

## **CYBER ATTACKS**

Security through early detection of threats

## **eLISA**

Real-time voice assistance for quick operational decisions

## **eOCS**

A system for clear processes and smooth operational management



# From Al to KRITIS – eurofunk strengthens Europe's emergency services



In a rapidly changing world, one thing remains constant: eurofunk's commitment to strengthening the security and efficiency of control centres with innovative solutions. The 9th edition of eurofunk NEWS is all about this further development – technologically, strategically and geographically.

With eOCS, the new suite for communication and operations management, eurofunk is setting standards in digital control centre technology. It combines powerful modules for operations management, communication and documentation in one integrated system. This not only provides greater clarity and speed, but also a new level of quality in the cooperation between emergency services.

Another milestone is **eLISA**, the Al-based language assistant specially developed for foreign-language speakers seeking help. In emergency situations, every second counts – and communication is crucial. eLISA helps emergency responders communicate across language barriers, making assistance faster, more targeted, and more inclusive.

The threat landscape is also changing: **cyber attacks** on KRITIS organisations are on the rise. eurofunk is meeting this challenge with robust security architectures and a holistic protection concept. The systems are not only powerful, but also resilient – a decisive factor for the future of public safety.

The **2025 NATO summit** once again highlights the importance of reliable communication and coordinated operations management. eurofunk is ready to contribute to Europe's security with its solutions – both technologically and strategically.

Finally, a significant step marks the way forward: **market entry in Switzerland**. With its expertise and commitment to quality, eurofunk is setting new standards there too and shaping the future of control centre technology together with its customers.

This issue of eurofunk NEWS reflects the vision "creating safety through technology"! Innovations that work. Solutions that connect. And a team that achieves great things together.

Enjoy reading!

Leo OBERAIGNER – Senior Sales Director





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## The Future of Mission Communication: Integrated, Compliant, Revolutionary.

In critical operational situations, the quality of control centre communication determines the success of the operation. Emergency services such as the police, fire brigade and ambulance services traditionally rely on radio and telephone. However, the increasing complexity of operational situations makes it clear that additional communication channels are needed to provide information more quickly, in a more structured manner and in a legally compliant way. Modern, chat-based systems open up new possibilities here – with clear advantages for operational efficiency and legal compliance.

## eMMA – THE MULTIFUNCTIONAL MESSAGING ARCHITECTURE

**eMMA** – **e**urofunk **M**ultifunctional **M**essaging **A**rchitecture – is a platform that is specifically tailored to the requirements of emergency services.

It combines the advantages of classic chat and messenger systems with the high standards required in security-critical environments. eMMA not only enables the **rapid exchange** of information, but also integrates functions that make **communication processes more intelligent** and **inclusive**.

## INTELLIGENT COMMUNICATION WITH SYSTEM

eMMA offers much more than traditional chat functions:

- Secure, structured communication within the organisation, at any time and traceable.
- Real-Time Text (RTT) for delay-free and legally compliant text transmission – accessible and immediate.
- Automatic transcription and translation of telephone conversations in real time using AI voice assistant eLISA is a decisive advantage for barrier-free communication and use across language barriers.

Despite its high technological performance, operation remains intuitive. The interface is designed so that complex functions can be used directly in the field without additional training.





Kurt KNAUSEDER Head of Department Mission Support Systems

## SEAMLESS INTEGRATION INTO CONTROL CENTRES AND MOBILE PLATFORMS

Complete integration into existing systems is a decisive factor for practical suitability. As part of the eurofunk **360° solution approach**, eMMA integrates smoothly into operations control and communication platforms.

Looking ahead, eMMA will also enable user-friendly, chat-based communication with emergency services personnel via eurofunk's resQnect mobile application — ensuring continuity and efficiency across all media.

## WHY CHAT-BASED COMMUNICATION IS BECOMING INDISPENSABLE

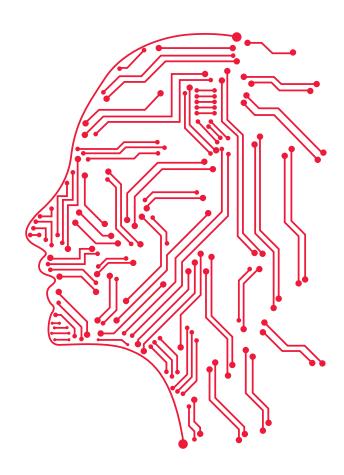
The advantages of chat-based communication compared to traditional channels such as radio or telephone are obvious:

- Asynchronous use messages can also be read and answered at a later time.
- Multimedia images, locations, documents or voice messages can be inserted directly.
- Structured communication groups, roles and channels provide clarity, even in complex situations.
- Documentation and traceability all messages are automatically archived and can be searched at any time.

