

**360°  
PRODUCTS  
SOLUTIONS  
SERVICE**

**Command & Control**





## So, you are just starting out ...

- Do you have a leading role in the public safety sector?
- Do you operate safety operation centers for critical infrastructures or in industry?
- Do you have new requirements or ideas that you would like to implement in your operation center?
- Do you want to make your task even easier and more efficient using state-of-the-art technologies?

We would be happy to discuss your needs with you, based on our wealth of experience, gained from more than 150 operation center projects. We want to understand and advise you in order to create your custom solution from our uniquely broad portfolio of products and solutions. We seamlessly integrate your existing systems and applications into your operation center ECO system in a user-oriented and cost-efficient manner.



➤ The perfect solution thanks to state-of-the-art technology.





# Command & Control



## 360° Solutions All-in-One

So you can understand how we work:

- We are not a conventional system integrator.
- We are also not a pure manufacturer of singular products sold by third parties.
- We are not an anonymous call center operator, where you feel your requests are lost in the service operations in search of competent support between the "interfaces"!

On the contrary, we create a fully integrated operation center solution for you

➤ 360° SOLUTIONS

We have the most comprehensive portfolio of specialised operation center products, all of which fit into an integrated suite

➤ 360° PRODUCTS

We offer you a unique and personal service, throughout the entire lifecycle of your custom solution

➤ 360° SERVICE

➤ It is precisely the symbiosis of these three core competencies that makes us your All-in-One Solution partner!





## Command & Control – all about data



➤ User experience and condensed information make your operations management even more efficient.

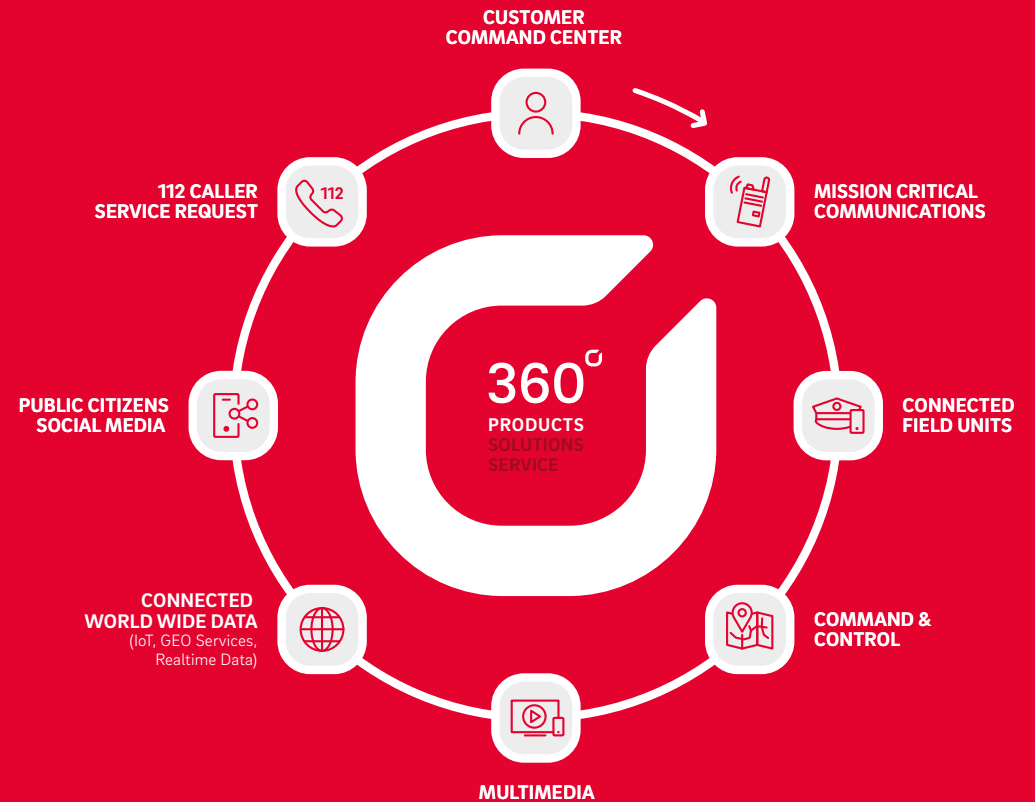


The **correct and reliable information, at the right time**, combined with experience, professional competence and thorough preparation are the success factors that make up an efficient and **high-quality operations management**.

This begins with the preparation and planning of everyday and special operational situations, the **strategic planning** of operational tactics and resources, as well as the seamless integration of optimal basic data, such as multi-faceted geodata.

