



OVERVIEW OF THE EENA CONFERENCE 2016

6-8 April 2016, Prague, Czech Republic

CONTEXT OF THE EVENT

Each year, the EENA Conference brings together European emergency services, public authorities, researchers and industry representatives to foster the sharing of best practices between all the relevant stakeholders. High-level issues will be discussed during the plenary sessions while operations and technical issues will be addressed during the parallel tracks, over 3 inspiring days. Also, participants might meet exhibitors who will be pleased to showcase their newest products in the exhibition area of the conference and to engage with attendees who are looking for innovative solutions in critical areas of emergency services. The 112 Awards Ceremony, which is run in conjunction with the conference, recognises and rewards some of the emergency services and citizens for their outstanding achievements in improving and promoting the European emergency number 112. The EENA Conference will welcome about 500 participants, including at least 200 delegates from emergency services and public authorities from over 45 countries from the EU and other parts of the world such as USA, Ecuador, Nigeria, Thailand, Nepal, Australia. Supplier organisations, researchers, telecom regulators, mobile network operators, Internet companies and officials from EU institutions will also attend the event. **LANGUAGE:** English



EVENT APP

To help delegates maximise the networking opportunities, EENA would like to welcome all attendees to be part of a total online event experience – the EENA 2016 App. This secure app is a unique benefit for participants, helping them to network with other attendees before, during, and after the EENA Conference 2016 by using PC-based web browsers and mobile platforms (iOS, Android etc). Join the EENA2016 app to:

- See the attendees' and speakers' profiles
- Send messages to attendees
- Set-up meetings with attendees and exhibitors
- Visit sponsors' "virtual booths"
- Create your own personalised event schedule

VENUE AND HOTEL

Clarion Congress Hotel Prague – Freyova 33 - 190 00 Prague 9, Czech Republic

The international four-star Clarion Congress Hotel Prague is a modern congress centre aimed at providing the utmost comfort to its guests and ensuring the top rate quality conference services. Its direct access to the metro station "Vysočanská" (line B) via the connected shopping gallery Fénix make this hotel popular both to individual guests and business clients. With the capacity of 570 seats and natural daylight, the Veduta Brasserie is the largest hotel restaurant where a wide variety of dishes are served for breakfast and lunch. The Benada restaurant, on the other hand, will delight enthusiasts of gourmet experience with traditional Czech dishes and international cuisine in the form of original recipes for lunch and dinner, all in an elegant atmosphere.

PARTICIPATION

FREE registration for public authorities' representatives and EENA Members (EENA Advisory Board 2016, Emergency Services Staff Network, EENA Network of Researchers)

REGISTRATION AND HOTEL RESERVATION (FROM 1ST DEC. 2015)

Please visit the event webpage at: <http://www.eena.org/events/eena-conference-2016>

CONTACT PERSON

EVENT COORDINATOR: Ms. Tavana Caminiti, tc@eena.org



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BENEFITS OF THE EENA CONFERENCE 2016



Meet top international experts in the emergency services field

Over 60 leading experts and practitioners will address high-level policy and regulatory matters as well as operational and technical issues during the plenary and parallel tracks.



Network and partner with key European stakeholders

In 2016, approximately 500 participants, including about 200 emergency services and public authorities' representatives from over 40 countries, researchers, telecom regulators and suppliers will attend. They will be able to interact before, during and after the event via a dedicated online networking platform (Event app) as well.



Get inspired by best practices awarded at European level

The 112 Awards Ceremony takes place in conjunction with the conference and rewards individuals and organisations highly engaged in improving and promoting the European emergency number 112.



Learn about the newest technological solutions

During the 3 days, you will have the opportunity to visit the exhibition area where about 25 suppliers will showcase the latest technologies and solutions available.



Live the emergency call-centre experience

You will have the chance to visit the stand of the 112 Call Centre of Prague in the exhibition area. They will provide you with a demo on the functioning of their 112 system.



Make friends and have a great time

On Thursday 7 April, you will be able to attend a social event and network in an informal atmosphere together with other participants.



ABOUT EENA

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to promoting high-quality emergency services reached by the number 112 throughout the EU. EENA serves as a discussion platform for emergency services, public authorities, decision makers, researchers, associations and solution providers with a view to improving the emergency response in accordance with citizens' requirements. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies. The EENA memberships include more than 1,100 emergency services representatives from over 80 countries world-wide, 75 solution providers, 15 international associations/organisations, 180 Members of the European Parliament and 90 researchers.

