

119 AUTOMATION SYSTEM



INTRODUCTION

Police emergency service 119 was established in Sri Lanka to overcome the below situations

In case of an emergency, the 119 Police response team will immediately call over at the scene.

In case of a Motor Traffic Accident,

In disaster situations, (man-made/natural)

Currently no automation process for the 119 call system.
we tech ascii found that this process can be automated with an interactive solution to overcome existing drawbacks.





OUR CLIENTS

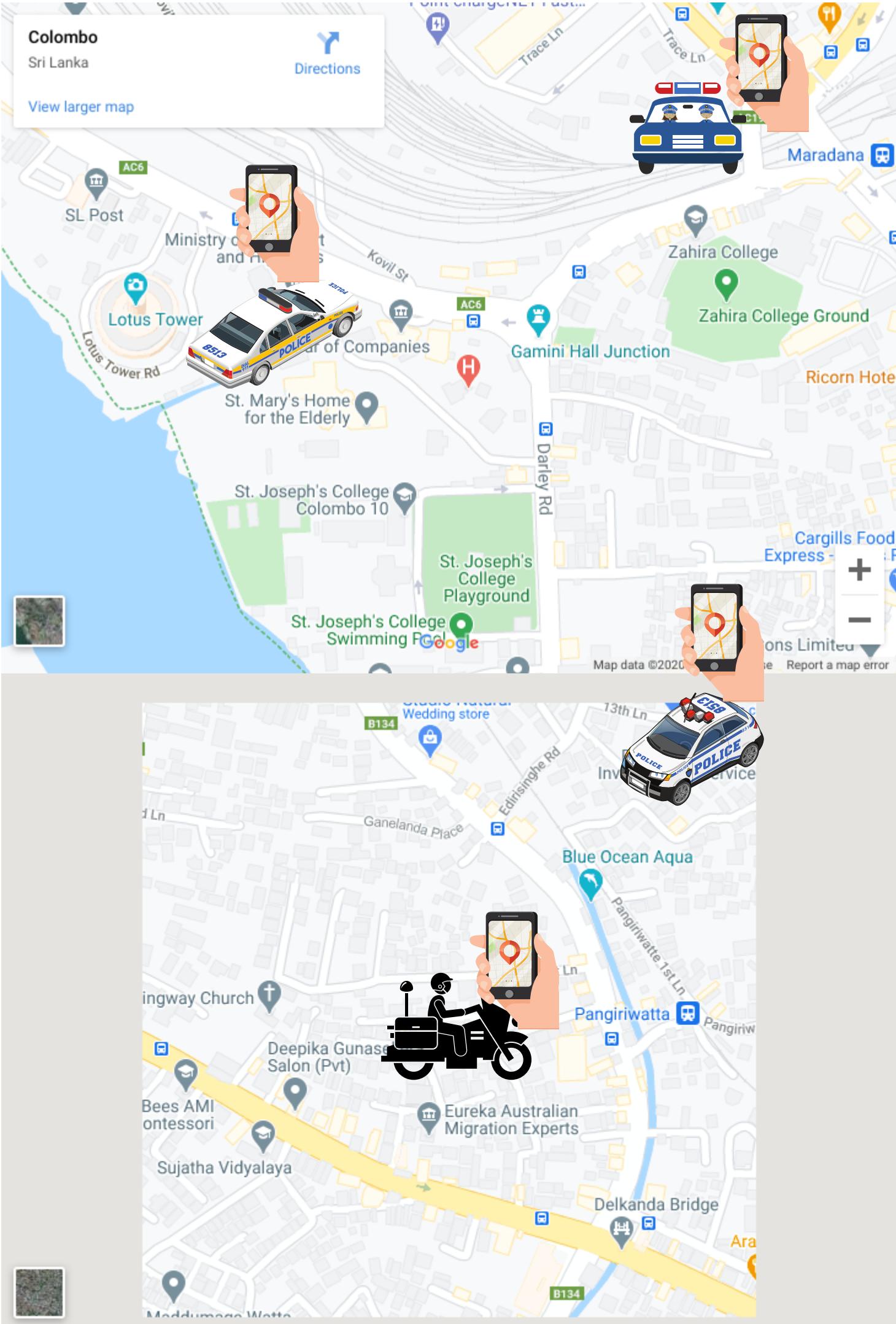
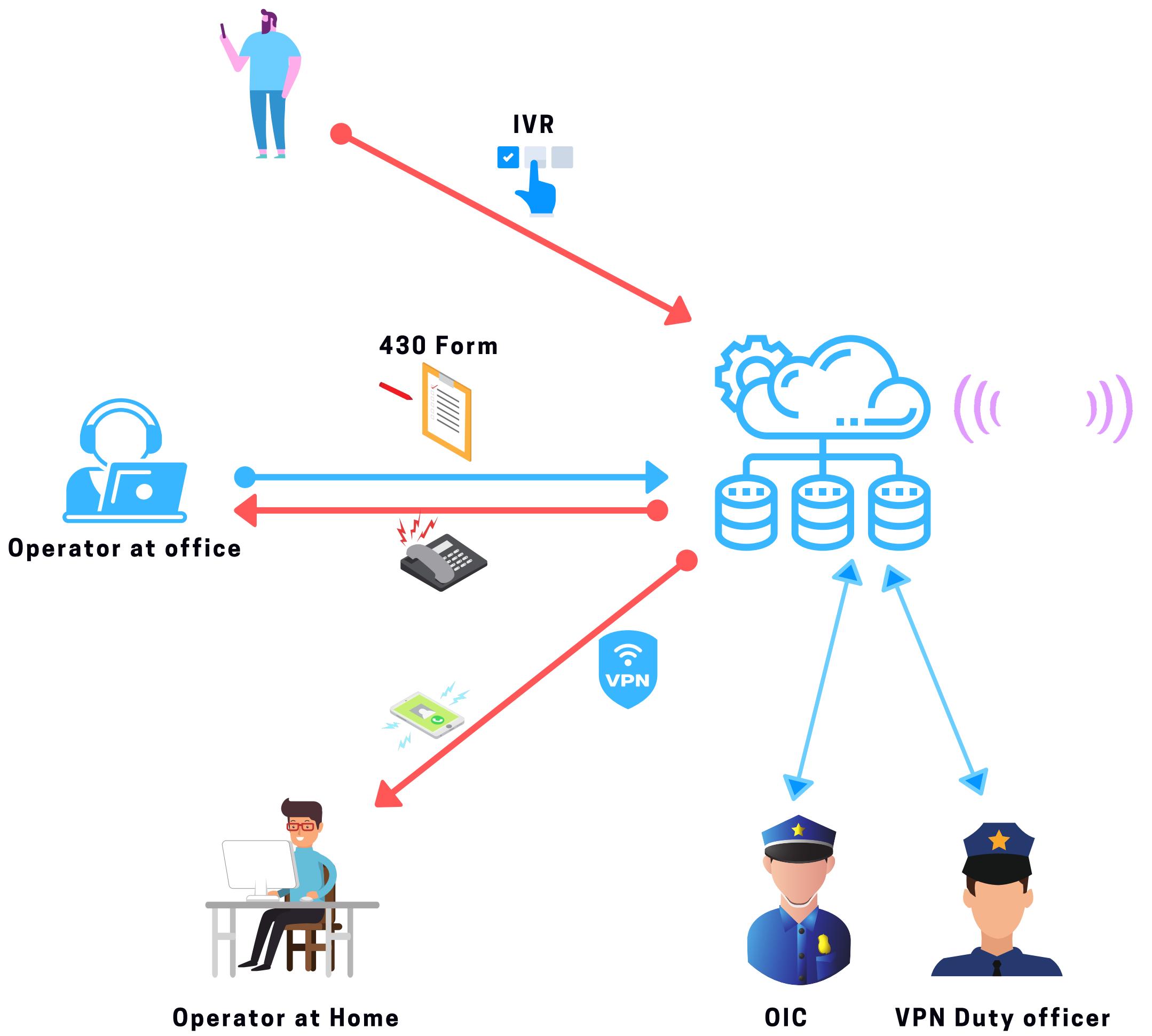


EMBASSY OF BRAZIL



CRUSADER
SPORTS & LEISURE TOURS







MOBILE OPERATOR TRACKING

Supervisor can view all allocated mobile officers live locations and case status.

