

OVERVIEW OF THE EENA CONFERENCE 2015

22-24 April 2015, Bucharest, Romania



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 participants representing emergency services and public authorities from all over Europe and also from other parts of the world such as Africa, Asia, the Middle-East and from both North and South America. The expected more than 400 participants will also include many supplier organisations, researchers and telecom regulators.

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 2015 App. This secure app is a unique benefit for participants, helping them to network with other attendees before, during, and after the EENA Conference 2015 by using PC-based web browsers and mobile platforms (iOS, Android etc). Join the EENA2015 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: RIN Grand Hotel – Vitan-Bârzeti, nr. 7D 042121 Bucharest, Romania

The RIN Grand Hotel is set to impress its guests with its unique and modern architecture, which borrows elements of contemporary styles and influences. La Boema, the hotel's restaurant, offers a wide variety of international dishes as well as a selection of dishes influenced by the local cuisine, all in an elegant atmosphere where attention to detail is evident.

PARTICIPATION: FREE for public authorities' representatives and EENA Members (EENA Advisory Board 2015, Emergency Services Staff Network, EENA Network of Researchers)

EMERGENCY CALL CENTRE: You are kindly invited to visit the stand of Special Telecommunications Service Romania that will provide you with a demo of the 112 service in Romania.

REGISTRATION TO THE EVENT AND HOTEL RESERVATION: Please visit the event webpage at <http://www.eena.org/events/eena-conference-2015>

LANGUAGE: English

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



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BENEFITS OF THE EENA CONFERENCE 2015



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 2015, at least 400 participants, including about 200 emergency services and public authorities' representatives from more than 35 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 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 Special Telecommunications Service Romania in the exhibition area. They will provide you with a demo of the 112 service in Romania.

Make friends and have a great time

On Thursday 23 April, you will be able to attend a social event and network in an informal atmosphere together with other participants.