EENA CONFERENCE 2016 - OVERVIEW

	Day 1 - 6 April 2016	Day 2 - 7 April 2016		Day 3 - 8 April 2016
AM	Opening & Introduction			Keynote: Evolving the PSAP into more than just a PSAP
	Discussion: Use of social media during Paris attacks	Track 1	Track 2	Keynote: Google
	Keynote: Airbnb's Global Disaster Relief Program support to citizens during emergencies	3) Managing staff performance 4) Optimising accessibility to 112 5) Media during crisis	3) Handling Big Data 4) Customer Service in a PSAP 5) Drones deployments	Discussion: Advanced Mobile Location
	Discussion: Refugee crises & Rescue Services			Interactive Session
	LUNCH		LUNCH	
PM	Track 1	Track 2	Track 1	Track 2
	1) Disaster and weather-related emergencies 2) Alert to citizens in case of disaster	1) NG112 testing report 2) Standards update (Apps included)	6) Mobile PSAPs and Control Rooms 7) National PSAPs organisation under reform (part 1) 8) National PSAPs organisation under reform (part 2)	6) Advanced Mobile Location Update 7) Mobile Broadband 8) Twitter Workshop for Emergency Services
	112 Awards Ceremony & Networking Cocktail		Demonstration of Flying Drones	
			Free Time	
Evening	Free Time		Social Event	

