

A CLICK AWAY

Civil Defence continues to apply the 24X7 DCD project as one of the sustainable strategic online protection projects in all buildings and facilities

The Dubai Civil Defence has introduced a unique platform that will help the emirate's residents to report an emergency situation in their premises in the easiest possible way. The Direct Alarm System for homes connects the residents to the state-of-the-art Dubai Civil Defence 24x7 Command Control Centre, thus enabling the building occupants to alert Dubai Civil Defence in the event of a fire or any life and safety incident at their premises with the click of a button.

The unique solution is co-developed by the Dubai-headquartered Pacific Controls, the leading provider of ICT enabled managed services and converged engineering solutions for buildings and infrastructure projects globally.

The Direct Alarm System allows citizens to report an emergency alarm to

Dubai Civil Defence with the click of a button. The system provides the best possible chance of an emergency being dealt with, before it has chance to take hold and cause substantial loss. The new solution adds more power to DCD's 24x7 Direct Alarm System and enhances the organisation's capabilities to monitor live and react to situations even before the personnel have reached the accident site.

The primary advantage of the Direct Alarm System for homes is the increased ability to raise an alarm immediately, when needed, at the shortest possible time and in the easiest way. All special information on the residence including location map, shortest route to the building, building picture and exit-entry points are pre-populated in the system, which comes up on the computer screen at Dubai Civil Defence control room whenever an alarm is triggered for immediate dispatch.

The Direct Alarm System for homes uses the latest technology to save lives and protect residents by connecting the premises to the Dubai Civil Defence Command Control Centre, where alarms are monitored, false alarms are filtered out, and genuine alarms trigger the rapid dispatch of an emergency response vehicle at the click of a button.

The state-of-the-art 24x7 DCD Control Command Centre is set up by Dubai Civil Defence in the headquarters of Pacific Controls, the Middle East's first LEED certified platinum-rated Green Building.

Dilip Rahulan, Executive Chairman, Pacific Controls, said: "It has been a great privilege to work with the Dubai Civil Defence. Over the years, the Dubai Civil Defence has built unrivalled civil defence combat capabilities. We are happy to have been a partner in their journey and will continue to develop and provide the latest solutions that will help Dubai Civil Defence to achieve its objectives."

A residential unit is connected to the Command Control Centre enabling building occupants to alert the Dubai Civil Defence in the event of a fire or any life and safety incident at their premises. The alarm once reported provides dispatchers with a detailed view of the location and readiness of all the emergency service vehicles at all times.

Using state-of-the-art machine-to-machine (M2M) technology, and a world-leading 24x7 DCD Command Control Centre on a cloud computing platform, this wireless system replaces the outdated terrestrial line-based system to deliver faster response times and higher efficiency.



KEEPING YOUR FAMILY SAFE AND SECURE

Give your Family 24x7 Protection with the Direct Alarm System for Homes.

The Dubai Civil Defence (DCD) introduces the Direct Alarm System for homes. Now your family can be protected against any life and safety incident at the push of a button, which alerts the emergency services to respond immediately. With just a one-time investment of AED 1,900 for the system and an AED 500 annual service fee, you can get round-the-clock peace of mind.

By registering, the people of Dubai and Dubai Civil Defence can make this city the smartest and safest in the world.





For more information, please email us at DCD24x7@dcd.gov.ae or call us at Tel: +971 4 705 2312 or +971 4 886 9025. Alternatively, select the registration tab on the Life and Safety Portal, <https://ls.24x7dcd.ae> and register online.

24x7 Protection For The Whole Family