All the basic data and dynamic data, which are brought together at one point from a wide variety of different sources in a context-based manner and are inserted into a **geo-based overview**, form the **core of all decision-making processes in an operation center**.

Our solution is designed as an **open Operation Center ECO system** that collects, processes and enriches the **countless amounts of information** from a wide variety of communication and information sources, in order to make it available to all mobile and central agents in the form of an **information hub**. All current and future communication and alert channels can be embedded in a flexible and service-oriented manner into the overall system.



Even after the actual operation, all data collected in the context of **business intelligence analyses** are still the basis for specific evaluations or **optimisations and forecasts** for the future or also as the basis for **cost allocations or reporting**.

Our solutions suite offers **optimal and user-centered support** for all your processes, so that you can perform your tasks efficiently with the highest quality.

# Critical Communications



Secure communication for an operation center is like the human central nervous system.

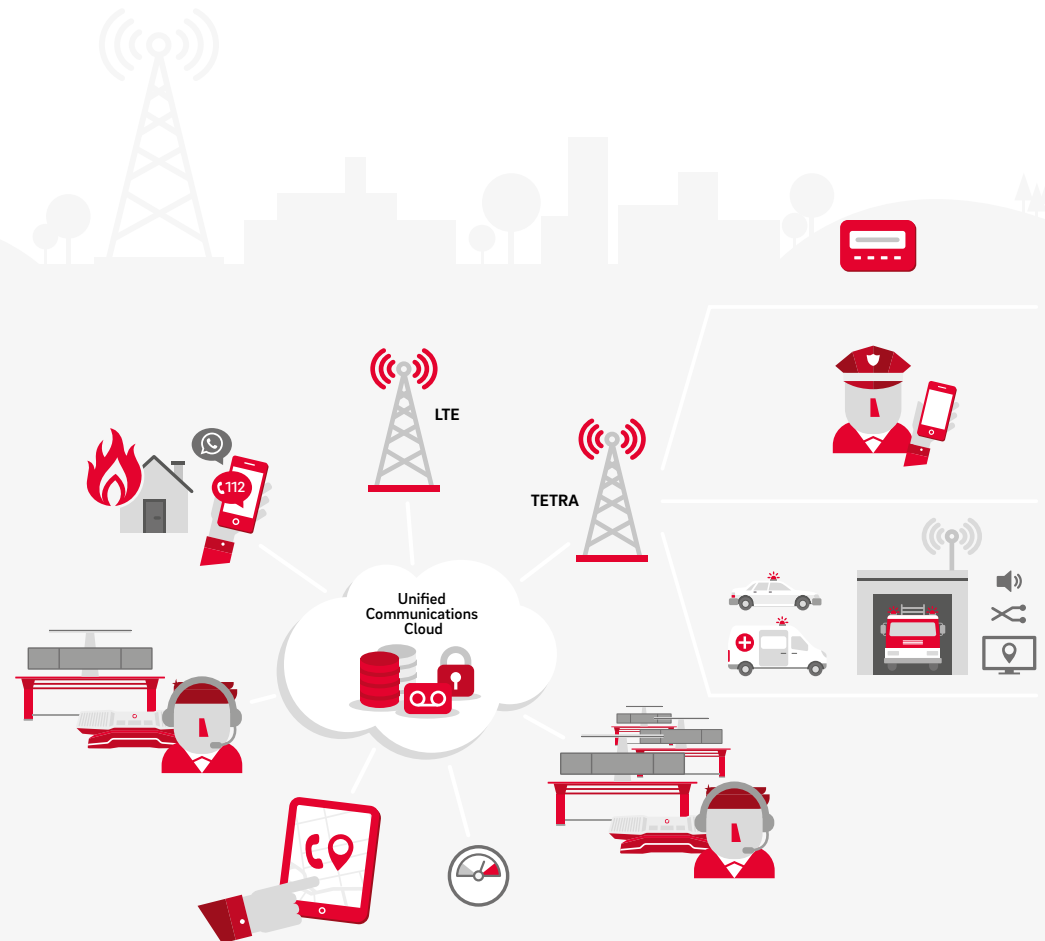
Communication is not only the key to any interpersonal relationship. **Secure communication** for an operation center is **like the human central nervous system** in humans. **Countless amounts of voice and data communication** content have to be collected, processed, stored and re-routed to a wide variety of information recipients via a network.