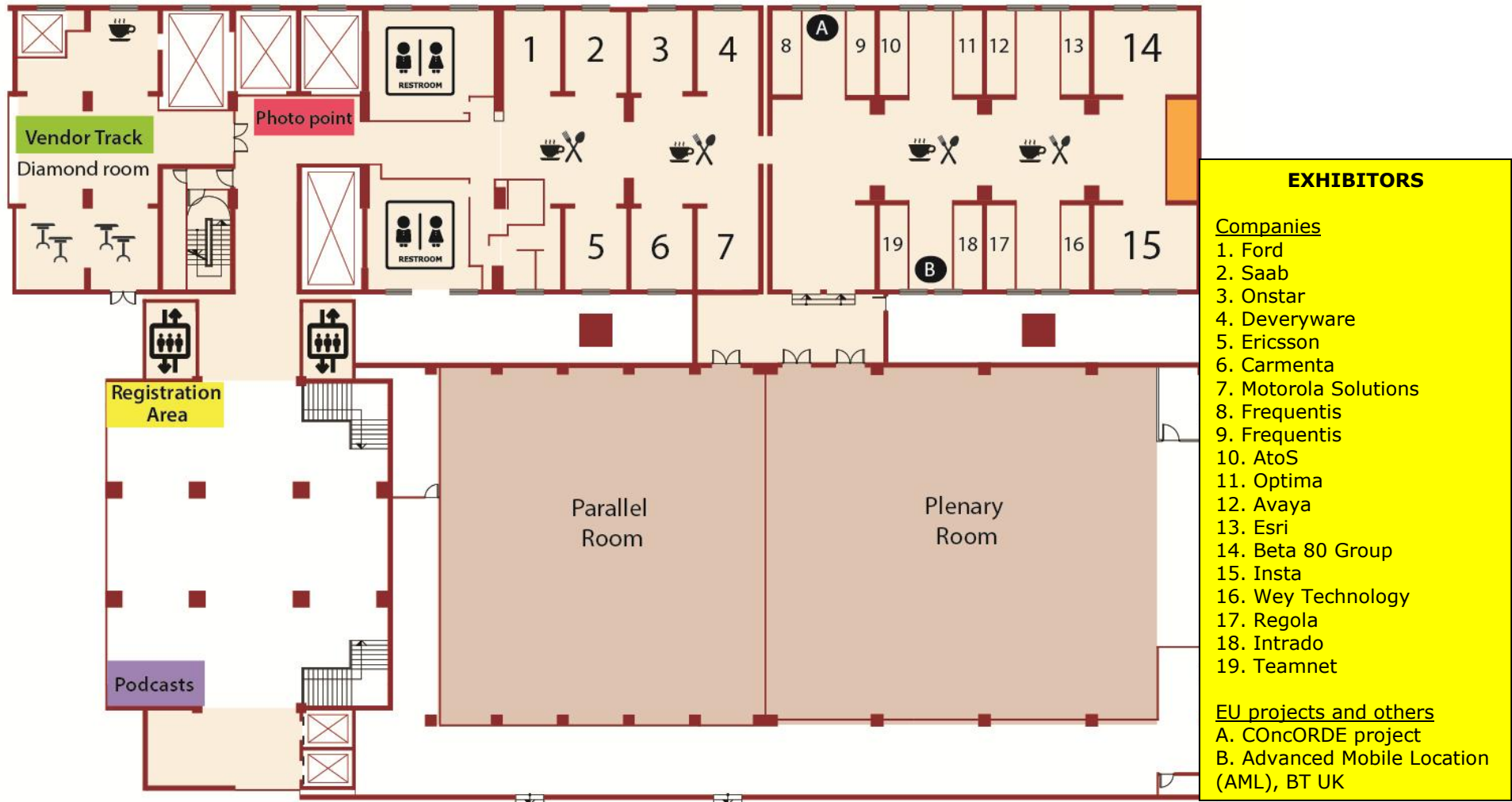
ABOUT EENA

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 1,000 emergency services representatives from over 80 countries world-wide, 75 solution providers, 15 international associations/organisations, 150 Members of the European Parliament and 70 researchers

EENA CONFERENCE 2015 - OVERVIEW

	Day 1 – 22 April 2015	Day 2 – 23 April 2015	Day 3 – 24 April 2015	
AM	Introduction	Track 1 1) National PSAPs organisation under reform 2) Strategic planning of resource requirement	Track 2 1) Intelligent Call routing 2) GIS as a service 3) 112 Apps deployment	
	Keynote 1: Charlie Hebdo and Hyper Casher attacks			Drones & Emergency Services
	Keynote 2: Balkan floods			Public Warning
	Managing Change: Norway's emergency services after Utoya (panel)			112 Apps (panel)
	The Future of Technology			Using handset derived location information during emergencies (panel)
	The benefits of optimising resource location			Interactive Session
	LUNCH	LUNCH	LUNCH	
PM	Track 1 1) Social Media & Emergency Services 2) Managing change in responding to calls	Track 2 1) Next Generation 112	Drafting EENA Members' Workshop Programme Conclusion and Next Steps	
	Track 1 3) eCall update 4) Crowdsourcing & 112 5) Reviewing call recordings			Track 2 4) Real Time Information Monitoring 5) GNSS & Handset location: European developments 6) Standards update
	Networking Cocktail & 112 Awards Ceremony			FREE TIME
Evening	FREE TIME	Social Event <i>Palace of Parliament</i> (finger food provided – no dinner)		

FLOORPLAN & EXHIBITORS





PROGRAMME

DAY 1 22 April 2015

08:00 – 09:00 **Registration**

09:00 – 09:20 **Introduction** – Plenary room

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

Adina-Ioana Valean, Vice-President, European Parliament

Demetrios Pyrros, Chair, EENA Advisory Board

Chair: **Demetrios Pyrros**,
Chair of EENA Advisory Board

09:20 – 09:50 **Plenary Session** – Plenary room
Keynote 1: Charlie Hebdo and Hyper Casher attacks

In January 2015, the whole world was shocked by the horrific attacks in the Charlie Hebdo newspaper and in the Hyper Casher supermarket in Paris, France. In the case of such tragedies, emergency response has a significant role to play. What was the emergency response in the case of this incident and what did we learn from it? Join us in this session to hear about emergency services response and discuss their intervention and challenges.