LIVE DASHBOARD

Supervisor can view all allocated mobile officers through a map.



CASE PRIORITY

Depending on the case emergency system will prioritize the case emergency



Priorities

- 1
- 2
- 3

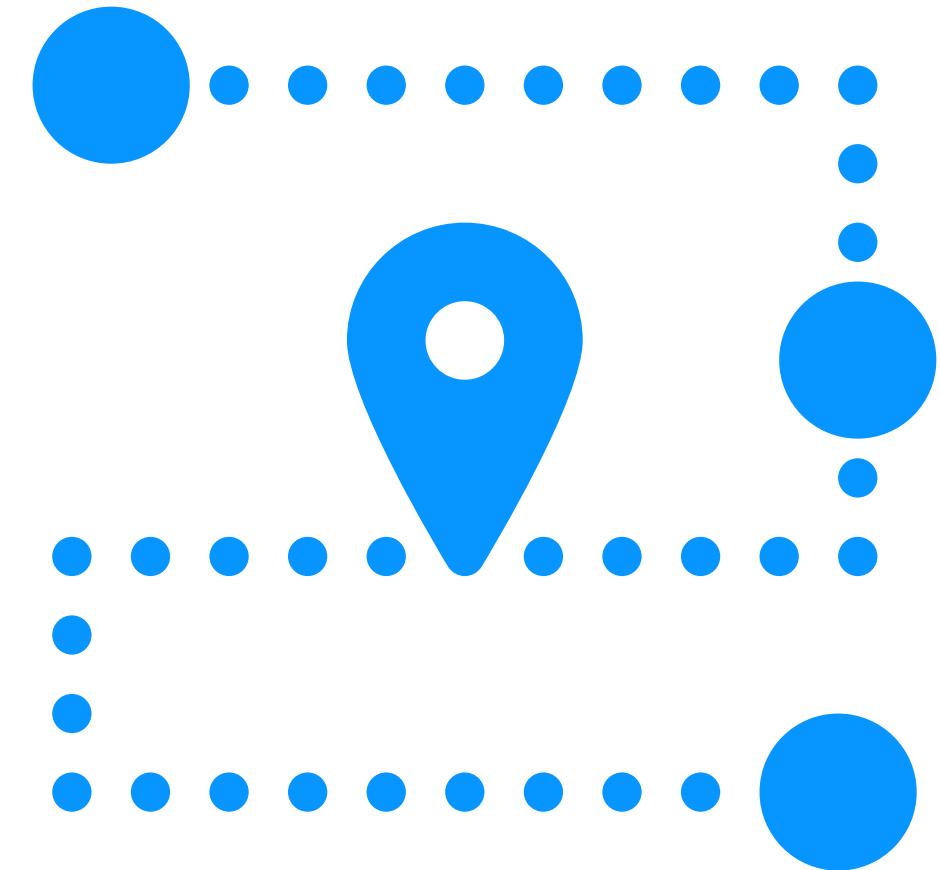


CASE QUEUE MANAGING

Depending on the call emergency system will automatically prioritize the call queue