In our fully digitalised world, we only talk in the strictest sense of **IP-based data** (with communication content), which we merge in our **Unified Communications Cloud** and store in a revision-proof manner. The real-time availability of all communication channels in a **location-independent** and networked system, guarantees the high-availability architecture as well as the integrated **free-seating principle**.



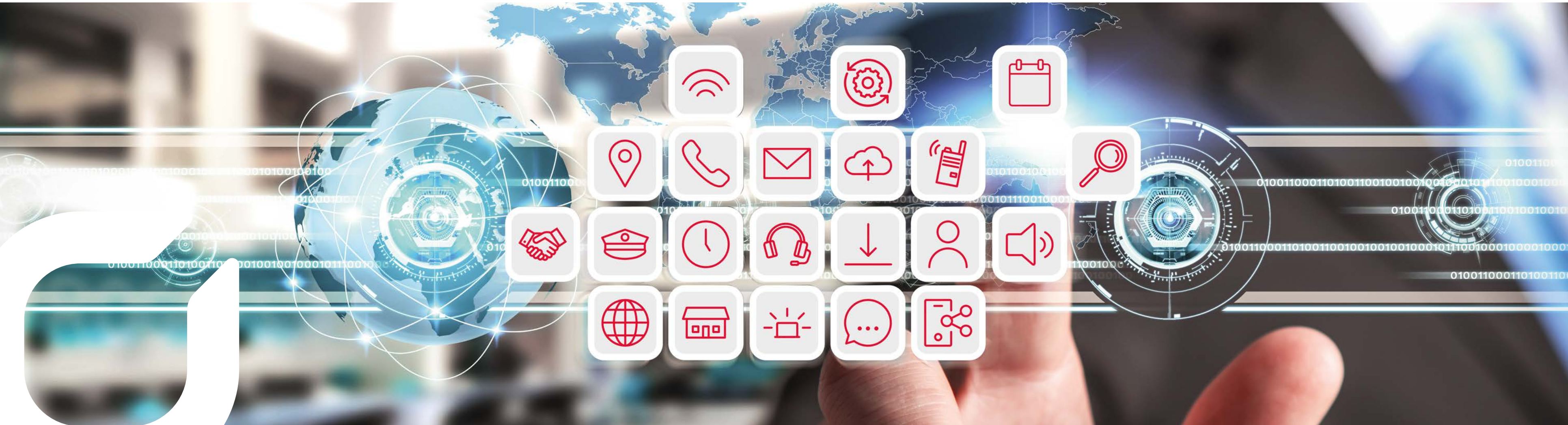
**Our solutions allow you to embed a wide variety of current and future communication media in our solutions in a flexible and distributed manner.**

In the traditional sense, this ranges from emergency call processing (112), business telephony (VoIP/ISDN), analogue and digital radio or public address and intercom systems to video telephony, new social media or messenger services.





# Multimedia Solutions

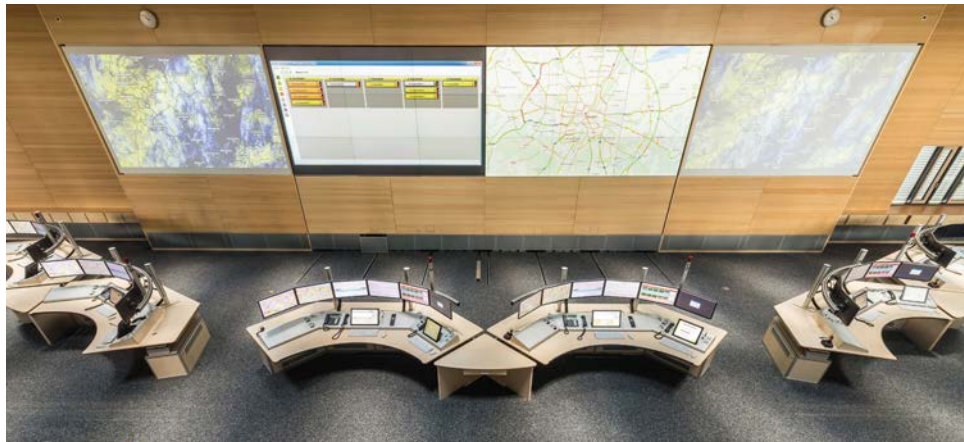


From video walls and station alarm to surveillance displays: All-in-One Multimedia Solutions.



In our multimedia world, **the intelligent and comprehensive provision and distribution of video, image and sound information** from various sources is key, especially in an operation center.