FLOOR PLAN & EXHIBITORS

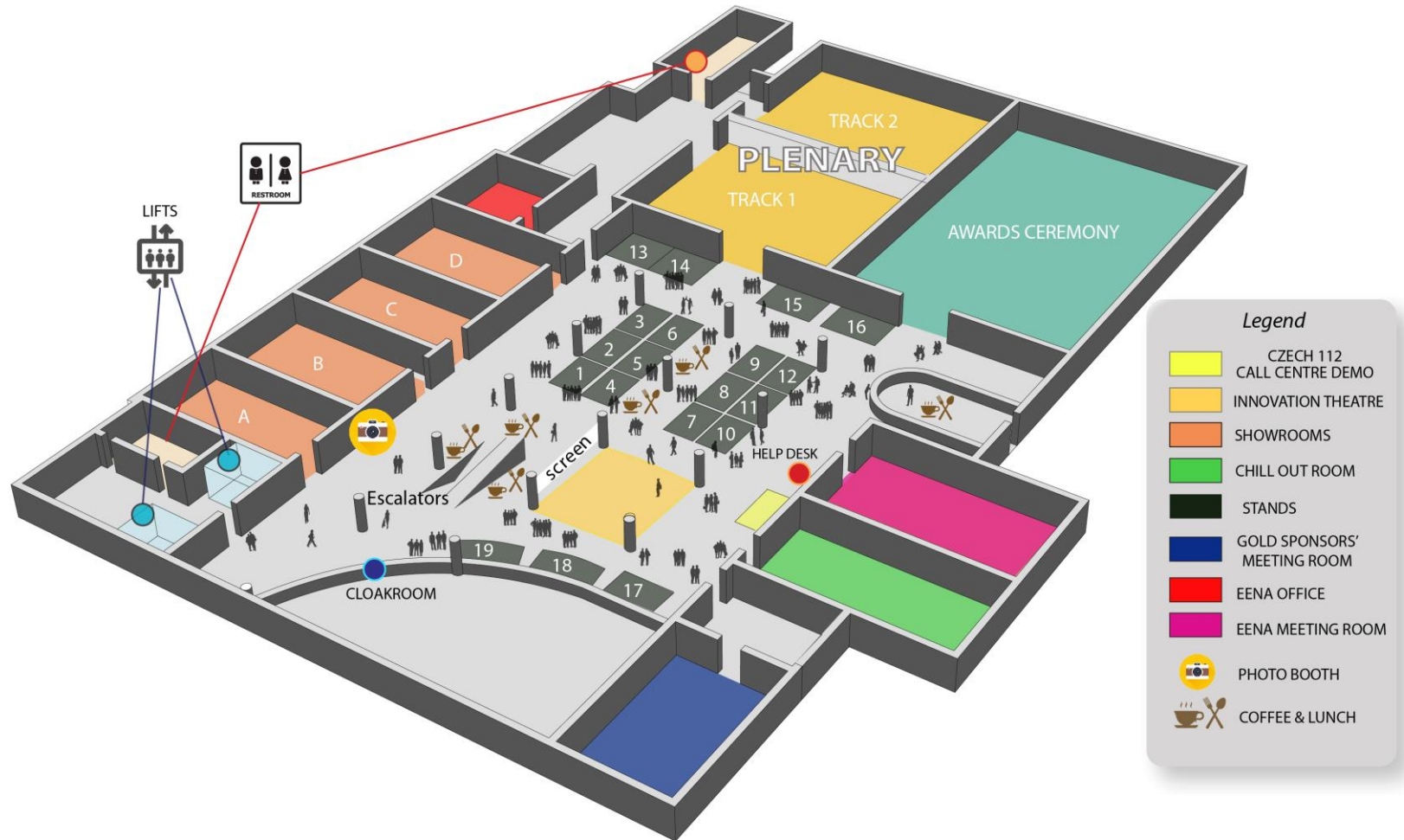
EXHIBITORS

Stands

1. Avaya
2. Motorola Solutions
3. Teamnet
4. Deveryware
5. Intermedix
6. Frequentis
7. Regola
8. Atos
9. Esri
10. Wey Tech
11. HeartsafeLiving
12. Volt Delta International
13. Vitkovice IT Solutions
14. Carmenta
15. Onstar
16. Insta
17. DJI
18. TCCA
19. Microsoft

Showrooms

- A. Galician Agency for Emergencies - AXEGA
- B. Beta 80 Group
- C. Techwan
- D. Ericsson
- E. EENA





PROGRAMME

DAY 1 **6 April 2016**

08:00 – 09:00 **Registration**

09:00 – 09:30 **Introduction** – Plenary room

Demetrios Pyrros, President, EENA

Dieter Nuessler, Vice-President, EENA

Mladen Vratonjic, Vice-President, EENA

Taviana Caminiti, Events Coordinator, EENA - Practical information

9:30 – 10:30 **Plenary Session** – Plenary room

Discussion: Use of social media during Paris attacks

The shocking attacks last year presented the citizens of Paris with a challenge and it tested the resilience and expertise of the emergency services. But what role did social media have to play during and after the catastrophic events? In this session we will hear from eye-witnesses and social media experts on the assessment of social media and its future within the emergency management domain.

*Chair: **Demetrios Pyrros**, President, EENA*

Benjamin Cazenoves, Citizen, Survivor from the attack at Bataclan concert hall

Caroline Langlade, Survivor from the attack at Bataclan concert hall & Vice-President of "Life for Paris" association

Benoît Tabaka, Citizen, Witness of the attack at Bataclan concert hall

Sylvain Lapoix, Citizen, Creator of #porteouverte

Tom Tarantino, Public Policy Manager, Twitter

Alexandre Alaphilippe, Social Media expert

Iratxe Gomez, Virtual Operations Support Team (VOST) expert, co-Chair, EENA Operations Committee

10:30 – 11:00 **Plenary Session** – Plenary room

Keynote: Outlining how Airbnb's Global Disaster Relief Program supports citizens during emergencies

In 2013, Airbnb launched a global disaster response initiative to allow Airbnb hosts to provide accommodation for people in need when disasters strike. Examples in London, Paris, the Balkans, New York and the Philippines to mention just a few. In this keynote, Airbnb will provide first-hand experience of how their members are playing an important role in supporting citizens during disasters.

*Chair: **Dieter Nuessler**, Vice-President, EENA*

Kellie Bentz, Manager, Global Disaster Relief program, Airbnb



11:00 – 11:30 **COFFEE BREAK + INNOVATION THEATRE (see page 14)**

11:30 – 12:30 **Plenary Session PANEL - Plenary room**

Discussion: Refugee Crises and Rescue Services

Our emergency services and humanitarian NGO's have seen first-hand the human tragedies in the Mediterranean Sea over the past number of months. The effect on those on the front-line has been tremendous and in this session we will hear testimonies and accounts about how the response organisations have faced the challenges.