Frederic Monard, Chief of staff, Paris Fire Brigade, France

09:50 – 10:20 **Plenary Session** – Plenary room
Keynote 2: Balkan floods

Floods on a catastrophic scale affected Bosnia and Herzegovina in May 2014 as months worth of rain fell in just 3 days. 300.000 inhabitants were directly affected and the flood hit more than a million people indirectly. Roads, houses and entire villages were lost and flooding forced tens of thousands of citizens from their homes. In this session, you will hear the first-hand testimony from a representative of Bosnia and Herzegovina's Ministry of Security.

Mirnesa Softic, Expert, Operational and Communication Centre of Bosnia and Herzegovina 112, Ministry of Security, Bosnia and Herzegovina

Discussion with **Demetrios Pyrros**, Chair of EENA Advisory Board

10:20 – 10:50 **Plenary Session** – Plenary room
Managing Change Panel: Norway's emergency services after Utoya

Tore Sinding Bekkedal is a survivor of the 2011 massacre at the Labour Youth summer camp at Utoya, Norway. During the EENA Conference 2014 he shared with the audience a powerful testimony on his experience with calling the emergency services on that fateful day. This follow up session will consist of a deeper discussion about the lessons learnt and the changes taking place in Norway after the tragedy.

Chaired by **Demetrios Pyrros**, Chair of EENA Advisory Board



Tore Sinding Bekkedal, Utoya survivor

Nils Petter Bryde, Senior Engineer, Fire Service Communication and Warning, Directorate for civil protection and emergency planning, Norway

Steinar Olsen, Director, Department of Emergency Medical Services, National Directorate for Health, Norway

10:50 – 11:20 **COFFEE BREAK + VENDOR TRACK (see page 14)**

Chair: **Mladen Vratonjic**,
Vice-Chair of EENA Advisory Board

11:20 – 11:50 **Plenary Session – Plenary room**
The future of technology

The Internet of Things (IoT), is emerging as the next big technology trend, with opportunities developing that will change the way we live in the future. How the emergency services and citizens interact using connected devices will open up a host of new opportunities and challenges for emergency services, companies, governments and consumers. In this session, hear some of the early thinking on how new services and new connected consumers will bring new benefits.

Nadine Allen, Head of Customer Unit Industry and Society, Ericsson

11:50 – 12:30 **Plenary Session – Plenary room**
The benefits of optimising resource location

Managing resources effectively and efficiently is a challenge that emergency services face on a daily basis. Deciding what and where resources can be allocated requires intelligent data-driven decisions to achieve the optimum effect. St John New Zealand has improved the percentage of high acuity incidents responded to within 8 minutes by 8.2% nationally – including a 3% improvement in the past year – delivering better patient outcomes and satisfaction. In this session you will hear how intelligence-led forecasting, planning and dynamic deployment can inform critical resourcing decisions on what and where resources are allocated as well as the limitations of current methods and the benefit of using technology to make those dynamic real-time decisions.

Dave Richards, Director Resource & Planning St. John, New Zealand

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

14:00 – 16:00 **Track 1**
Plenary room

Social Media & Emergency Services (1hr)
Whether we like it or not, the mainstream adoption of social media in all of our lives is becoming increasingly apparent. Citizens expect to be able to communicate with the emergency services via these social media channels and in this session, you will hear about the role social media plays and will play in receiving and giving information from and to the general public and what

Track 2
Parallel room

Next Generation 112 (2hrs)
In this session, you will hear an update on the work of the EENA NG112 Committee and the plans for the future. You will also hear about NG112 integration in the control room, some of the current deployments and possibilities offered by NG.

