

More Efficient throughout the Alerting Process

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

The s.ONE logo, consisting of the text "s.ONE" in white capital letters inside a red circle.

s.ONE



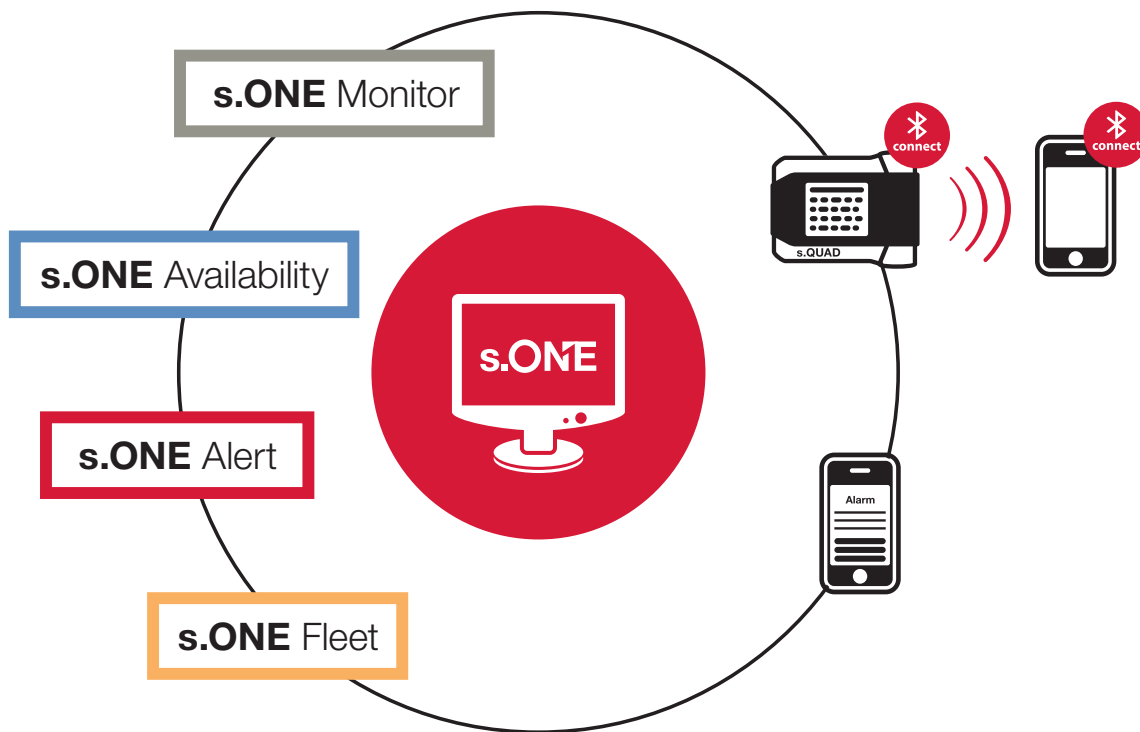
A More Effective Alerting Process

Targeted and efficient alerting and deployment of first responders is key to managing an incident effectively. Swissphone's Resource Management Solution – s.ONE – addresses this need, allowing dispatchers, fire chiefs 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 s.QUAD pagers from Swissphone, s.ONE delivers a complete, fully-developed solution for alerting, monitoring and resource management.

Efficient throughout the alerting process

- **Before alerting:** thanks to s.ONE, dispatchers and fire chiefs already know which emergency scenarios they can address with the available resources before an event occurs. If any temporary understaffing is detected, action can be taken before an incident occurs.
- **During alerting:** within seconds, the dispatcher alerts first responders with s.ONE. Together with the alert, they receive a text message on their pager, even when using s.QUAD Voice pagers on an analog alerting network. Responders use their terminal to notify whether they will attend. Their answers are displayed on the s.ONE dashboard as an intuitive, easy-to-read color-coded diagram. s.ONE thus provides the dispatcher and fire chiefs with a constant overview of whether enough specialists are on their way and whether is necessary 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 compilation of reports showing how many first responders were alerted and when, 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 enables you to program pagers remotely, increasing security and efficiency by eliminating configuration errors and keeping data such as encryption keys confidential 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 s.QUAD connected to the gateway app on a smartphone via Bluetooth. s.ONE also features an app that allows feedback to be sent, independent of any terminal. This ensures that the control center 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
- » Customizable work interface
- » Automatic prioritization – 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 fire chief in real time how many and what kind of specialists – such as firefighters, 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 gaining a sense of how incidents can be handled even before they occur, thereby enabling fire chiefs to introduce counter-measures 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, s.ONE Availability and s.ONE Alert support two-way capable alerting terminals such as s.QUAD Voice or digital s.QUAD pagers connected to the s.ONE gateway app on the smartphone via Bluetooth.* These pagers allow the first responder to notify the dispatcher of status changes and to give feedback after receiving an alert. These pagers also allow to being alerted via cellular or Internet (Hybrid Alerting).

