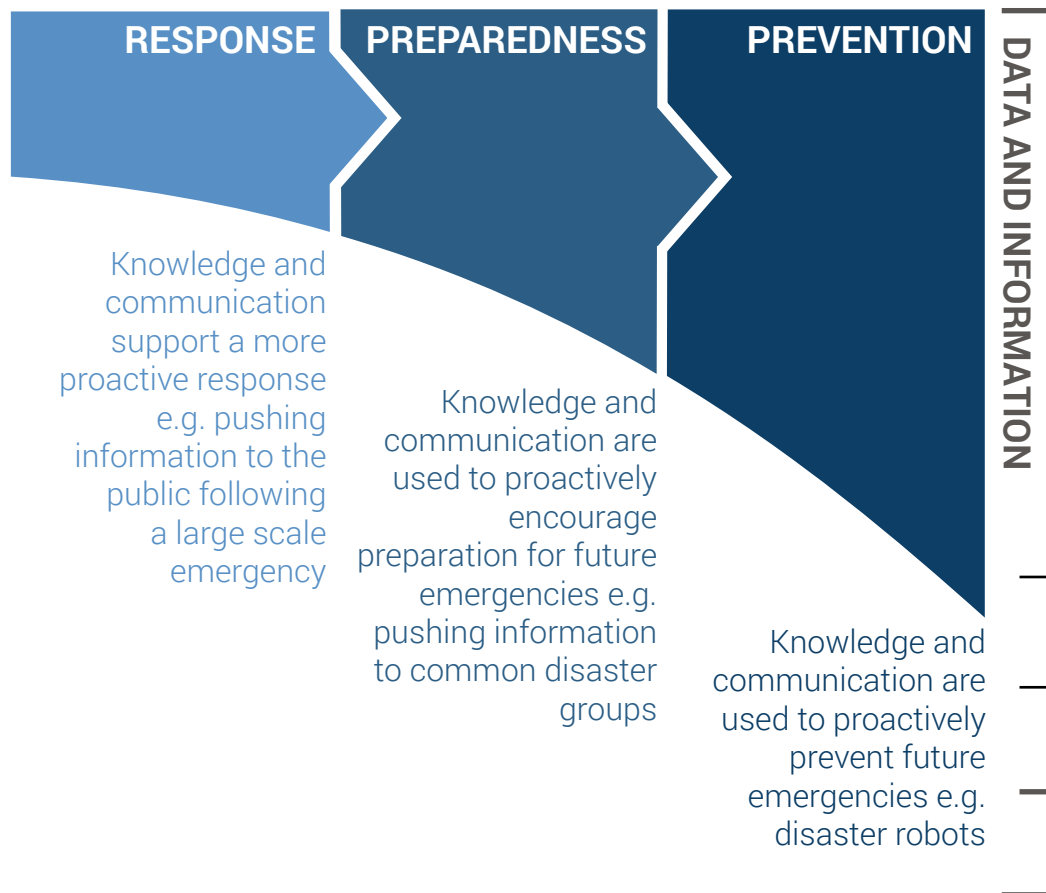


# The Emergency Communication Centre of the Future- FROM REACTIVE TO PROACTIVE

## What Is Our Vision?

To become a proactive emergency communication centre

Building **proactivity** across each horizon



## What Will This Look Like?

Seven traits of a proactive organisation



**CUSTOMER-CENTRICITY**  
Callers are provided with a **customised service** based on their specific needs.



**INITIATIVE**  
Accredited **citizens are empowered** to be the first contact point for the ECCF in the territory; to better understand the situation and promptly dispatch necessary resources.



**DATA**  
The ECCF in real time, is able to pool a large array of **data** and **convert this insight** that expands situational awareness, at a specific time, even before an event occurs.



**TRANSPARENCY**  
**Citizens know** that the ECCF is the first contact point with the ESPSOs and what the ECCF can do for them.



**TRUSTWORTHINESS**  
The ECCF not only make clear their process for handing and using data but goes beyond the regulatory requirements about **transparency and privacy** and customises such requirements to citizens' needs.



**AGILITY**  
The **workforce** is composed of a **highly diversified** range of profiles and operators can literally work from **anywhere, at any time**.



**ENVIRONMENT**  
**Strategic partnerships** of the ECCF activate and enable the deployment of additional resources, dedicated to specific issues.