Chair: **Wolfgang Kampichler**, Chair of EENA NG112 committee



solutions and trends are in place currently and into the future.

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

Helmut Wittmann, Head of Security, Centre for Security and Crisis Management, IABG - The Social Media Impact on 112-PSAPs in the EU: The Case of Bulgaria

Thomas Spielhofer, Senior Researcher, EmerGent Project, Tavistock Institute of Human Relations - Results of social media survey with emergency services

Gasper Bizjak, Dispatch Officer, Fire Brigade Ljubljana, Slovenia - Social media as a communication tool; the experience of the Slovenian firefighters

Managing change in responding to calls (1hr)

Changing the way we respond to emergency calls is not an easy task. It requires careful planning and adapting to new software, new procedures and processes. In that session you will hear the examples of where organisations have moved to what they consider to be a new and better handling of emergency calls. Come and hear the lessons learnt!

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

Tracey Barron, Research and Studies Officer, International Academies of Emergency Dispatch - Enhancement of Emergency Dispatch Using a Protocol-Driven, Automatic Dispatch System

Tomas Gislason, Deputy CEO, Iceland 112 - Times are changing

Kaili Tamm, Expert at the Development Department, Estonian Emergency Response Centre - Three services, one number

Cristina Lumberas, Technical Director, EENA, NG112 Committee Update & NG112 Testing programme

Reinard Vanloo, Senior Advisor, Public Safety Department, Frequentis, - NG112 integrated into the whole Control Room Workflow

Paul McLaren, Director of Support Engineering, Intrado - Displaying NG112

Christof Constantin Chwojka, Managing Director, Emergency Service Lower Austria - Austria-Example of NG112-like deployment

Mark Fletcher, Chief Architect Worldwide Public Safety Solutions, Avaya - Benefits of Deploying NG112

William Mertka, Senior Product Planning Consultant Next Gen Public Safety, Motorola Solutions - Benefits and risks of deploying NG112

16:00 – 18:00 **Networking Cocktail** - Exhibition area

18:00 – 19:00 **112 Awards Ceremony** - Plenary Room



DAY 2
23 April 2015

09:00 – 12:30

Track 1

Plenary room

National PSAP Organisation under reform (2hr)

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: **Bjorn Skoglund**, Vice-Chair of EENA Operations Committee

Ali Marafi, Head of Emergency Communications 112, Ministry of Interior, Kuwait

Vasanthakumar Namasivayam, Director, Centralised Accident & Trauma Services (CATS), Government of Delhi, India

Ana Kekelidze, Chief Specialist, Analytical Service, Ministry of Internal Affairs, Georgia

Christian Rivera, General Director, Integrated Security Service ECU911, Ecuador

Nils Petter Bryde, Senior Engineer, Fire Service Communication and Warning, Directorate for civil protection and emergency planning, Norway & **Steinar Olsen**, Director, Department of Emergency Medical Services, National Directorate for Health, Norway - Reform and "lessons learned" from the terrorist attack on 22 July 2011

Track 2

Parallel room

Intelligent Call-Routing (1hr)

"Let's route the call to the nearest PSAP" used to be the dogma. Nowadays, technology enables a more accurate and policy-based emergency call routing. Would you like to know more about routing the call to the relevant call taker with the most appropriate data? If you do, join this session!

Chair: **Andy Hutton**, Vice-Chair of EENA NG112 Committee

Christof Constantin Chwojka, Managing Director, Emergency Service Lower Austria - Intelligent Call-Routing is saving lives, time and money

Andy Minshaw, Business Development Director, Volt Delta International - Delivering intelligent, multi-media call routing to the emergency contact centre

Aapo Koski, Product Owner, Insta Response Product family, Insta DefSec Oy - Virtual PSAP and call-routing: things we need to unlearn and things we need to address

GIS as a service (1hr)

Cloud-based services are changing technology being used today. Why emergency organisations should not consider Geographic Information Systems as a service? The migration to a cloud-based GIS could offer new perspectives and uses of GIS and make information sharing between emergency services easier and more efficient. Hear in this session from experts in the field of GIS about exactly this.