*Chair: **Demetrios Pyrros**, President, EENA*

Video reportage by Franck Genauzeau, Journalist, France Television

Panel:

Fazil Inan, Head, 112 Emergency Medical Service Department, General Directorate of Emergency Medical Services, Ministry of Health, Turkey

Vaios Polychronidis, Coordinator of the rescue team, Praksis, Greece

Davide De Bernardin, Project Coordinator, Migrant Offshore Aid Station (MOAS)

12:30 – 14:00 **LUNCH - Exhibition area + INNOVATION THEATRE (see page 14)**

14:05 – 14:30 **INNOVATION THEATRE (see page 14)**

14:00 – 16:00

Track 1

Plenary room

Disaster & Weather-related emergencies (1hr)

Disasters and Weather-related emergencies are frequent occurrences, often with devastating results. But can the emergency services and response organisations cope better and if so how? In this session you will hear interesting approaches to the handling of such events and the sharing of lessons learned.

*Chair: **Helmut Wittmann**, EENA Operations Committee Vice-Chair, IABG*

Markus Bornheim, Consulting Sales Engineer EU, Avaya - Is the next Flood Flooding you? Is the next storm storming you?

John O'Dell, Senior Vice President, Intermedix - Evolution of Crisis Information Management Systems

Track 2

Parallel room

Next Generation 112 testing report (1hr)

The concept of "Next Generation 112" (NG112) has been identified as a potential answer to the increasing requirements and demands of content-rich emergency calling. The interoperability of such NG112 products and services has not been tested in Europe up until now. In this session the results of the 1st NG112 Emergency Communications Plugtests™ event, in conjunction with ETSI will be presented and discussed.

*Chair: **Bill Mertka**, EENA Technical Committee Vice-chair, Motorola Solutions*

Sebastian Muller, Senior Technical Expert, ETSI, **Cristina Lumbreras**, Technical Director, EENA & **Wolfgang Kampichler**, Chair, Technical Committee, EENA - NG112 Communications Plugtest Event Report



Andrew Hawkins, Director, Business Development Public Safety & National Security, World Wide Public Sector, Microsoft - Intelligence-led First Response

Alert to citizens in case of disaster (1hr)
Providing warnings and alerts to citizens before an impending disaster in a timely manner is a key objective that is shared by many stakeholders. In this session experts in the area will provide an update on the very latest technology and practices that are being used all over the world.

Chair: **Pablo Gutierrez**, EENA
 Operations Committee Vice-Chair,
 Telefonica

Anand Anupam, Global Sales Director, Unified Messaging Systems - Deploying a Multi-channel public warning system

Uberto Delprato, CEO, IES Solutions - Radio broadcasting using CAP standard messages

Paul Kubben, Project Manager NL-Alert 2.0, Ministry of Security and Justice, The Netherlands - Update on "NL-Alert" implementation in the Netherlands

Standards update (1hr)

There is considerable development work going on regarding emergency Applications and in this session you will be informed about the most recent updates and will hear first hand where the latest thinking will take us. You will also be informed about standards discussed and produced by international Standards Developing Organisations (SDOs) and that will impact emergency calls handling organisations.

Chair: **Bertrand Casse**, EENA
 Operations Committee Vice-Chair,
 Deveryware

Cristina Lumbreras, Technical Director, EENA, & **James Winterbottom**, Consultant, EENA - Pan-European Mobile Emergency Apps (PEMEA) architecture

Bob Williams, CEN WG 15 - eCall standards update

Fidel Liberal, Coordinator of Geryon project, University of the Basque Country - IP Multimedia Subsystem (IMS) and 112

16:00 – 17:00

Coffee Break - Exhibition area

17:00 – 18:00

112 Awards Ceremony – Room "Meridian"

You are all warmly invited to attend the 112 Awards Ceremony to recognise and reward some of the emergency services and citizens for their outstanding achievements in improving and promoting the European emergency number 112.

18:00 – 19:00

Networking Cocktail - Exhibition area

DAY 2
7 April 2016

09:00 – 11:00

Track 1
 Plenary room

Managing staff performance (1hr)
Organisations the world-over are constantly struggling to manage their most valuable asset: their staff. There are constant challenges in getting positive results and in this session you will hear how some organisations have succeeded, what their experiences were

Track 2
 Parallel room

Handling Big Data (1hr)
Big data by its very nature is high-volume, fast-moving, complex and extremely dynamic. But how can the management of 'big data' improve our emergency services? In this session you will hear about the challenges such as analysis, storage, visualisation and



and how often small changes can have the most impact. privacy are overcome.

