



## MALMÖ MUNICIPALITY ALARM RECEIVING CENTRE SWEDEN

Malmö Municipality Alarm Receiving Centre optimises their workflow and capacity with the implementation of Innovative Security Manager™.

### Challenge

Malmö Municipality Alarm Receiving Centre (ARC), receives emergency calls, personal alarms, video and hospital alarms within the municipality of Malmö, Sweden. In recent years, Malmö was challenged with an important increase in the number of alarms and associated monitoring systems. Their main goals were to improve their monitoring capacity, as well as maintain the number of system operators. They were, therefore, seeking a unified platform that would handle all types of alarms in the same user interface.

### Solution

Malmö chose Innovative Security Manager™ due to its great flexibility and attractive pricing. Furthermore, the scalability of ISM was also a key factor as it meant that they could not only support their current business, but also the future growing business by monitoring alarms from other municipalities

### Innovative Security Manager™ features

- Reception of all alarm types
- Voice over IP (VoIP) for handling emergency calls

- Positioning of alarms and resources in an interactive map
- Automated instructions

### Results

With the implementation of Innovative Security Manager™, Malmö has been able to, without the need for increased staffing numbers, expand their business and market share, due to the effective alarm management system.



We save a lot of time thanks to the integration of different types of alarms in the same platform, and therefore we can increase the range of services we provide, with the same resources. We chose Innovative Security Manager™ because it best met our requirements for versatility, expertise and user-friendliness.

Ander Kjellberg

Section Chief, Technology and Security, Malmö Municipality ARC

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