STREAMING TECHNOLOGY GIVES CONTROL ROOM OPERATORS EYES ON THE GROUND AT EMERGENCY INCIDENTS

PRESS RELEASE
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Technology leader APD Communications has released ground-breaking streaming software providing unparalleled visibility from emergency incidents and potentially a huge range of other situations.

APD Stream enables control room staff to send a simple Uniform Resource Locator (URL) link via text message or email to a caller reporting an emergency incident, enabling them to livestream video from a smartphone or other device at any location.

This gives the control room operator eyes on the ground at the caller's location, enabling them to assess any situation rapidly and effectively and make fully informed dispatch decisions.

APD has introduced the technology as the latest tool to support emergency services control room teams to protect the community and potentially save more lives.

The simple and seamless software also has a pioneering voice and text language translation function, saving vital time and resources, and a private chat facility for callers who may be in a situation where they are unable or frightened to speak.

APD Stream quickly gathers critical information in real-time through secure access to incidents as they unfold, which could include control room employees connecting live to frontline police officers wearing body cameras.

Information can be shared with multiple agencies and can also benefit other organisations outside of the emergency services, including home visits by housing association workers, tradespeople, triage calls for hospital or GP appointments, and security and stewarding at events venues.

APD Stream could even support utilities companies or breakdown services, including drivers of broken down vehicles who need a problem assessing, and insurance companies which need to visibly inspect damage to household furniture.

Mike Isherwood, Managing Director of APD Communications, said: "Stream has the potential to help the public engage with many different organisations, businesses and sectors to overcome the need for some home visits, particularly during the COVID-19-19 pandemic, whilst delivering a world-class service.

"For users, there's no need to download an app and for organisations they can engage effectively with the public and make records of incidents and investigations, including footage and conversations in multiple languages which can be revisited at a later date.

"Stream also enables organisations to useGoogle Maps within the application, including location and Street View, allowing someone to be dispatched to the person in need, should the need arise.

"We understand the extreme challenges and pressures operators face when deploying resources and Stream can play a vital role in informing them to make the right dispatch decisions faster than ever before."

As with all of APD's innovations, the development of Stream has been supported by feedback from a user group of customers drawn from emergency services organisations, across a range of roles, from call handlers to IT infrastructure managers.

The introduction of APD Stream comes after the technology specialist launched APD Maps, the cloud-based software which optimises emergency services' response to incidents and enables blue light teams to reach locations rapidly with pinpoint accuracy.

APD Maps locates emergency responders, callers, vehicles, incidents, points of interest and even the nearest defibrillators anywhere at the touch of a button, providing enhanced visibility for both control room dispatchers and frontline teams. It also integrates with Google Street View, CCTV camera locations, real-time traffic flow information, highways data and automatic number plate recognition.

To find out more about APD Stream, or to arrange a demonstration of the product, visit www.apdcomms.com/stream

Further information about APD Maps is available at www.apdcomms.com/maps

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NOTES TO EDITORS

APD COMMUNICATIONS

- APD Communications creates secure, intelligent and connected control room and fleet technologies that help organisations protect and preserve society.

- Founded by two academics from the University of Hull and still based in the city, APD has developed cutting-edge digital technology for more than 35 years and is an acknowledged market leader in software development.

- APD made its name in the 1980s by designing and delivering the world's first real-time bus tracking system, which then became the industry benchmark. Later, APD engineered the Eurotunnel control room communications platform, facilitating connectivity between the British and French borders and inside the tunnel itself.

- Today 69% of UK police forces employ APD's technology, while APD also services the national transport and aviation sectors. The London Underground runs safely and on time with assistance from APD technology, which tracks train locations and supports control room collaboration across the 250-mile network.

- Internationally, APD has an ever-growing presence, powering mission-critical control rooms in Sweden, Ireland and the United Arab Emirates. At Dubai Airport – the world's busiest international passenger airport with 77m passengers annually – APD's integrated control room solution keeps the operation safe, secure and running efficiently.

- APD runs the annual APD Control Room Awards, the only awards that recognise and celebrate the life-saving and life-changing work of employees working in control rooms operated by the emergency services and other critical control operations. Launched in 2017, the awards are supported by a host of leading organisations operating in the emergency services and critical control sectors and attract hundreds of entries highlighting the extraordinary contribution to the public and society of control room employees and teams.

- APD also stages International Control Room Week which celebrates the unseen work of control room operators worldwide. In 2019, the campaign was supported by 230 control room operations and more than 11,000 personnel from police, ambulance, fire and coastguard services across the UK, as well as control rooms from as far afield as Australia and India.

- In 2019 APD became part of Northgate Public Services (NPS), a wholly-owned subsidiary of NEC Corporation, a global leader in information and communications technology (ICT).

- For more information, visit www.apdcomms.com