Chair: **Markus Bornheim**, EENA
Technical Committee Vice-Chair, Avaya

Christof Chwojka, Managing Director, Emergency Communication & Coordination Centre of Lower Austria, Austria - Quality, Payment, Motivation, Team

Pernille Mebus Carlsen, Lean and Implementation Manager, Falck - Basic management of dispatch center staff performance

Teemu Lehti, Director, Steering and Forecasting, Emergency Rescue Centre Administration, Finland - Managing staff performance in an ever-changing environment

Optimising accessibility to 112 (1hr)

For many years, the opportunities to provide our citizens with greater accessibility to the emergency services have not been maximised; but there are many inspiring examples of where such opportunities have been seized and have succeeded. In this session you will see exactly these success stories and you will be inspired by their impact.

Chair: **Iratxe Gomez**, EENA Operations Committee Co-Chair, Atos

Benoit Mongourdin & Eric Vial, Operational and Technical Coordinators, National Relay Centre 114, France - French National Relay Center 114

Pablo Gutierrez, Product Manager for Emergency Services, Telefonica - Using apps designed for deaf and hard of hearing people to reach emergency services

Thor Nielsen, Vice-President, nWise - Implementing accessibility in existing services: experience from the Netherlands, Sweden and Thailand

Chair: **Wolfgang Kampichler**, EENA
Technical Committee Chair, Frequentis

Mike King, Global E911 & CAD/RMS Industry Manager, Esri - Turning Big Data into Intelligence

Seppo Merikoski, Product Manager, Insta - How understanding your data improves your operations

Bill Mertka, Senior Product Planning Consultant Next Generation Public Safety Technologies, Motorola Solutions - Big Data and Analytics in Public Safety

Customer Service in a PSAP (1hr)

PSAPs by their very function serve the public every hour of every day in the most difficult of circumstances. As a frontline service, there are many challenges. In this session you will hear how some innovative approaches have resulted in a better service experience being delivered to the public.

Chair: **James Winterbottom**, EENA
Technical Committee Vice-Chair

Adrian Brookes, Corporate Consulting Director, Avaya - Just another MultiChannel Contact Centre?

Emily Roots, Chief Specialist, Analysis Division, Estonian Emergency Response Centre, Estonia - Customer service: one of the key elements of the 112 service

Jules Lockett, Practice Learning Manager, London Ambulance Service, United-Kingdom - Blue light peer support

9:30 -10:55 **INNOVATION THEATRE (see page 14)**

11:00 – 11:30 **COFFEE BREAK + INNOVATION THEATRE (see page 15)**

11:30 – 12:30 Media during crisis (1hr)

Using Remotely Piloted Aircraft Systems



The media plays an important part in the toolkit for any PSAP Director and they can often play a crucial supportive role. However, managing the media is a challenge and in this session you will hear some novel approaches to dealing with the media.

Chair: **Luca Bergonzi**, EENA Operations Committee Co-Chair, Beta80

Raed Arafat, Secretary of State, Head of the Department for Emergency Situations, Ministry of Internal Affairs, Romania - Case studies

Ana Kekelidze, Head of the Analytical Service, Ministry of Internal Affairs, Georgia - Disaster management and using the media during crisis

Panos Pardalis, Communications & Press Officer, International Cooperation and Programs, The Smile of the Child, Greece - "Amber Alert": The critical role of the media in disseminating information on missing children cases to public

(RPAS) by the emergency services (1hr)

The use of RPAS by the emergency services is growing and their impact is significant. In this session you will hear examples of how RPAS have been implemented in Europe, their impact and how the identified challenges are being met.

Chair: **Tony O'Brien**, Deputy Executive Director, EENA

Sorin Dumitru, Solutions Demo Consultant, Teamnet - Using fixed wing RPAS in Emergencies & Crisis

Thomas Sylvest, Copenhagen Fire Department, Denmark - Drones as a tool for better incident leadership

Romeo Durscher, Director of Education, DJI - #DronesForGood - RPAS Saving Lives & Properties

11:30 – 12:25

INNOVATION THEATRE (see page 15)

12:30 – 14:00

LUNCH - Exhibition area + INNOVATION THEATRE (see page 15)

14:00 – 17:30

Track 1
Plenary room

Mobile PSAPs and Control Rooms (1hr)
During public events our emergency services often need to establish a temporary mobile control room to support the field activities. In this session you will hear about practical examples and experiences of mobile PSAPs and control room deployments.

