

Field Service Management Rescue



Emergency management of critical infrastructure and major damage event

- Map-based transportation- and deployment-dispatching
- Mobile applications for monitoring and on-site emergency response
- Centralized data management for distributed access

When restoring destroyed, critical infrastructure due to environmental* disasters, for example, and helping the population affected by them, a limited amount of rescue personnel and technical equipment must be deployed as quickly and optimally as possible. This is exactly where the **Field Service Management System** - **Rescue** comes in and supports emergency management.

Field Service Management - Rescue consists of a mobile component for on-site problem solving (repair, monitoring, securing hazardous areas, triage). This mobile component is complemented by a map-based dispatching application that is used to schedule resources in real time, such as technicians, rescue workers or transport vehicles. All components are based on a central platform that ensures fast, rule-based data access by the dispatching department and all persons and organizations involved in rescue and emergency services.

Provide optimal support for emergency operations. Control emergency actions electronically deploy rescue assets efficiently

The Field Service Management System - Rescue is the tool of choice. Rescue forces and emergency technicians receive planned measures with important, structured information displayed on their rugged mobile device in the form of interactive forms, e.g. for the repair of critical infrastructure. The processing status of each individual emergency measure is automated and reported back to mission planning in real time.



If necessary, the emergency planning team can quickly obtain up-to-date information on a hazardous situation that is difficult to survey, without putting themselves in danger. **ZenaDrone 1000** is an unmanned aerial vehicle that can be integrated into the emergency management system and provides images and measurement data from the hazard location in real time to emergency planning or emergency

personnel on site.

For rapid on-site problem solving, emergency responders or emergency technicians can also use **On-Site Remote Assist (OSRA)** to call a specialist ad hoc and at the touch of a button to share and discuss the damage picture on site, such as troubleshooting technical problems or treating the most seriously injured.





In the central planning component of the **Field Service Management System - Rescue**, the **dispatching** of all measures and operations of rescue forces, rescue vehicles, emergency technicians, remote specialists, etc. is carried out. Utilization situations and processing statuses can be viewed continuously on maps and planning boards. Dispatching is simple via drag & drop or semi-automatic.

All recorded emergency management data, whether via the mobile terminal, the OSRA, the ZenaDrone or dispatch, is centrally managed by the **Field Service Management System - Rescue** and can be made available to further, integrated (rescue) organizations, such as hospitals, police and utility companies.

About Tillerstack

With over 25 years of experience in technical resource and response management, we understand complex problems and deliver innovative solutions that are trusted by police and fire organizations.

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