## **COMMUNICATION ON A NEW LEVEL**

The future of emergency communications is **digital**, **structured**, **and inclusive**. eMMA complements traditional channels while providing emergency services with modern, practical features. Developed with the needs of emergency responders in mind, it is intelligent, legally compliant, and ready for immediate use.

eMMA demonstrates the future of communication in control centres and mobile operations — not as a replacement, but as a powerful extension of existing systems. The result is a tool that transforms operational communications and equips organizations to meet the challenges of tomorrow.





# Proactively countering cyber attacks

In an increasingly networked world, cyber security has long since become a key success factor. Events over the past year clearly show that organisations of all sizes are required to identify and ward off threats at an early stage.

The threat level in the area of information security remained high in 2024. As in previous years, phishing emails and malware were the most common forms of attack. There was also a noticeable increase in scanning activities, triggered by newly discovered vulnerabilities in specific software products. In addition, DDoS attacks (distributed denial of service attacks), often carried out by activist groups, have become a much greater threat than in previous years.

The geopolitical situation, marked by the war in Ukraine and the escalating conflict in the Middle East, further exacerbated the situation in cyberspace. Hacking activist groups experienced a surge in popularity and intensified their activities. For customers, especially those in the critical infrastructure (KRITIS) sector, this means a continuous increase in security requirements. The implementation of the European NIS2 Directive is fuelling this trend and makes it clear that the number of organisations with particularly high cyber resilience requirements will continue to rise.



Stephan FRANK Head of Department Solutions Security

## SECURITY ON THE TOP PRIORITY – THE eurofunk SECURITY LAB

The **Solutions Security** department at eurofunk aims to proactively counter cyber attacks and provide the best possible protection for customers in security-critical areas.

## FOCUS: SECURE ANALYSIS AND DATA EXCHANGE IN THE EVENT OF SECURITY INCIDENTS

The eurofunk Security LAB focuses on the secure handling and analysis of potentially compromised data and provides an isolated data exchange platform (DAP) for this purpose. The data is evaluated exclusively in the protected environment of the LAB. This ensures that sensitive information remains fully protected during the analysis of security incidents.

## **ISOLATED ANALYSIS ENVIRONMENT**

To ensure maximum security, the laboratory is **completely isolated from the eurofunk internal network.** A separate Internet breakout and dedicated physical networks reduce risks to a minimum.

The laboratory has several physical servers that support both bare-metal installations and virtualisation of different operating systems. The infrastructure is supplemented by network components such as firewalls and switches.

## Other key components include:

- A dedicated backup solution and a PXE host for fast recovery and reconfiguration
- a directory service for simulating lateral movement and analysing group policies in the context of attacker defence
- flexible scalability that allows for future enhancements such as email self-service, sandboxing, software reputation analysis, or an incident response portal

## "HANDS-ON" INSTEAD OF THEORY – FUTURE PROACTIVE CYBER DEFENCE

Assessments that rely only on static metrics fall short in practice. The eurofunk Security LAB is therefore being expanded to include proactive cyber defence through targeted attack simulations. This enables early detection of **threats and the development of precise protective measures** tailored to highly individualised control centre systems.

A sealed laboratory environment provides a platform for proactive analysis. Within this controlled setting, software functions can be examined in detail, deviations from expected behavior detected, and common attack vectors identified. By taking a practical, attacker's perspective, **realistic risk assessments** can be conducted, enabling the development of **targeted protective measures**. This approach is grounded in a deep understanding of customer systems, ensuring that potential entry points and attack scenarios are accurately identified.

## **COMPREHENSIVE 360° SOLUTIONS**

The increasing complexity of the threat landscape requires proactive security strategies. The eurofunk Security LAB delivers decisive added value in this regard:

- secure data analysis in the event of security incidents
- Realistic simulation of customer environments
- Early risk detection
- Development of tailor-made security solutions

eurofunk thus creates the basis for comprehensive **360° solutions** – from early detection and analysis to effective defence against cyber attacks.



# More than just backup: disaster recovery as a holistic resilience strategy



Martin KASWURM Solutions Technology Officer

Control centres are the heart of police, fire and rescue services. Here, decisions are made in seconds about how quickly help can be provided. Any failure – whether due to power, technology or cyber attacks – jeopardises not only systems but also human lives. Backup alone is therefore no longer sufficient. What is needed is a holistic disaster recovery (DR) strategy that creates true resilience.

## FROM BACKUP TO RESILIENCE

Traditional backups secure data, but they do not guarantee immediate operational readiness. Disaster recovery goes further: it encompasses technology, processes, personnel and organisation with the aim of maintaining real-time operational readiness or restoring it within minutes. Minimal recovery times (RTO) and virtually zero data loss (RPO) are crucial.