To provide this, we will be happy to plan **multimedia collaboration systems for your operation center – e.g. video walls, video management software** or similar – which optimally support the sharing of information, regardless of whether they use internet streams, video images, TV or software applications. Using state-of-the-art management software, the dynamic layout on media walls can be individually designed, and video camera images from a wide variety of sources can be displayed there or at the individual workstation.

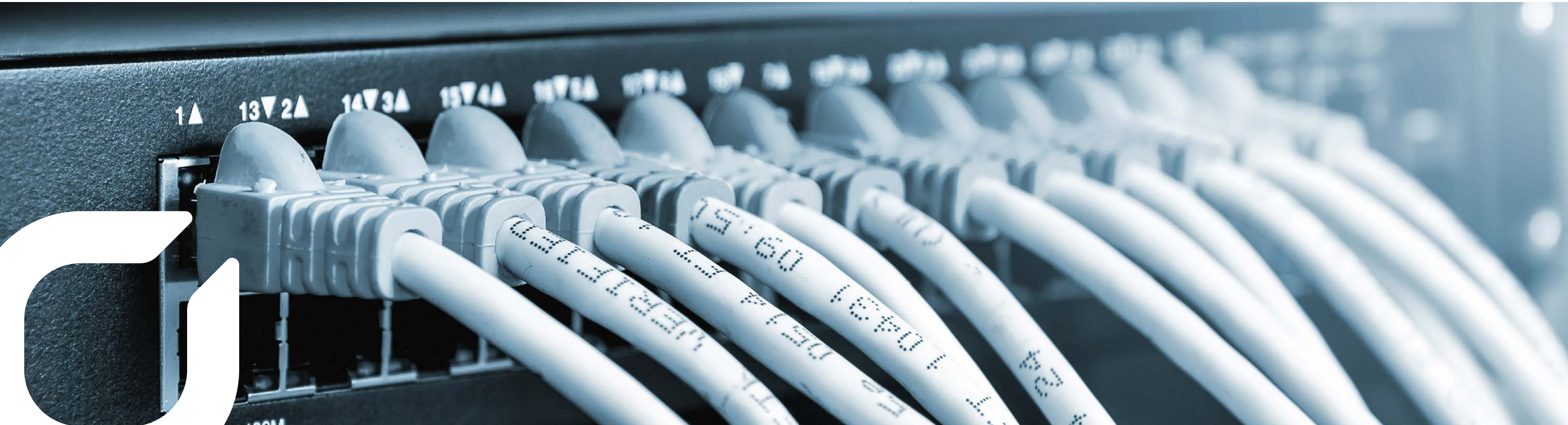


At eurofunk, however, we understand multimedia solutions to be much more than that. For our customers, we **integrate and design** all types of **acoustic and building management systems**, such as **station alarms** (incl. surveillance display solutions such as **eMID**) or building bus systems, seamlessly and **IP-based into our high-availability solutions**, in order to operate them automatically via touchscreen or in the operational process sequence.





## IT Solutions for the Operation Center



Your secure and  
always available  
All-in-One  
operation center  
IT solution for  
your users.



A software application alone is useless if it is not made available to users on the required platform in a secure and readily available manner.

The availability requirements for **mission-critical operation center solutions require state-of-the-art IT platforms and data center architectures**, in order to be "online" at all times.

It is not enough to provide individual **best practice methods** such as virtualisation or data backups and then install any software. No: Network concepts, virtualisation architectures, cluster technologies, load balancers, databases, monitoring, deployment and analysis tools, IT security tools as well as redundancy mechanisms from the modern IT world **must be consistently designed in perfect union with the operation center applications and services** and made available as an **All-in-One solution**, in order to master and manage the complexity.



**Data protection and information security** play an elementary role, which must already be **deeply rooted in the design** of an overall solution. As a competent partner, eurofunk is **ISO:27001** certified and will be happy to advise you on how to design your IT solution in a secure and compliant manner for basic **BSI protection**.

