

# BAPCO<sup>2020</sup>

The Annual Event for Public Safety Technology

10 - 11 MARCH 2020

RICOH ARENA, COVENTRY

[BAPCO-SHOW.CO.UK](http://BAPCO-SHOW.CO.UK)



***Something is fishy in the network:***  
Using AI and crowdsourced network  
information to improve reliability of the  
critical network

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**Mentura Group**



# mentura



MENTURA GROUP LTD Provides software solutions, products and consultancy that help public (state security, public safety, etc.) and private organisations to Improve the safety, security and efficiency Of Critical Operations.

Located in Helsinki, Finland and Dubai, UAE

## Customers



Network Operators



User Organisations



Integrators and  
system vendors



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A FISH



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# Crowdsourcing Network Information

Collecting User Experience and Network Data  
from End-User Devices

Common in commercial networks

How come not in Professional Networks?

User organisation  
interest?

Sensitive  
data

Dedicated  
network

No device  
support

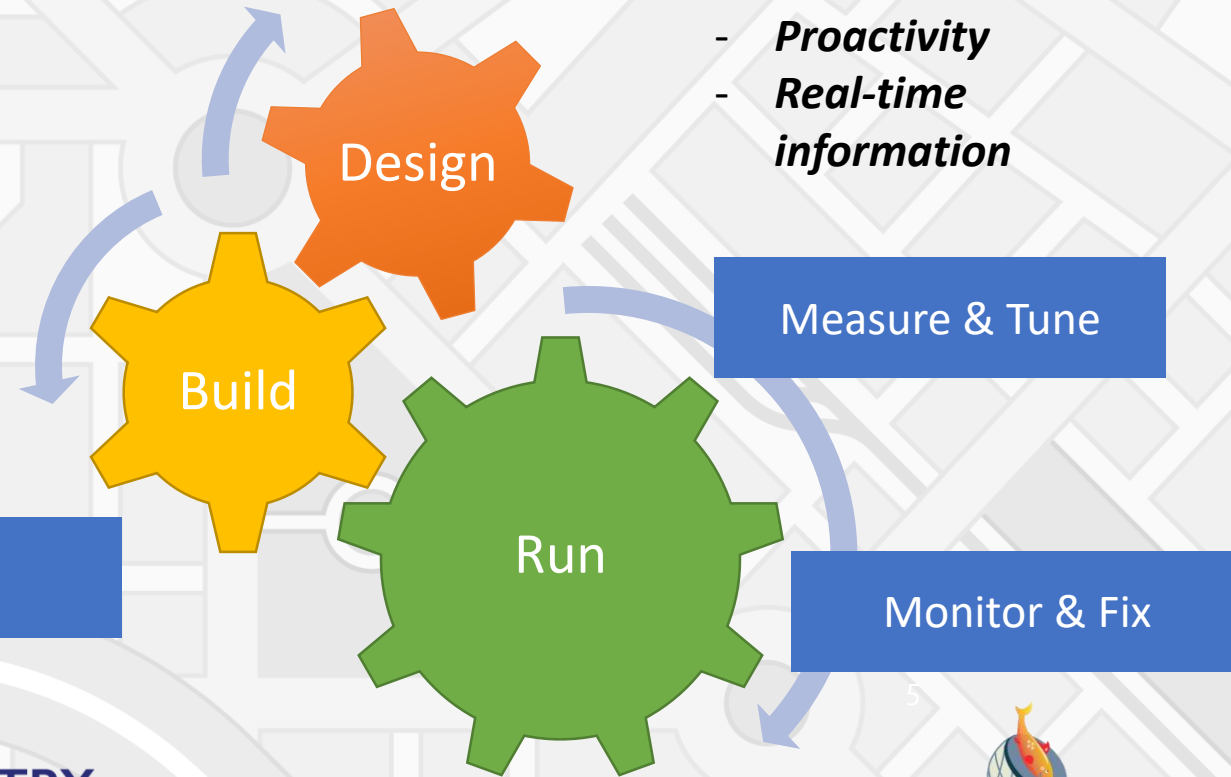


# CRITICAL NETWORK SERVICE

Technology may be evolving. The basic user need stays the same

"It just needs to work every time I need it"

