

CTA-CODIS CASE STUDY

A HYPOTHETICAL SOLUTION BY EASY MULTI-DISPLAY

Crisis management is complex, unpredictable, and creates high-pressure situations. These environments require information fast and depend on the reassurance that teams are cognisant and working together. Time is critical and mistakes are costly. These situational variables are avenues of which emergency call centres and their teams must assess each day to ensure they are able to help those most vulnerable.

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THE PEOPLE

In France, "CTA-Codis", or "Salle du 18", is the central command room where all emergency service calls for the fire department are directed. For these teams the struggle of managing upwards of 400 calls per day, directing emergency front-line workers and liaising information created complex situations where vital information was not reaching those who needed it fast enough. Their command centre captains are often left frustrated and overwhelmed with facilitating this communication.

THE SOLUTION

This is where Easy Multi-Display has proposed an innovative solution to assist in revolutionising the share of information within these command rooms. Initiated through a previous installation within a CTA-Codis, this alternative solution provides end-users with a superior, seamless experience.

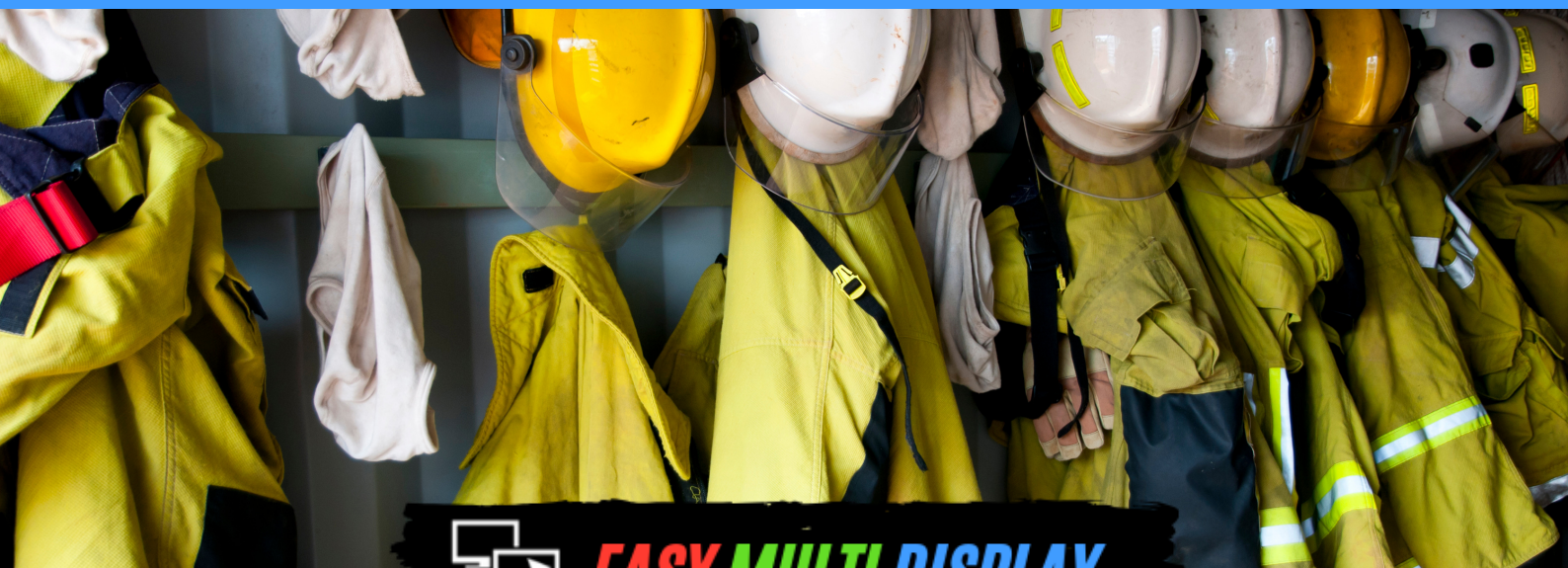
Building a unique video wall to cater to the needs of these command centres means that captains are able to share information instantly and capture the attention of the entire control room team. Situated at the front of the command room, a customised video displays all relevant and essential screens to assist in informing teams; Geo Artemis, Security Cameras, Body Cameras, Live News Reports, and Social Channels. Customisation and installation of this video wall means information is accessible and visible at all times, assisting in every day management and any arising crisis situations. With managing captains able to immediately change displays or overviews of the video wall, the EMD solution provides versatility for the team and means systems are able to grow and adjust to the needs of the facility.

Record, communicate, and analyse in real-time. This innovative installation of EMD within a CTA-Codis not only would facilitate situational management within the command room but also allow for evaluation tools after a situation has been managed. Firefighters specifically are able to assess recorded body-camera footage of events and determine errors or successes of management. This return of experience create a valuable best practice learning for teams and individuals. Ability to easily move the EMD system to external sites or premises without the need for purchase of new software or screens amplifies the adaptability for teams, with EMD becoming a central partner with CTA-Codis centres for crisis management.

THE OUTCOME

Flexible, interactive and customisable solutions are our EMD speciality. Crisis management demands systems that work with your team instead of complex technology that is not user-friendly. Facilitating accessibility through adaptable and instant communication systems means command centres and their teams would be informed for any situation and could make more informed decisions.

Whether we are catering for small businesses or large enterprises we take the stress out of showcasing multimedia on multiple displays. Contact our team today to discuss an Easy Multi-Display solutions for you and your team.



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