



THE DANISH NATIONAL POLICE USES INNOVATIVE SECURITY MANAGER™ FOR INCIDENT MANAGEMENT

The Danish National Police receives and manages all their alarms and incidents in Innovative Security Manager™ at all their control centers. Their solution also includes our fleet management module, which tracks and communicates with all vehicles and mobile devices in real-time.

Challenge

A reorganisation at the National Police brought some challenges and requirements that were met thanks to the acquisition of Innovative Security Manager™, including:

- Consistent and documented handling of 1-1-2 alarms, personal protection alarms from correctional facilities and alarms from their own buildings.
- Correct automatic measurement of response times.
- Registration of the police presence in different parts of the country
- Verification of burglar alarms at stations not manned after working hours
- Tracking information for mobile devices

Solution

Since the first installation at the National Police control centers in 2004, ISM has been a crucial component for handling 112 alarms, assault alarms from local prisons and theft alarms from own unmanned buildings.

As further needs were arising, the solution was developed with new additional modules to meet those needs.

Innovative Security Manager™ features

- Alarm receiving and handling
- Dispatch module
- Fleet management
- UVP video module
- interGATE in mobile devices
- integration of Motorola ICCS

Results

Innovative Security Manager™ secured automatic measurement of response times at the police and therefore could reveal an improvement in their response times. The solution also provided data from tracking mobile devices used for inquiries, when police vehicles were, for instance, involved in a traffic accident.

Moreover, it was possible for the police to collect the data, that had been used to document police response times in selected alarm types, as well as measure the workload at individual police stations geographically 24/7.

INNOVATIVE