Chair: **Darren Terry**, EENA Technical Committee Vice-Chair, Nice Systems

Pedro Casatejada, Solution Manager for Defense and Security, AtoS - Mobile Control Rooms: The examples of Spanish Guardia Civil and UME

Jiri Nemcik, Chief, Integrated Safety Centre of Moravian-Silesian Region, Czech Republic - The mobile control room of the Fire rescue brigade of Moravian-Silesian region

Track 2
Parallel room

Advanced Mobile Location (AML) update (1hr)

Advanced Mobile Location is a rapidly expanding technology designed to support the provision of accurate and reliable mobile caller location information to the emergency services. In this session join us to hear the latest updates from those who are participating in the initiative in Europe.

Chair: **Tadas Maroscikas**, EENA Operations Committee Vice-Chair, 112 Lithuania

John Medland, Policy Manager, BT, United Kingdom - Update on AML in the UK

Steve Malkos, Technical Program Manager & **Akshay Kannan**, Product Manager, Google



Jean-Paul Mauron, Managing Director,
Techwan - Mobile Control Room

Gary Machado, Executive Director,
EENA – Update on AML deployment in
Europe

National PSAP Organisation under reform
- Part 1 (1hr)

The structure, challenges and strategies affecting the emergency services differ in each country, as does the approach to the work of the emergency services and public authorities. This session will outline how some countries approach these challenges and hear them share their experiences first-hand.

Chair: **Björn Skoglund**, Chief
Developer, 112 Service, SOS Alarm,
Sweden

Cristina Lumbreras, Technical Director
& **Jerome Paris**, Member Services
Manager, EENA - PSAPs organisation in
Europe and trends

Ido Rosenblat, Director, National
Medical Dispatching Centre, Magen
David Adom, Israel

Marko Nieminen, Director, Emergency
Rescue Centre services, ERC
Administration, Finland

Lars Ryden, Operator Requirement
Manager, Sony Mobile - Sony Emergency
Call Positioning Advanced Mobile
Location

Mobile Broadband; what will its impact
be? (1hr)

The opportunities presented by the roll-out of LTE are significant but are those challenges well known? In this session you will hear from experts about how the emergency services will potentially benefit from LTE and how the rollout will impact on the emergency services.

Chair: **Mladen Vratonjic**, Vice-
President, EENA and Chairman, TCCA

David Chater-Lea, Vice-Chair, 3GPP's
SA6 group - Mission Critical application
progress in 3GPP

Norman Frisch, Marketing Director,
Enterprise Wireless Solutions Sales
Department, Huawei - Integrated Critical
Communication For a Modern Society

Rico Hollas, Disaster & Emergency
Management Global Lead, Ericsson -
Public Safety in the Networked Society

16:00 – 16:30 **COFFEE BREAK - Exhibition area**

National PSAP Organisation under reform
- Part 2 (1hr)

The structure, challenges and strategies affecting the emergency services differ in each country, as does the approach to the work of the emergency services and public authorities. This session will outline how some countries approach these challenges and hear them share their experiences first-hand.

Chair: **Björn Skoglund**, Chief
Developer, 112 Service, SOS Alarm,
Sweden

Narayan Neupane, General Secretary,
Information Technology Security
Emergency Response Team (ITSERT-
NP), Nepal

Brian Fontes, CEO, National Emergency
Number Association, USA

Twitter workshop for emergency services
(1hr)

The use of social media and Twitter specifically by the emergency services and public safety officials is increasing. But challenges still exist to understand what the capabilities of this powerful tool are and how the emergency services can use it as part of their toolkit. In this session, we will hear from Twitter on how their technology may be used as well as practical tips and guidelines on how to optimise it inside the control room.

Chair: **Alexandre Alaphilippe**, Social
Media expert

Tom Tarantino, Public Policy Manager,
Twitter



Ayodeji Sofolahan, Projects Director,
Nigerian Communications Commission,
Nigeria

17:30 – 18:00

Demonstration of flying drones – Room “Meridian”

Following on from the session on drones, you are invited to join this live demo and see how Remotely Piloted Aircraft Systems (RPAS) can be used. It will also give you an opportunity to understand how the technology works up close and the benefits it could bring to your organisation.