## What Are The Benefits?

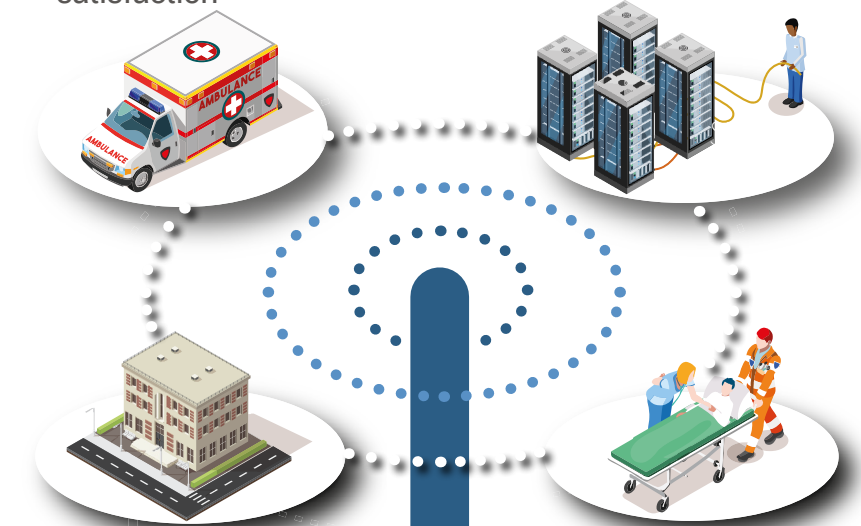
Benefits are summarised for key stakeholder groups.

### ESPOs

- Smoother management
- Improved quality
- Improved reputation
- Improved workforce satisfaction

### VENDORS & SUPPLIERS

- Agility
- Better Risk Management
- Enhanced communication with ESPSOs



### GOVERNMENT

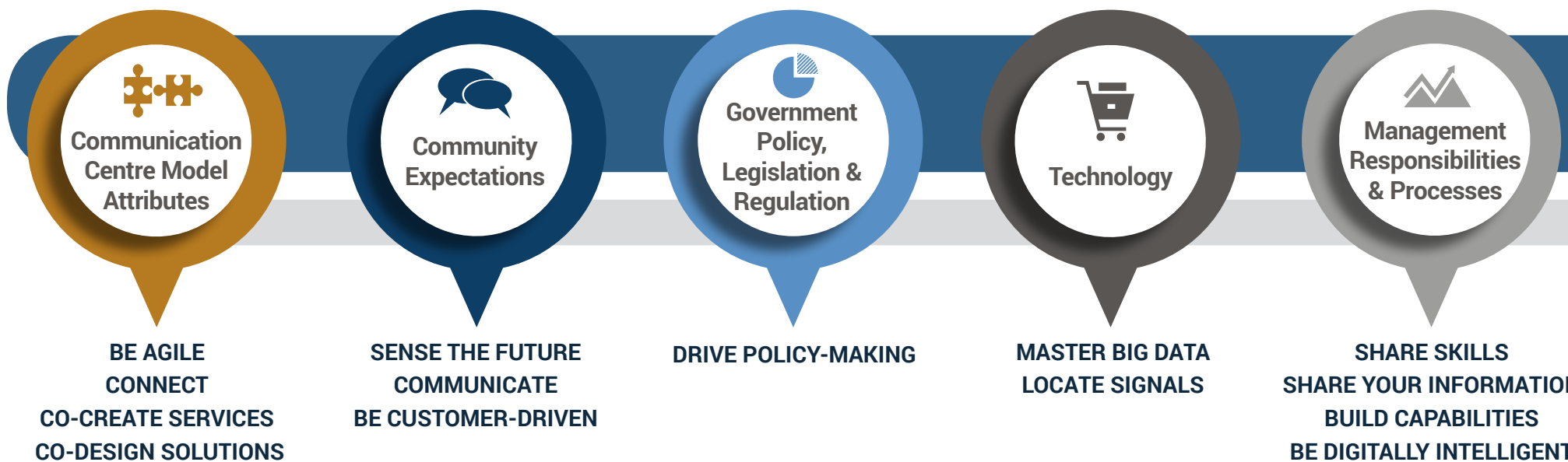
- Cost reduction
- Agility
- Smoother decisions
- Improved reputation

### CITIZENS

- Improved public safety
- Reliable service
- New engagement options
- Loyalty

## How Will We Get There?

Consider the five strategic priorities...



Let's build our roadmap together!