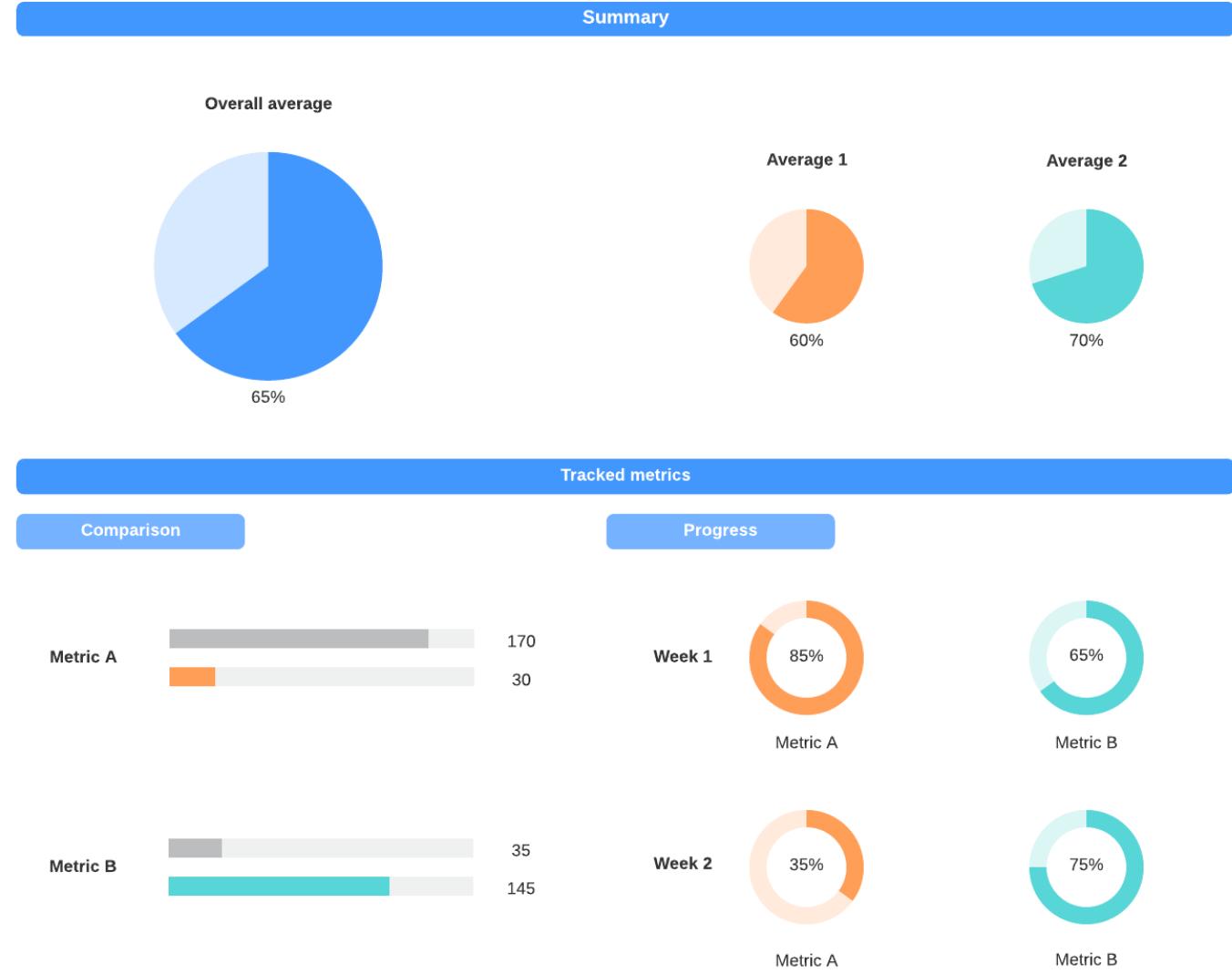
MOBILE OPERATOR ALLOCATION

- The system provides the location base servers for assign nearest mobile operator by.
- OCI or officer can view mobile officer availability with status, such as busy, ideal..
- And also can view time to arrive mobile operator to emergency spot



PREDICTIONS

- How much resources we need for call operators, mobile officers and etc.
- Which area we need to consider for high security using historical data.
- We can introduce a new methodology to avoid emergency cases