20:00 – 23:30

SOCIAL EVENT

Join us for a **buffet dinner** and **interactive quiz** with colleagues from all over the world in a friendly atmosphere at the **Residence of the Mayor of Prague**. You will be impressed by remarkable paintings on the ceiling, carpets, tapestries from late Art Nouveau with a strong influence of the fashionable Czech Art Deco of the 1920's. You will also have the opportunity to benefit from **historical explanations** about the city of Prague, as well as a 15-minute **guided tour** of the residence.

A prior registration is required at the **hotel reception** at the cost of **35 EUR** before 6 April at 7pm. No participant will be accepted without a prior entry.

DAY 3
8 April 2016

09:15 – 09:45

Plenary Session – Plenary room

Keynote: Evolving the PSAP into more than just a PSAP

The role of the PSAP is traditionally being viewed as a resource that simply serves its citizens. Whilst this is true, the PSAPs of the future may be looked at entirely differently. In this session you will hear a real-time example of how the value offered by the PSAP has changed and what the opportunities and challenges are that changed the mindset of the many stakeholders.

*Chair: **Dieter Nuessler**, Vice-President, EENA*

Teresa Murray, Chief Executive Director, Sacramento Regional Fire/EMS Communications Center, USA

09:45 – 10:15

Plenary Session – Plenary room

Vision Keynote: Google

Join us in this session where you will hear about Google's vision and ongoing projects.

*Chair: **Dieter Nuessler**, Vice-President, EENA*

Ed Parsons, Geospatial Technologist, Google

10:15 – 10:45

COFFEE BREAK - Exhibition area



10:45 – 11:45

Plenary Session – Plenary room
Panel on Advanced Mobile Location (AML)

Advanced Mobile Location is on the agenda in several European countries with many countries looking to test its capabilities; this panel gathering experts from private and public entities will discuss how AML can be deployed and what needs to be done, when and by whom.

*Chair: **Alberto Lodieu**, Senior Consultant, Ptolemus*

John Medland, Policy Manager, BT, United Kingdom

Kaili Tamm, Expert, Development Department, Emergency Response Centre, Estonia

Paul Fennelly, Senior Government Liaison Compliance & Policy Manager, Everything Everywhere (EE), United Kingdom

Steve Malkos, Technical Program Manager & **Akshay Kannan**, Product Manager, Google

Justyna Redelkiewicz, Project officer, European GNSS Agency

Lars Ryden, Operator Requirement Manager, Sony Mobile

11:45 – 12:15

Plenary Session – Plenary room
Interactive session

In this session, EENA will provide the delegates with the opportunity to vote on the topics that were most relevant during the Conference and to help EENA plan for future events. It is an interactive session, which is always popular with delegates. Participants will vote online from their smartphone or tablet by accessing the URL www.govote.at. The access code will be provided during the session.

Presented by:

Gary Machado, Executive Director, &
Tony O'Brien, Deputy Executive Director, EENA

12:15 – 12:30

Conclusions and Next steps – Plenary room

EENA will conclude the Conference with a summary of the key learnings and recall some of the key discussion points over the past three days. Also included will be a forward-looking view of the upcoming issues and hot topics.