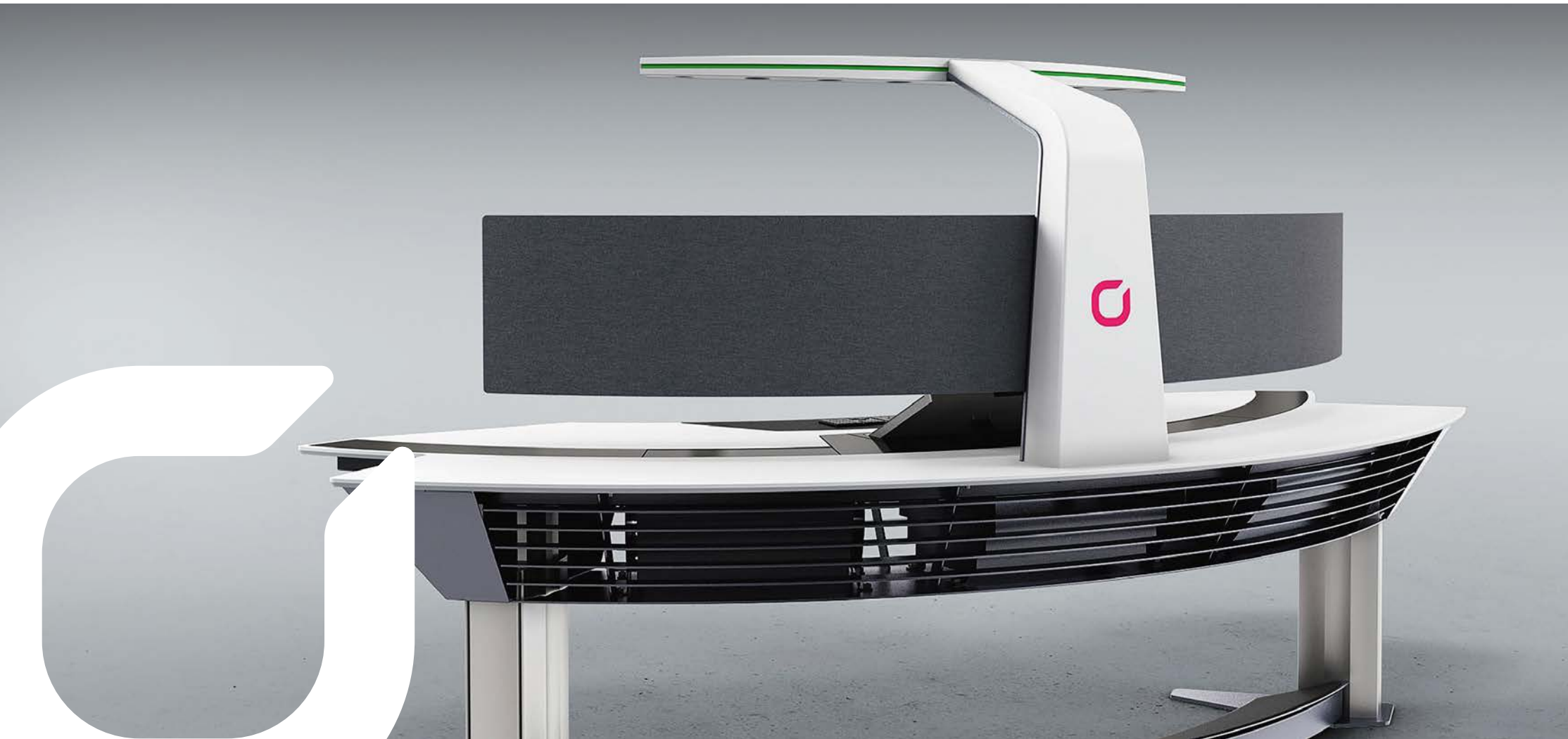
**We will be pleased to provide you with your operation center IT solution as a ready-to-use and individual All-in-One solution, from the remote workplace to the data center.**



ISO:27001



# Ergonomics & User Experience from a 360° Perspective



➤ User Experience is the symbiosis of software, room and operation center table.



We see **user experience** as an integrated approach. For us, this does not stop with the **optimal operating concepts for our software solutions**, which we have developed and implemented together with scientific experts and application experts. For us, the **operation center room**, the **integrated design** and especially the embedding of the **control center table** play an essential role in the user experience.

That's why we are happy to advise and plan the **optimum control center room** with you according to your needs and equip it with the most state-of-the-art operation center equipment.



Our **cutting-edge ergonomic operation center furniture**, specially designed for demanding work at a 24-hour workplace and the operation of operation center solutions, are individually adjustable in a fully-electronic manner and are built as an **Austrian quality product especially for your requirements!**



**CLEAR-DESK**



# 360° Service



A central service point for the whole control center.



As the operator of an operation center, you must **be able to rely on your technical solution and applications at all times.** In addition to choosing the right solution for you, the right package in terms of service and support is the second essential component of your very own quality service.

