

CAPITA

999eye: enabling incident footage to be sent directly to the Control Room



EMERGENCY
STREAMING

INSIGHT

RESPONSE

SAFETY

Situational awareness for Dispatchers

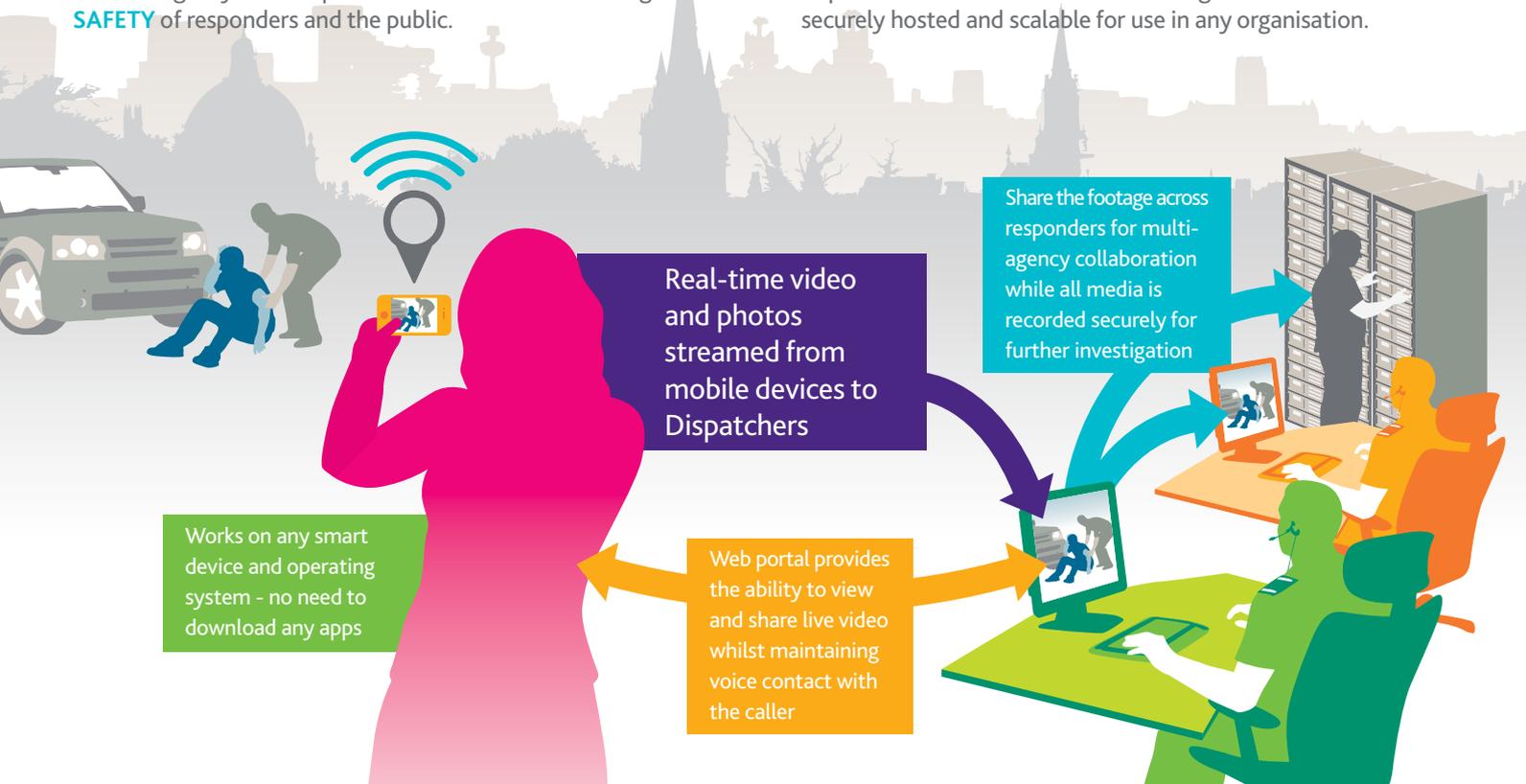
Dispatchers are under time pressure to question 999 callers to ascertain what is wrong, where they are, who they are and who is in danger in order to dispatch the right resources.

999eye live footage offers instant 'on scene eyes' to the dispatchers; providing immediate **INSIGHT** which helps them to assess the scenario and, with caller's location visible, to better select the appropriate **RESPONSE** to the incident – either as a 'real-time', immediate response or for a 'slow-time', non-emergency follow up – while at all times considering the **SAFETY** of responders and the public.

Incident information for Responders

999eye live footage can also provide invaluable additional information to responders who have been mobilised to the incident.

The information provided, supplementing that which was initially taken from the 999 voice call, can provide further **INSIGHT** to the responders helping them to deliver the appropriate **RESPONSE** while ensuring the **SAFETY** of both themselves and the public. All the media is recorded securely as potential evidence for further investigation. The service is securely hosted and scalable for use in any organisation.



999eye enables a caller with a smartphone to stream live footage directly from their phone's camera into the Control Room, providing vital live footage. Together, with the caller's location, which is provided by way of GPS coordinates, the dispatcher can make a more informed decision on mobilising the correct resources.





How it Works

999eye does not require anyone to download and install an app. Instead it works via SMS text message or email. The dispatcher simply sends a text or an email to the smartphone of the caller. By clicking on the URL link contained within the text message or email, a secure 'one-time-use' live video stream is enabled*. The stream allows the dispatcher to see the incident, assess how serious it is and decide what and how many resources to deploy. Additionally the caller's location, via GPS coordinates, are provided to the dispatcher.

Importantly, no footage is stored on the user's device. And if the caller has poor signal, or the device doesn't support video, they can opt to send still photo images instead.

When integrated into an agency's Control Room, the video captured by 999eye can be downloaded and stored in order to secure crucial evidence as an incident unfolds.

Although, public safety is of paramount importance and 999eye should be used at the discretion of the dispatcher based upon authorised operating procedures to ensure that members of the public are not placed at any risk when using the service.

**subject to handset compatibility*

System Features

- ⚙ No app required - works on any smart device and operating system
- ⚙ Confirms caller location via GPS coordinates, to speed response
- ⚙ Secure, one-time-use link sent by SMS or email
- ⚙ Real-time live video stream viewable by dispatch personnel or supervisors
- ⚙ Maintains voice contact with caller while images are transmitted
- ⚙ Still images available in lower signal coverage
- ⚙ Secure & accredited cloud-hosted service
- ⚙ Can reduce hoax call mobilisations

Operational Benefits

- ✔ Knowing what is going on in real time at an incident location is critical - **Protecting lives can be made much easier**
- ✔ Arriving uninformed is risky and can impact decision making - **Accurate information can be supplied to responding units which can save lives**
- ✔ Capturing video communications as incidents unfold is a reality of the mobile age - **Collecting potential evidence early in an event's lifecycle is invaluable**
- ✔ Hoaxes or misuse of valuable resources is expensive - **Categorising situations quickly reduces costs**
- ✔ Easy and quick assessment of situations - **Efficient dispatch decisions means effective use of resources**
- ✔ Contact Centre ready application that is secure and scalable - **Easy to adopt service with minimal training**
- ✔ Provides location services - **Once the caller begins streaming video the dispatcher receives the GPS coordinates of the caller's device**



Product Innovation Zone



Capita Secure Solutions & Services
Methuen Park
Bath Road
Chippenham
Wiltshire SN14 0TW
United Kingdom

✉ sss.info@capita.co.uk

👉 www.capita-sss.com

🐦 @999eye1