*Will this be easier or more difficult to fulfil in the future?*



*Critical Network Problems become urgent if incidents occur:*

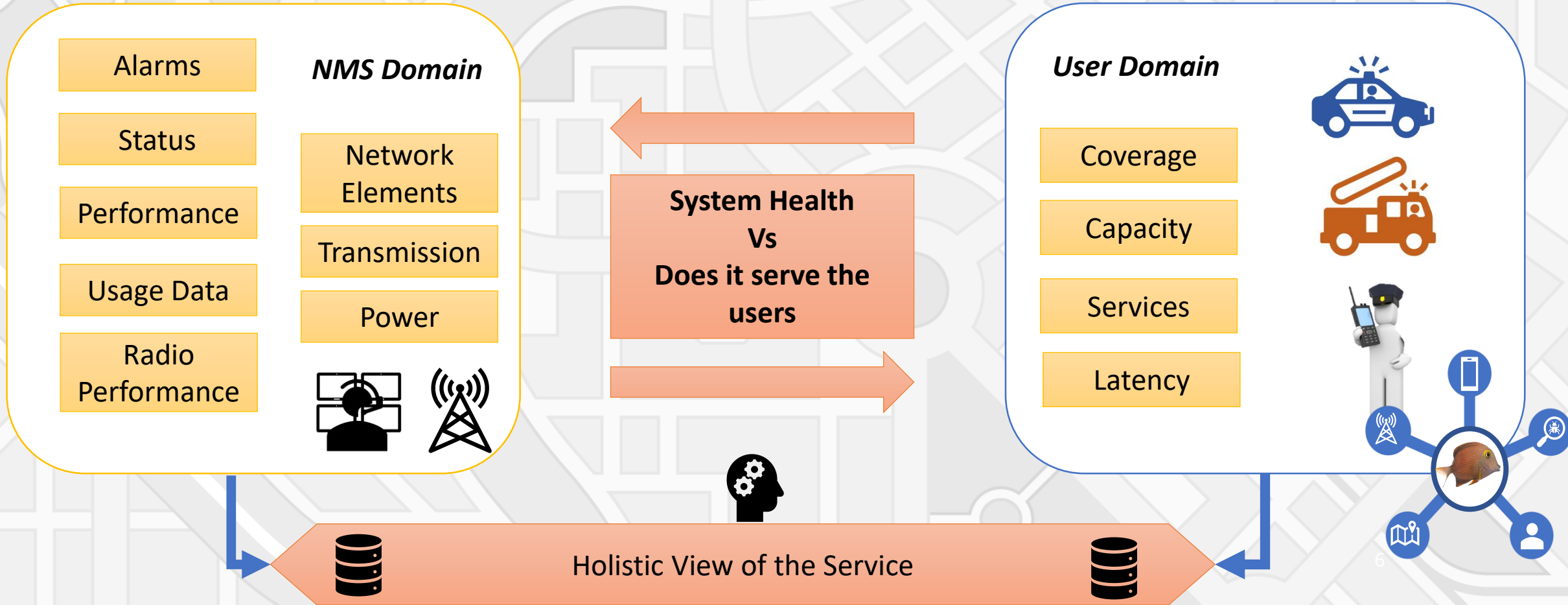
- *Proactivity*
- *Real-time information*



