

Best of breed solutions

Pacific Controls' National Life and Safety Services Delivery Platform can build on the existing capabilities of agencies responding to emergency

The Pacific Controls 24x7 National Life and Safety Services Delivery Platform helps government agencies to save lives and protect property. This innovative system is a central communication and information management platform with situational and geographic awareness. It allows all authorised persons to access relevant and up-to-date information at any time, from any location, using almost any web-enabled device, and provides seamless service integration with smart phones and tablets using a mobility platform.

The system manages and pro-actively maintains, early warning systems, emergency alarms and vehicle fleets and also co-ordinates evacuation plans and search and rescue operations. It supports first responders whether they are at the emergency service headquarters, the emergency control room or attending an incident. The open platform allows best-of-breed solutions to work together and can build on the existing capabilities of the agencies responding to the emergency.

Dubai Civil Defence (DCD) is responsible for emergency response in Dubai and was keen to increase the safety and security of its citizens. It was faced with some problems with buildings in which the fire alarms and safety equipment sometimes failed to work when needed. In addition, there were numerous occasions where the emergency services would be called out to false alarms. DCD was also keen to improve its response times to genuine alarms.

Dubai Civil Defence formed a partnership with Pacific Controls to connect the fire alarms and fire fighting systems of all its buildings in the city to Pacific Controls end-to-end managed services in order to use the National Life



and Safety Services Delivery Platform for remote monitoring and to provide real-time management of the emergency vehicle fleet. The managed service identifies faults for immediate repair, prioritises alarms and ensures the most suitable vehicle is despatched to any emergency as quickly as possible.

Delivered value

The real-time alarm monitoring and information management platform delivered for DCD seamlessly integrates alarms, dispatch and fleet management. Remote monitoring of all life and safety equipment allows DCD to proactively maintain emergency alarms and first-responder vehicles so that systems are ready to use when an emergency occurs. This helps ensure that the right services are dispatched as quickly as possible. It supports first responders whether they are at the emergency service headquarters, the emergency control room or attending an incident; and provides them with detailed information about the location of an incident, including site plans. Faster response times can prevent emergencies from escalating and this has helped to reduce the number and the impact of serious fires and other emergency incidents in Dubai. This, in turn, has resulted in a significant reduction in the number of lives and properties lost.

Pacific Controls Solution

Pacific Controls has developed a world leading system that uses ICT to manage alarm systems and emergency response. It has been deployed to great effect by Dubai Civil Defence. It addresses:

Prevention: Through ensuring that safety equipment in buildings is maintained and continually monitoring alarm systems to check they are working.

False alarms: Using proven techniques to allow operators to identify false alarms before emergency services time is wasted.

Faster response through improved alarm handling, greater knowledge about vehicles whereabouts and equipment, and information sharing about the emergency and the site.

Readiness of equipment: The system manages the maintenance and location of vehicles and other equipment used by the emergency services.

Co-ordination during an incident: The system stores information about the buildings covered, location of water points, escape routes, etc and can share the information rapidly with first responders. It also tracks the vehicles and can quickly identify the nearest vehicle that is ready to go.

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