Chair: **Mark Fletcher**, Vice-Chair of EENA NG112 Committee

Mikael Grasjo, Product Manager, Carmenta - Improved situational awareness with GIS-as-a-Service

Wayne Sweeney, Business Development Manager, Public Safety Sector, Esri - How best to utilise GIS-as-a-Service in the public safety



environment

Talip Kucukkilic, Technical Leader (112 Project), Aselsan - "Enriched GIS Services" of Turkish Integrated 112 PSAP Solution

**11:00 – 11:30 COFFEE BREAK
+ VENDOR TRACK (see page 14)**

Strategic planning of resource requirement (1hr)

In this session you will hear about the power of offline simulation software which can help you to prepare for operational change in order to use your current resources and assets to maximum effect.

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

Tim Lynskey, Sales Director, & **Geoff Goodhew**, Product Specialist, Optima - The Power of Simulation to test and validate operational change

Peter Wagner, Lieutenant Colonel, Berlin Fire Brigade, Germany - Master Planning for Fire and Rescue Services: how to use modern simulation software to find solutions for cross border emergency response

Michael Ericsson, Vice President Public Safety & Security, Carmenta - Could GIS as a service combined with geospatial data mining be used for proactive Emergency Response?

**11:00 – 11:30 COFFEE BREAK
+ VENDOR TRACK (see page 14)**

112 Apps deployment (1hr)

The availability of Applications to facilitate communication to 112 has been growing substantially in recent years. In this session, you will hear from organisations who have developed their own Apps and how these Apps are being used by the emergency services and citizens alike.

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

Piero Brambilla, CIO, AREU Lombardy, Italy - 112 where ARE U: behind and beyond an emergency mobile app

Rozinah Anas, Project Director, MERS 999, Malaysia - Emergency Operation Center: Lessons Learned from Malaysian Flood Disaster

Jordi Borell, Sales & Business Development Director, Alpify - Geolocation for emergency situations

12:30 – 14:00

LUNCH - Exhibition area + VENDOR TRACK (see page 14)

14:00 – 17:30

Track 1
Plenary room

eCall update (1hr)

If you are wondering when and how eCall will be deployed and how it will affect you, don't worry: many others do also. Join us at this session and leave with an advanced understanding of the legislation and the up-to-date status of eCall deployment plans in Europe.

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

Jerome Paris, Member Services Manager, EENA, on behalf of the

Track 2
Parallel room

Real-time information monitoring (40 min)

Information and data is everywhere around us but is it being harnessed correctly? How can you monitor and use it quickly and effectively so that it can provide real value to your service? Speakers will share their knowledge and projects with you in this much anticipated session.

Chair: **Wolfgang Kampichler**, Chair of EENA NG112 Committee



European Commission - Legislative update

Andy Rooke, HeERO 1 & 2 coordinator, ERTICO - HeERO projects' conclusions

Cristina Lumbreras, Technical Director, EENA - eCall implementation: State of art and what needs to be done?

Crowdsourcing & 112 (1hr)

This session is all about understanding how the people out there can contribute to our safety and become the "first responder". Smartphones, geolocation data and the power of volunteers now enable the emergency services to utilise people power to help support the rescue services.

Chair: **Peter Sanders**, Vice-Chair of EENA Operations Committee

Bjorn Skoglund, Chief Developer, 112 Service, SOS Alarm & **David Fredman**, PhD student at Karolinska Institutet, Center for Resuscitation Sciences, Sweden - The power of volunteers - Finding and alerting the closest lifesaver in a cardiac arrest situation - The Stockholm experience

Gonne Schras, National Program Manager, Burgernet, the Netherlands - Citizen Participation in the Public Safety process

Steven Vercammen, Founder, EVAP - Emergency Volunteer Assistance Programme in Belgium