## FOUR PILLARS OF A DISASTER RECOVERY STRATEGY

## 1. Technical resilience

- Geo-redundancy: Operation in separate data centres to ensure seamless takeover in the event of an emergency.
- High availability (HA): Redundant systems and control centre software such as eOCS take over without interruption.
- Virtualisation: Flexible relocation of applications and faster recovery.
- Secure connection: Redundant lines to critical networks such as BOS digital radio.

## 2. Procedural resilience

- Clear emergency manuals and restart plans.
- Regular, realistic exercises preferably unannounced.
- Structured crisis communication internally and externally.

## 3. Personnel resilience

- Training for all roles from dispatchers to management.
- Cross Cross-training to avoid bottlenecks.
- Ensuring the availability of key personnel.

## 4. Operational resilience

- Alternative locations (hot/cold sites) for rapid takeover of operations.
- Emergency power supply via UPS and generators.
- Strict physical security measures.





## Control centres in the cloud: opportunities, challenges, prospects



Mario DÜRR Solution Integration Manager

Modern data centres form the basis of the IT infrastructure of many control centres, as they store and process large amounts of data securely. The cloud complements this infrastructure and offers control centres both flexibility and scalability. However, the use of cloud services also presents challenges.

## OPERATION OF DATA CENTRES AND CLOUD SERVICES

The data centres of renowned cloud providers are usually located in metropolitan areas with fast connections and high infrastructure standards. Control centres do not have direct access to the hardware, as operation, maintenance and security are handled by the provider under strict contractual and security-related specifications. Geo-redundant data centres also ensure high availability, as another location automatically takes over the tasks if one location fails.

## SCALABILITY, FLEXIBILITY AND HIGH SECURITY STANDARDS: THE STRENGTHS CLOUD-BASED CONTROL CENTRE SOLUTIONS

Cloud-based systems provide control centres with a scalable and flexible IT infrastructure. Initial investment and maintenance costs are reduced, as there is no need to operate your own servers and hardware on site. In addition, cloud services are characterised by high availability and ensure a high standard of security thanks to isolated environments and VPN tunnels. The rapid deployment and adaptation of systems to new requirements is also a major advantage.

## BETWEEN DATA CONTROL, COSTS AND CRISIS SCENARIOS: THE DOWNSIDE OF CLOUD USE

As compelling as the advantages of cloud services are, the risks are just as complex. A key challenge lies in the dependence on the provider: technical problems or even withdrawal from the market can impair operational capability. Added to this is the risk of losing control over data and systems, as control centres cannot access the infrastructure directly.

Economic aspects also play a role. Increasing data requirements or additional services can lead to significant additional costs. At the same time, data security remains a critical factor – despite high standards, there is still a risk of data loss or hacker attacks. Control centres must also ensure that their cloud services comply with legal and regulatory requirements, which is often complex and costly in the case of international data locations.

## NAVIGATING THE TENSION BETWEEN INNOVATION AND SKEPTICISM

Cloud solutions offer cost efficiency, flexibility and availability. Nevertheless, there are concerns about vendor lock-in, rising data costs and security. A clear strategy and the right choice of provider are crucial. Despite these challenges, demand for cloud-based control centres is growing – an indication that organisations are increasingly taking advantage of the opportunities.

eurofunk already offers cloud-native products with its Operations Centre Suite (eOCS), Management Suite (eMS) and resQnect. This makes eurofunk a leader in terms of future fitness and supports customers on their way to the cloud with in-depth expertise, tailormade concepts and a clear commitment to security and reliability.

## eLISA – Communication without borders

Emergency calls in a foreign language put dispatchers under immense pressure. Every minute counts, yet vital information can be hard to grasp — creating stress on both sides of the line. Solutions like eLISA make communication faster, clearer, and barrier-free when it matters most.

"Pomoc, měl jsem nehodu ale nejsem zraněný."

"Control centre, where is the accident site?"

eurofunk has developed the intelligent voice assistant eLISA (eurofunk Language Intelligence Support and Assistant) precisely for these critical moments. eLISA is more than a translation tool; it acts as a co-pilot in operations management and communication systems, overcoming language barriers in real time and ensuring clear communication when it matters most.

## **REAL-TIME COMMUNICATION**

eLISA seamlessly supports the entire dialogue between the control centre and callers:

## 1. Instant understanding

The caller's verbal communication is processed immediately by eLISA.

- Speech recognition in seconds: eLISA automatically detects the language, with the option to adjust manually if needed.
- Live transcription and translation: Spoken words are transcribed in real time and translated into the dispatcher's language. This provides immediate clarity about the situation.
- Optional voice output: The translated text can also be played back via text-to-speech.

## 2. Respond clearly

There are several ways to communicate with the person seeking help:

- Standardised text modules: Text modules sorted by topic enable fast, structured and error-free communication.
- Flexible free text input: Messages can be typed in directly for individual queries.
- Intuitive voice input: Alternatively, dispatchers can speak in their own language, while eLISA handles transcription and translation automatically.

