, it also guarantees compliance with legal obligations, such as those concerning data protection. With s.ONE Fleet, volunteers responsible for our region's pager management can configure and program pagers according to their authorization level, at any time and from their current location. This helps us and our clients to avoid mistakes and it reduces the workload of the volunteers of our internal clients.
Furthermore, s.ONE Fleet helps us to ensure, with minimum effort, that all devices are equipped with the latest firmware throughout their entire lifecycle, which means that they benefit from the continual improvements of Swissphone's development team. Meanwhile, sensitive data such as key files and the RICs of third-party organisations remain protected from unauthorised access at all times. For ZRF Saar, remote programming with s.ONE Fleet is the ideal solution for controlled decentralization of pager programming as well as for the administration of pager data and encryption keys.»

Saving time and money

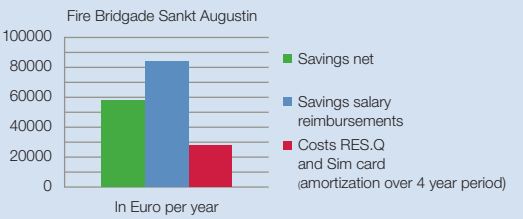
Learn how organizations are using resource management based on two-way pagers to boost co-ordination and resilience, while cutting response times and costs.

Resource management saves time
Saarland's integrated control centre ZRF Saar has reduced the time to alert the required number of volunteers and send them to an incident by up to 15 minutes. Because first responders can instantly send feedback over RES.Qs, the dispatcher can immediately follow-up with a second and third dispatch if necessary.



Two-Way Paging allows you to reduce engagement times by up to15 minutes.
Source: ZRF Saar

Resource management saves money
The Rhineland town of Sankt Augustin's fire brigade has cut its annual wage costs by €84,400. This is due to 181 RES.Qs, which reduce over-alerting by allowing volunteers to quickly notify the control centre of their availability. This reduces the compensation that it has to pay employers when they release employees for fire duty. The cost of two-way pagers and SIM cards is deducted (amortised over four years) from these Annual savings. The acquisition costs are €28,200 per year for 181 devices (€112,800 divided by our). The net benefit is therefore €56,200 per year (€84,400 Minus €28,200). The RES.Q pays for itself within six months.



The extra cost for two-way paging vs. one-way paging is compensated for by efficiency gains.

Products

s.ONE client

s.ONE Monitor
Graphical overview about real-time responses and display alerts if the call is understaffed

s.ONE Availability
Real-time information on team availability, per station or dispatch groups

s.ONE Alert
Quick, targeted follow-up alerting with paging, e-mail or text message

s.ONE Fleet
Central terminal data management, remote configuration including firmware update

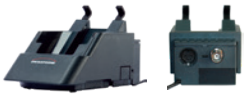
s.ONE Alert and response app
- Alert message, with address link to a map routing application
- Respond to an alert
- Change availability status
- Available for iPhone and Android phones

RES.Q terminal
- Confirmation and user response
- Send status reports
- Exceptional reception abilities
- Signal strength indicator (RSSI)
- Programmable bandwidth up to 10 MHz (Wide PLL)

s.QUAD terminal
- Outstanding reception performance
- Switching bandwidth programmable up to 10 MHz (Wide PLL)
- Extremely robust (2-m drop test) and dust and waterproof
- Multi-coloured alarm LED
- Fully graphic, high-resolution display for over 200 characters per page

s.QUAD gateway app
- Communication gateway for s.QUAD to s.ONE
- Basic configuration for s.QUAD
- Available for iPhone and Android phones

Quick charger (s.QUAD)
- Constant current charging or trickle charging to maintain battery capacity
- LED indication for both charging modes
- BNC type antenna connection
- 6-PIN socket for easy connection of external devices



Quick charger (RES.Q)
- Constant current charging or trickle charging to maintain battery capacity
- LED indication for both charging modes
- LED call indication
- BNC type antenna connection
- 5-PIN socket for easy connection of external devices
- ALGRA: 12 V/DC connector

Expert programming kit (RES.Q)
- For all digital and analogue devices
- includes USB-converter cable
- RS-232 serial interface
- Programming software
- Programming manual

Programming kit (s.QUAD)
- For all s.QUAD devices
- Connect over USB port
- Programming software
- Programming manual

Leather case, holster (s.QUAD / RES.Q)
- Flip down case, holster (s.QUAD)
- Leathercase (RES.Q)

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