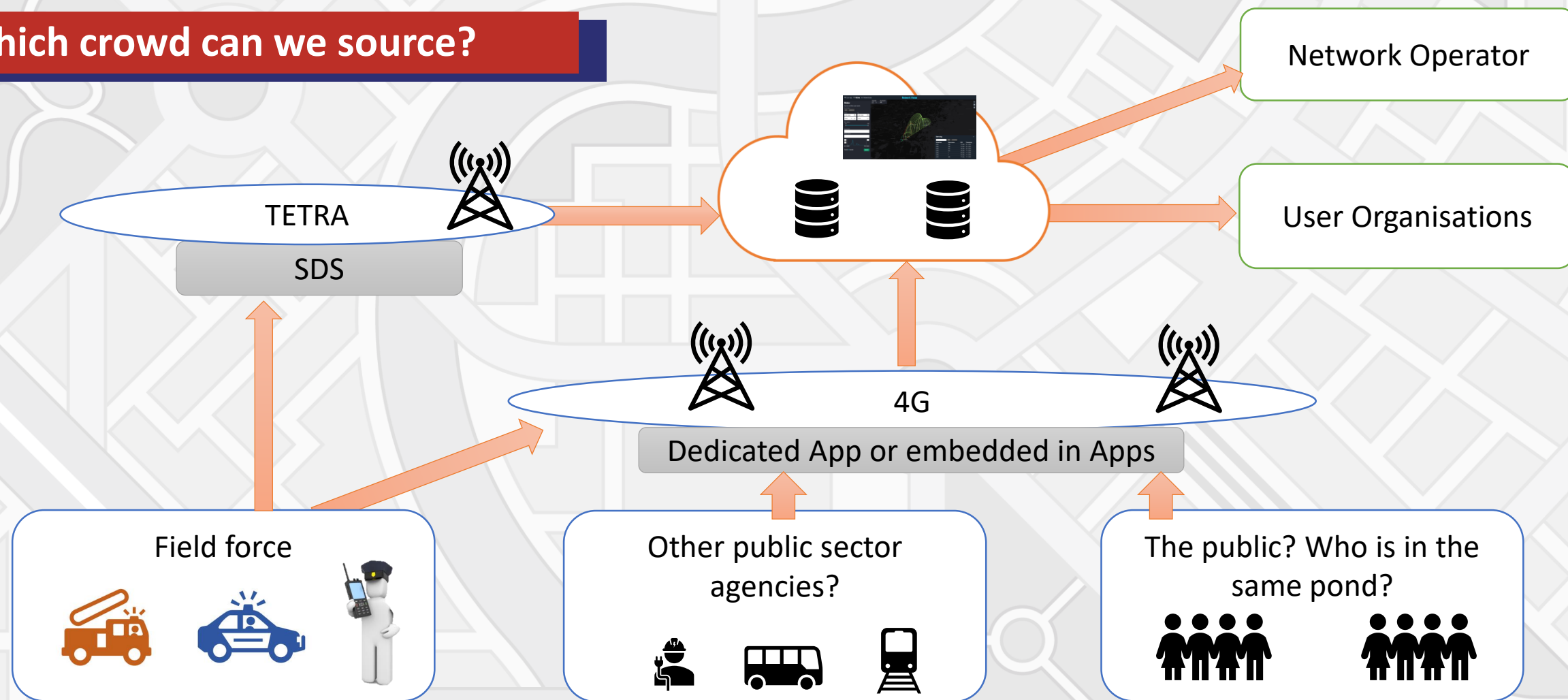


## What can we monitor?

Crowdsourcing closes the monitoring gap.



## Which crowd can we source?

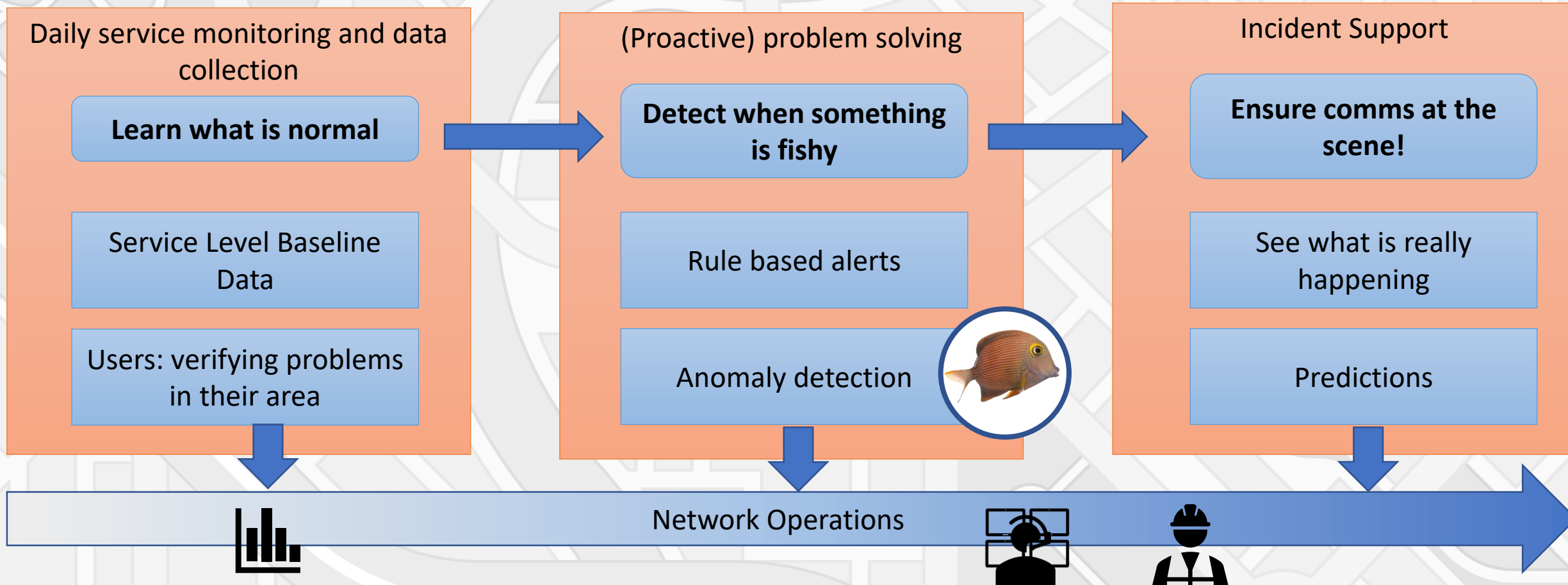


# Analytics & Proactive Problem Solving

## TARGET OUTCOME:

Users: More reliable communications service.

Operator: Improved operational efficiency.





# Challenges

**Agreeing on data sharing with user organisations. Goes both ways. How anonymous is it?**

**Deploying the data collection to relevant terminals. Creating the "sensor network".**

**Tuning the algorithms to give relevant notifications. Can get noisy...**

**Identifying WHAT TO DO with the notifications!**

Dealing with important issues before they become urgent



**THANK YOU!**



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