Demetrios Pyrros, President, EENA

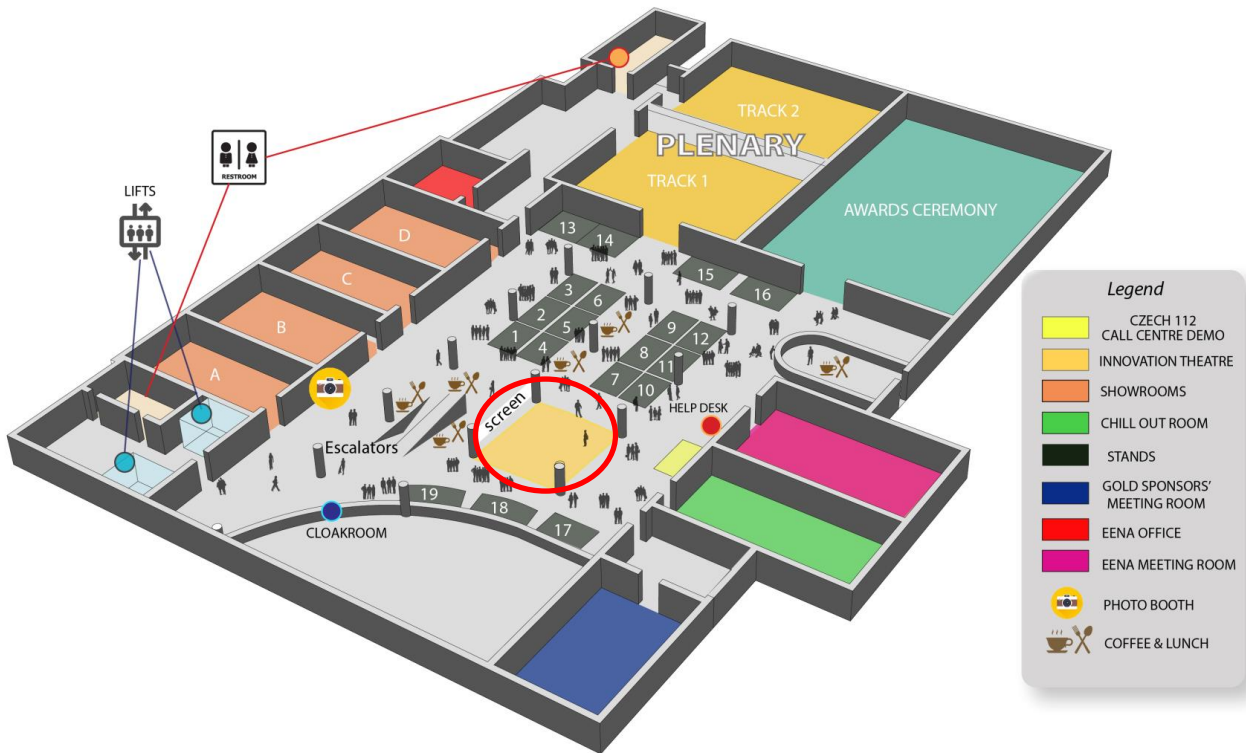
Dieter Nuessler, Vice-President, EENA

Mladen Vratonjic, Vice-President, EENA

12:30 – 13:30

LUNCH - Exhibition area

INNOVATION THEATRE



DAY 1

11:05 – 11:30 **Insta** - Teemu Ekola, Business Unit Manager - *Virtual Control Rooms in Multi-authority Environment*

12:35 – 13:00 **Motorola Solutions** - Steve Beach, Smart Public Safety Solutions Specialist - *Smart Public Safety Communications*

13:05 - 13:30 **HeartsafeLiving** - Tom Kooy, Project lead - *Increase survival chances in case of sudden cardiac arrest with citizen responders*

13:35 - 14:00 **Avaya** - Adrian Brookes, Director Corporate Solutions Technology - *Delivering the future, today!*

14:05 - 14:30 **Falck** - Kjeld Brogaard, Deputy CEO - *Telemedicine with video transmission from ambulances gives great advantages for the patient*

DAY 2

09:30 – 09:55 **EU-Funded R&D Project IMPRESS** - Sofia Tsekeridou, Project coordinator - *Innovations of the EU-funded Project IMPRESS on Improving Preparedness and Response of Health Services in Major crises*

10:00 - 10:25 **Frequentis** – Reinard Vanloo, Solution Consultant - *One small step for ESN & NG112 Integration; one giant leap for PSAPs*



10:30 – 10:55 **EmerGent project** – Dr.-Ing. Jens Pottebaum, EmerGent project - *Emergency Management in Social Media Generation*

11:05 – 11:30 **Ericsson** - Rico Hollas, Emergency Response Global Lead - *Public Safety in the Networked Society*

11:35 – 12:00 **Stokhos Emergency Mathematics** - Caroline Jagtenberg, Researcher - *Saving Lives with Mathematics*

12:05 – 12:30 **GeoComm** - Brooks Shannon, Senior Product Manager & Guy Konietzko, Business Development Project Manager - *Location Everywhere: How Sharing Data and Bringing Maps Indoors can Improve Emergency Response Time*

12:35 – 13:00 **Beta 80 Group** - Luca Bergonzi, International business development - Emergency management systems - *Enhancing PSAPs: the Crisis Management platform*

13:05 – 13:30 **Intermedix** - John O'Dell, Senior Vice President - "WebEOC – Actual Implementations... Not just a PowerPoint!"