

Portrait Locate™

Pinpoints 999 mobile and fixed line callers in seconds

The quality of service from emergency services call centres is deteriorating and Chief Emergency Services Officers are under scrutiny for underperformance and falling standards. In spite of the rise in the use of mobile phones, more than half of the UK's emergency services are unable to pinpoint the location of the caller and potentially life threatening delays are commonplace.

Mobile callers make up more than half of the 43 million 999 calls made in the UK each year. Yet the majority of the emergency services rely on the caller to identify a local landmark in order to locate them. Horror stories of long delays are many and just over half of Britain's Chief Constables and Fire Chiefs are having to explain serious falls in the standards of their emergency services.

Problems are exacerbated still further by the increase in hoax calls that have the potential to divert crews from real emergencies and can result in a loss of life. Hoax calls waste time and represent a huge drain on resources. Many could be avoided if emergency call centre operators could identify the location of the callers.

Since 1998 the emergency services have been able to automatically locate 999 callers dialing from landlines. This potentially life-saving technology is now available for mobile phone callers as well.

BT handles about 80 per cent of all emergency calls from fixed and mobile networks. Calls are given priority connection via the public network to one of seven operator service centres run by BT Retail's customer contact centre unit.

System pinpoints 999 mobile callers

Mobile phone users dialing 999 or 112 can now be automatically located by the emergency services thanks to a collaborative effort involving BT and mobile operators O2, Orange, Vodafone and 3.

Following a 999 call from a mobile, the location data from the mobile network is passed to a BT holding database – allowing the Emergency Authorities (EAs) to access it automatically over existing secure data links.

BT's Enhanced Information Service for Emergency Calls (EISEC) gives the UK one of the most advanced emergency services call data systems in Europe.

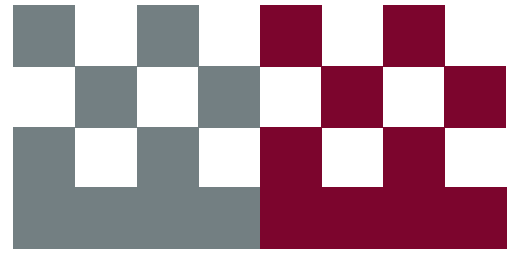
But until now, the ability to connect to BT's EISEC database has only been available through expensive ICCS communications solutions or as a limited integration from a small number of Command & Control systems and implementation can be lengthy.

Now there's a better option for emergency services who need simple EISEC connectivity to provide a quick solution to help ease the pressure of underperformance.

Introducing : Portrait Locate – BT EISEC Connectivity Solution

Portrait Locate™ and its EISEC connectivity service, is part of the extensive Portrait Emergency Services Contact Handling Solution. Portrait Locate™ is available as a stand-alone, thin-client application, or as a flexible, background software service that integrates with existing Emergency Services applications such as Command & Control, GIS mapping or telephony switches and services. Portrait Locate is also designed to integrate with Cable and Wireless ALSEC service, available via CJX.

Portrait Locate™ gives Emergency Services a low-cost, software only, caller location solution with easy management control.



SOFTWARE™
Portrait
Portrait



Customer Spotlight

Portrait Locate is in live operational use at Norfolk Constabulary and West Midlands Fire. The solution helps call handlers save lives every day.

The Benefits

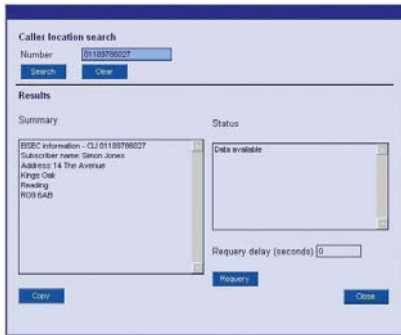
- Fast access to critical location information for all call handlers speeds up response times and helps reduce hoax calls
- A Browser-based application provides ease of deployment to call handling positions.
- Clear, intuitive presentation for faster response.
- Available as a complete application without the need for costly telephony integration or as an EISEC component, used to integrate with existing applications.

Portrait Locate functionality

The following results can be achieved without telephony integration, allowing a quick and low-cost solution to the emergency service operator.

Portrait Locate displays simple, easy-to-use browser presentation of fixed-line or mobile EISEC details on receipt of a 999 call. Extensive mobile data helps agents pinpoint the exact location of 999 callers minimising delays.

The browser based Portrait Locate client provides the following view of fixed-line EISEC details to a call handler when receiving a 999 call.



Contact Details

Europe

Portrait Software
The Smith Centre
The Fairmile
Henley-on-Thames
Oxfordshire, RG9 6AB, UK

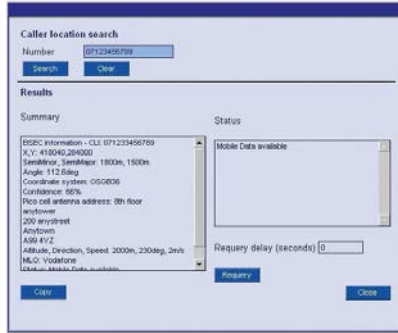
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Presentation of mobile EISEC details

The Portrait Locate solution recognises the return of extensive mobile call data from the EISEC service and provides the following view to a call handler.

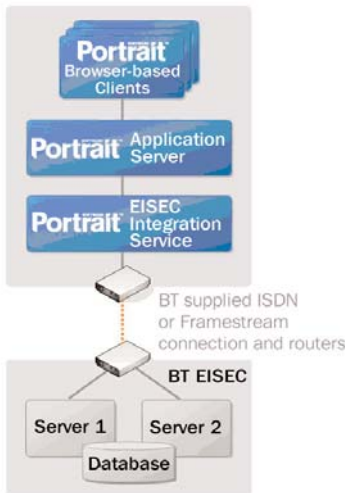


Administrative functions

A number of administrative tasks need to be completed and are all provided from within the Portrait Locate solution:

- User administration, adding and managing authorised users
- Manage EISEC gateway server
- Manage EISEC account
- Amend EISEC password

Portrait Locate™ Solution overview



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Portrait Emergency Services from Portrait Software

BT EISEC Connectivity is part of Portrait Emergency Services, the call handling and response management solution that delivers fast and effective public contact handling for emergency and non-emergency calls.

An optimised call-handling desktop, configurable process engine and rich integration to supporting command and control, gazetteer mapping systems and other back office systems providing a single view of the contact. Portrait Emergency Services delivers improved 'Customer' service, greater public confidence in the service, improved decision making, business process efficiency and lower operating costs.

Portrait Software™ has 20 years' experience in developing customer interaction management software across a wide range of industries. We have a deep understanding of the challenges facing Emergency Services command centres and have proven that the right technology can dramatically improve emergency service response times and the way call agents manage emergency and non emergency calls. With Portrait Emergency Services quality of service is improved resulting in greater public confidence.

For further information on Portrait's Emergency Services solutions or to organise an on-site demo please contact us via email contactus@portraitsoftware.com

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