Albert Seubers, Head of global strategy IT in Cities, ATOS & **Peter van de Crommert**, Member of Executive Board, Dutch Institute for Technology Safety & Security (DITSS), The Netherlands - Monitoring of real time information for the detection of security/safety incidents

Rico Hollas, Disaster & Emergency Management Global Lead, Ericsson - The Emergency Centre of the future: How Telco Network Ops Centres could evolve, Telstra

GNSS & Handset location: European developments (1hr 20min)

There was a time when location information was all in the network. Join this session to get updated on the trends related to the use of GNSS and handset-based caller location information, which is growing rapidly in the EU.

Chair: **James Winterbottom**, Vice-Chair of EENA NG112 Committee

Jacopo Ovarelli, External Consultant for European GNSS Agency (GSA) - Caller Location information; how Galileo can improve accuracy and reliability

David Williams, Vice-Chair of EENA NG112 Committee - GNSS & 112 document

John Medland, Policy Manager, BT999/112, United Kingdom - Handset location for 112 callers using GPS and WiFi (Advanced Mobile Location - AML)

Gary Machado, Executive Director, EENA - Deploying AML in Europe: what needs to be done

**16:00 – 16:30 COFFEE BREAK
+ VENDOR TRACK**

Reviewing call recordings (1 hr)

During previous EENA Conferences you have heard about the technologies, which can help to improve emergency calls recording along with the related call data. Today we will look at what is actually being done with these recordings and what purpose they are being used for? In this session, questions like what percentage of the calls are being reviewed and why, what

**16:00 – 16:30 COFFEE BREAK
+ VENDOR TRACK**

Standards update (1hr)

Join this session to catch up on the latest standards discussed and produced by EU and international Standards Developing Organisations (SDOs).

Chair: **Mladen Vratonjic**, Vice-Chair of EENA Operations Committee

Andy Rooke, on behalf of CEN WG15 - Third-Party Service eCall standard (EN



compliance mechanism are being used and what the effect on the overall quality is.

*Chair: **Darren Terry**, Vice-Chair of EENA NG112 Committee*

Stephen Hines, Clinical Support Manager, London Ambulance Service, United Kingdom - Recordings evidence for audit

Heinz Novosad, Software instructor, Emergency Communication & Coordination Centre of Lower Austria, Austria - Emergency Call Taking based on facts

Tadas Maroscikas, Deputy Manager, ERC Lithuania - Call recordings review in Lithuanian ERC

16102): All you ever wanted to know but were afraid to ask!

David Williams, EMTel ETSI Chairman - Next Generation eCall

James Winterbottom, Consultant - M493 update

20:30 – 23:30

SOCIAL EVENT

Please note that no dinner will be served but welcome drinks will be offered.

DAY 3 24 April 2015

09:00 – 09:30

Plenary Session – Plenary room Drones and emergency services

In keeping with the exploration of new generation of technologies, one item that has recently grabbed headlines is the concept of developing drones to transport AED equipment to emergency situations. In this session, hear about how this concept is literally taking flight and the benefits and challenges associated with it from an inventor.

*Chair: **Dieter Nuessler**,
Vice-Chair of EENA Advisory Board*

Alfonso Zamarro Junquera, CEO & Co-Founder, DEA Drones - Introduction to the drone project for EMS in Barcelona

09:30 – 10:00

Plenary Session – Plenary room Public Warning in Lithuania

Many countries have different approaches to the use of public warning systems and how such systems can be utilised to save the lives of citizens and protect their property. In this session, you will hear about the LT-Alert project and how Lithuania has used its public warning system to achieve exactly this.

*Chair: **Dieter Nuessler**,
Vice-Chair of EENA Advisory Board*

Gediminas Suksta, Head of Information Technologies and Communications Division, Operative Management Board, Fire and Rescue Department, Ministry of Interior, Lithuania



10:00 – 10:45

Plenary Session PANEL - Plenary room
112 Apps - what needs to be done?