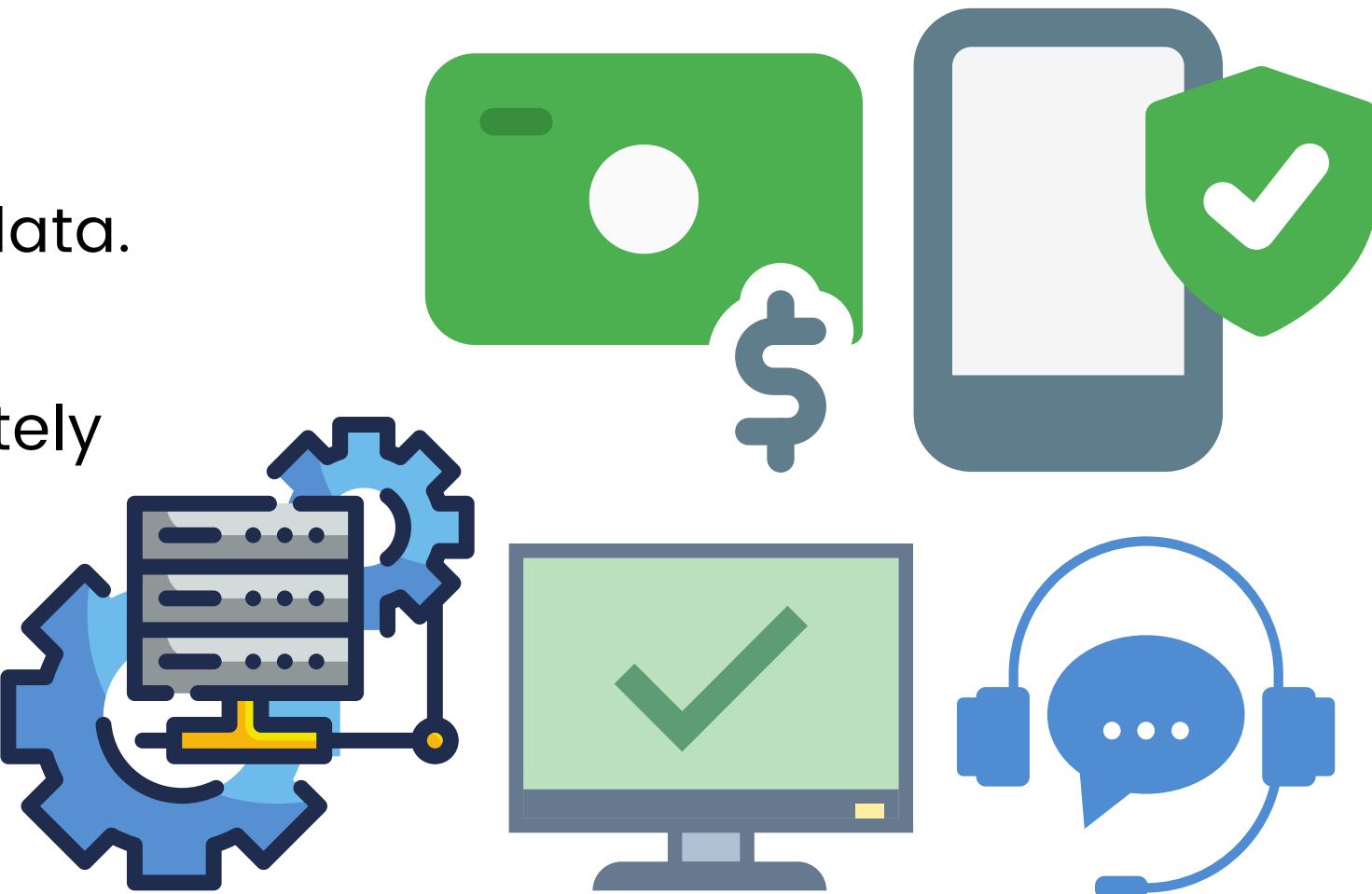
STATISTICS & REPORTS

- How much time to spent a particular case.
- Call operator efficiency.
- Yearly, Monthly and weekly reports.
- Mobile operator efficiency.



SYSTEM KEY BENEFITS

- No need to maintain manual records(Files / hard disk etc.)
- Utilize maximum employments.
- Provide accurate and efficient services.
- Analysis statics and provide the action plans according.
- Minimize the human interactions and automate the 119 services.
- Populate trust services among public.
- Encouragement and increment for effective officers.
- Provide high availability system for 119 services.
- Provide accurate and efficient backup for infrastructure and data.
- Provide effective on site 24 support.
- In the case of a pandemic/disaster connect 119 officers remotely to centralize automation system



SECURITY

- All sensitive data will be encrypted through the system,
- Data visibility depends on the user access level.
- Implement the system access verification through an access code or notifications system.
- Provide system access audit reports.





WORK FROM HOME

- Allow 119 officers to connect to the system with authentication

PUBLIC MOBILE APP

- We will develop a mobile application for public users to submit cases.
- Users can share the location, images, and videos related to emergency cases.
- 119 officers can easily attend to the cases with less time



R & D SOLUTION

- Furthermore, we are innovating emergency case reporter system without human interaction.
- Going forward, we are willing to integrate the same system to the emergency fire unit and suwasariya



Thank you!