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 gateway app through cellular networks to the s.QUAD 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. For customers who are only starting to migrate to s.QUAD pagers, s.ONE features an s.ONE app that allows alerts to be received. The alert can be triggered directly in s.ONE, or from the CAD software via an interface to s.ONE. This makes s.ONE a viable fallback option for the CAD 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
- » Prevents costly excessive alerting systems

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 re-created 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
s.QUAD Voice*	•	•	•**	•
s.QUAD*	•	•	•	•
Other Terminals				•

* BLE support subject to mobile device type and operating system. ** No POCSAG support.

Higher Efficiency

Secure Terminal Data and Encryption Key Management



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

«At ZRF Saar, we found that the decentralized pager programming desired by our clients re-presented a challenge in terms of ensuring both data protection, and reliable alerting. Since no appropriate solution was available ready-made, we had to centralize 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.

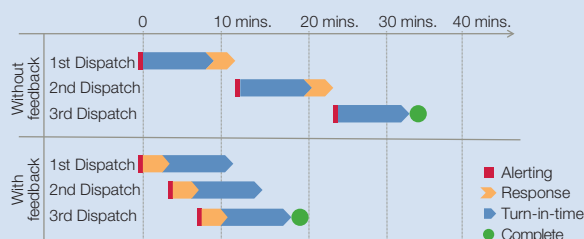
Furthermore, s.ONE Fleet helps us to ensure, with minimum effort, that all devices are equipped with the latest firmware throughout their entire life-cycle, which means that they benefit from the continual improvements of Swissphone's development team. Meanwhile, sensitive data such as key files and the RICs of third-party organizations remain protected from unauthorized 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

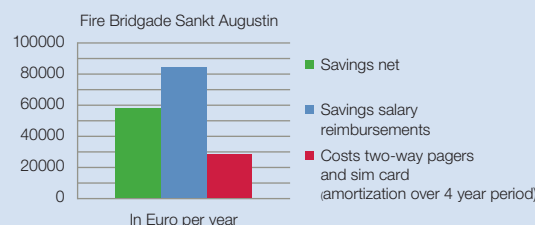
In the German federal state of Saarland, which has some 13,000 fire and rescue volunteers, alerting is coordinated centrally via ZRF Saar, the Integrated Control Center of Saarland. Because first responders can instantly send feedback over RES.Qs, the dispatcher can immediately follow up with a second and third dispatch if necessary. ZRF Saar has reduced the time it takes to alert the required number of volunteers and deploy them to an incident by up to 15 minutes.



Two-Way Paging allows you to reduce engagement times by up to 15 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, equal to USD 96,200. This is due to the implementation of 181 Swissphone two-way pagers. These devices help to reduce over-alerting by allowing volunteers to quickly notify the control center of their availability. This reduces the compensation that it must pay employers when they release employees for fire duty. The cost of two-way pagers and SIM cards is deducted (amortized over four years) from these annual savings. The acquisition costs are €28,200 per year for 181 devices (€112,800 divided by four). The net benefit is, therefore, €56,200 per year (€84,400 minus €28,200). The two-way pagers pay for themselves 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

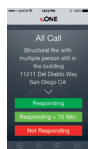
Real-time information on team availability, per station or dispatch groups

s.ONE Alert

Quick, targeted follow-up alerting with paging, e-mail or text message

s.ONE Fleet

Central pager 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



s.QUAD Pager

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



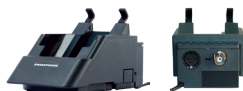
s.QUAD Gateway App

- 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)
- Leather case (RES.Q)



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