We find more and more emergency applications on smartphones, but none or few of them are actually deployed and working all over Europe. Join us to hear the recommendations to the public authorities and the industry prepared by the EENA Working Group on "112 Apps"

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

Piero Brambilla, CIO, AREU Lombardy, Italy

Tomas Gislason, Deputy CEO, Iceland 112

James Winterbottom, Vice Chair of EENA NG112 Committee

Kurt Verachtert, CAD Program Manager, ASTRID, Belgium

Jordi Borell, Sales & Business Development Director, Alpify

10:45 – 11.15

COFFEE BREAK

11:15 – 12:00

Plenary Session – Plenary room
Hot topic: Using handset derived location information during emergencies
PANEL

This panel, made up of European institutions, national public authorities and industry representatives will discuss and debate the use of handset derived location information by examining the opportunities and challenges with a view to optimising this information for handling emergency calls.

*Chair: **Thomas Hallauer**, PTOLEMUS Consulting Group*

John Medland, Policy Manager, BT999/112, United Kingdom

David Williams, Chairman, ETSI EMTel

Jacopo Ovarelli, External Consultant, European GNSS Agency (GSA)

Magnus Persson, Positioning Specialist, Sony Mobile Communications

Johannes Vallesverd, Senior advisor, Norwegian Communications Authority and NaN PT NP Chairman, CEPT

Richard Lee, Chief executive officer, Creativity Software

12:00 – 12:30

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. Voting tools will be at your disposal.

Presented by:

Iratxe Gomez and **Luca Bergonzi**,
Co-Chairs of EENA's Operations Committee



12:30 – 13:30 **LUNCH** - *Exhibition area*

13:30 – 14:15 **Plenary Session** – Plenary room
Drafting EENA Members Workshop Programme (interactive)

During that participative session you will be invited to contribute to drafting the programme of the first EENA Members Workshop which will be held in Brussels on 19-21 October 2015. Don't leave: we need your input!

Led by **Gary Machado**, Executive Director, EENA

14:15 – 14:30 **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, Chair of EENA Advisory Board

Gary Machado, Executive Director, EENA



VENDOR TRACK

Diamond Room
During Coffee Breaks & Lunches

DAY 1
22 April 2015

Morning Break (10.50 - 11.20)

10.55 - 11.20 — Insta DefSec - Aapo Koski, Chief architect - Finnish ERC information system ERICA - *Coordinated call-taking and optimized responses with Insta Response*

Lunchtime (12:30 - 14:00)

12:35 - 13.00 — Ericsson - Rico Hollas, Principal Consultant - Safety and Security, Global Offering Lead - Disaster & Emergency Management - *Coordination Centre of the Future*

13:05 - 13:30 — OnStar - George Baker, Global Emergency Services Outreach Manager - *Are you ready for an OnStar call?*

13:35 - 14.00 — Intrado - Joe Hernandez, VP Strategic Sales - *112/9-1-1 of Things*

DAY 2
23 April 2015

Morning Break (11.00 - 11.30)

11.05 - 11.30 — Teamnet - Zoltan Herczeg, Senior Technology Consultant - *Emergency and crisis, sharing resources and priorities*

Lunchtime (12:30 - 14:00)

12:35 - 13.00 — Avaya - Markus Bornheim, Consulting Sales Engineer Public Safety EU - *How NG112 influences Private Network requirements, and Private Networks help to transition to NG112*

13:05 - 13:30 — Motorola Solutions - Bill Mertka, Senior Product Planning Consultant Next Generation Public Safety *EMERGENCY CALLWORKS - A Smart Public Safety Innovation*

13:35 - 14.00 — Frequentis - Bernd Gruber, COO indoo.rs (Frequentis start-up centre) - *Indoor Navigation - technologies and use-cases with focus on first responders*

Afternoon break (16.00 - 16.30)

16:05 - 16:30 — Deveryware - Alain Soulier, Projects Director - *myPublicAlerts: Alerting and informing the citizens*