**As your professional service partner,** we can offer you our All-in-One solution concept in accordance with **ONE central service point for your entire operation center solution as a "one-stop-shop".**

Our **24/7** service concept based on the **ITIL** framework offers you a contact person for your concerns around the clock. A **professional service desk** with technical support from technical experts, who provide **all three levels of support in one place,** is on call to ensure that you and your technical interface problems are **not left high and dry with different suppliers.**



With our **comprehensive field service,** we ensure that we can provide you with immediate on-site support in addition to our remote access technology.

Our **Customer Care Center** is the central dialogue and feedback partner for you, who, together with **Customer Consulting,** will advise you on your solution and all **your future challenges and opportunities.**

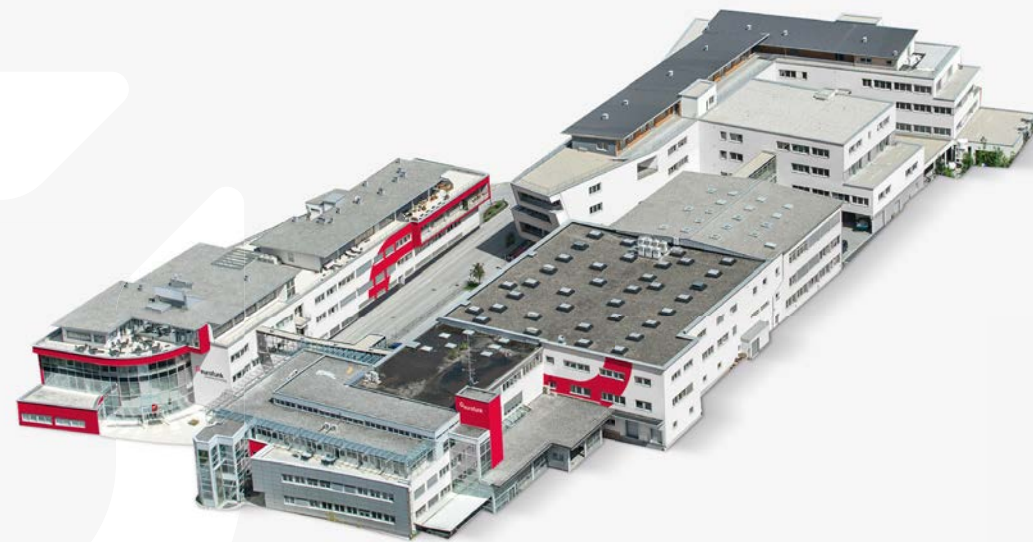
**We would be happy to advise you in order to design the optimal 360° service concept for you!**



# Customers who work with us to ensure safety

We see ourselves as a **reliable and long-term oriented partner** who helps our customers to carry out their tasks even better. Our role as a **competent and technology partner** is also clearly reflected in our mission **"creating safety by technology"**.

We are very proud of each and every one of our more than **150 operation center customers**, whom we support with our products and services every day!



In our market sector, you may know the following customers. (Extract)

## INDUSTRY & CRITICAL INFRASTRUCTURE:

- Airport Frankfurt/Main, Munich or Stuttgart
- BASF, BP, Evonik, Infraseriv or Wacker Chemie
- Audi, BMW, Daimler

## PUBLIC SAFETY (POLICE, FIREFIGHTERS AND RESCUE SERVICES):

Nationwide network of operation centers

- in Bavaria (D): **27 locations**
- in Schleswig-Holstein (D): **11 locations**
- in Hesse and Saxony-Anhalt (D): **11 locations**
- in the Netherlands (NL): **> 600 workplaces**

In addition to the integrated solutions listed here in extracts, with which we could provide **various locations and organisations with comprehensive solutions**, you will find a **large number of highly esteemed customers on our website**.

[www.eurofunk.com](http://www.eurofunk.com)

# Let's talk about you

We would like to talk to you about **your individual requirement**, your challenges and your visions and ideas!

As an internationally established **family company**, we would like to use our 50 years of experience and the expertise of **more than 500 specialists** to create optimised solutions for you!

Please contact us so that we can work together with you to lay the foundation for a **long-term and reliable partnership!**



Christian KAPPACHER  
CEO

Dr. Christian KAPPACHER  
Managing Director







**Innovation and to know that we create safety is our biggest motivator.**



eurofunk KAPPACHER GmbH  
eurofunk-Straße 1–8  
5600 St. Johann im Pongau  
Österreich / Austria  
T +43 57 112 - 0  
T +49 7231 7782 - 0  
office@eurofunk.com  
www.eurofunk.com