The dispatcher's statements are translated immediately, and callers receive them via text-to-speech in their own native language in a clear, unambiguous and reassuring manner.







Andreas EDER Product Manager

Günter DUTZLER
Head of Sales Office

## SECURE, INTEGRATED AND FUTURE-ORIENTED

The development of eLISA focuses on the key requirements of modern control centres:

- Data protection without compromise: eLISA offers flexible deployment – either as a 100% on-premise solution in a local, secure network or as a secure cloud option. All data is processed in accordance with the highest security standards.
- Seamless integration: As a modular system, eLISA can be smoothly integrated into eurofunk communication technology solutions and makes optimal use of existing resources.
- Open architecture: The flexible structure supports extensions

   such as real-time text (RTT) enabling barrier-free communication for people with hearing or speech impairments.

With eLISA, control centres have a tool that ensures immediate communication in critical situations, overcomes language barriers and maintains the highest security standards. The solution combines real-time support, data sovereignty and future-proofing. A decisive step towards efficient and secure emergency call handling.

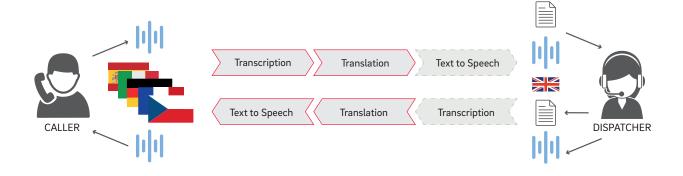


## Al in the control centre Success factors at a glance

The introduction of AI is not an IT update, but a strategic project. What matters:

- Strategic planning: clear goals, resources, timelines.
- Involving stakeholders: dispatchers, IT, management, data protection officers.
- Realistic expectations: Al supports, but does not replace.
- Ensure data protection: decide on processing concepts at an early stage.
- Start gradually: clear use case, intensive training.

Those who give equal consideration to technology, people and processes lay the foundation for a future-proof control centre.



## eOCS eOCS>CAD & eOCS>COM combined One suite. One system.

In a world of countless tools, interfaces, and parallel systems, the eurofunk Operation Centre Suite (eOCS) brings clarity to the chaos. By consolidating central processes and reducing the number of tools, it not only simplifies operations but also eases the mental load on users. This article explores the philosophy behind the suite and explains why the market is increasingly prioritizing integrated solutions.

## WHAT IS eOCS?

The eurofunk Operation Centre Suite (eOCS) is more than just a product; it is a holistic solution for modern control centres. Its philosophy is to combine all processes in a coherent system, reduce complexity, reduce the mental strain on users, thereby supporting faster incident handling. At the same time, synergies in data maintenance and use are leveraged throughout the entire system.

## PHILOSOPHY: INTEGRATION INSTEAD OF ISOLATED SOLUTIONS

Instead of running individual tools from different manufacturers side by side, eOCS relies on integrated workflows. eurofunk consciously goes the extra mile and incorporates the integrated applications into the design of user workflows in eOCS. The goal: fewer tools for the user, less stress, more efficiency. eOCS is designed around end-to-end processes, creating a unified system that covers all task-relevant activities in the control centre.

## **CORE FUNCTIONS OF THE SUITE**

Two core functions are at the heart of the system:

- Operations control system
- Communication system

These form the basis for operational work in emergency call handling and dispatching. They are complemented by seamlessly integrated products:

- Communication recording with eComRec
- AI-supported transcription & translation with eLISA
- Mobile application for emergency services with resQnect
- Business intelligence reporting & dashboards with eBI
- eurofunk Management Suite (eMS)

- Universal data import/export interface & workflow engine
- Structured emergency call handling with, for example, AUDIS
- Situation and command software, e.g. with GeoByte
- Integration of information systems (POLAS, ZEVIS, INPOL, SIS, etc.)

With its open architecture, eOCS enables smooth integration of additional applications — fully adapted to the eOCS look and feel — for a consistent, intuitive user experience.

## MARKET DEMAND: THE TREND TOWARDS INTEGRATION

Historically, operations control and communication systems were often tendered separately. But the market is changing: more and more control centres are recognising the added value of integrated solutions and are tendering ELS and KMS together. The advantages: reduced complexity, improved data flows and more efficient emergency call handling overall.

eurofunk offers solutions for both variants:

- eOCS>COM a web-based communication system that combines classic radio and telephone communication with modern channels such as geodata, messenger, real-time text and video telephony.
- eOCS>CAD an operations control system that combines 30 years of experience with innovative concepts and supports users with context-sensitive relevant information and functions.

The full power of the integrated complete solution is revealed: by seamlessly linking all core functions and integrated programmes, eOCS offers a consistent workflow that is optimally tailored to the needs of dispatchers.



**Christoph SEIDL**Chief Product Officer eOCS

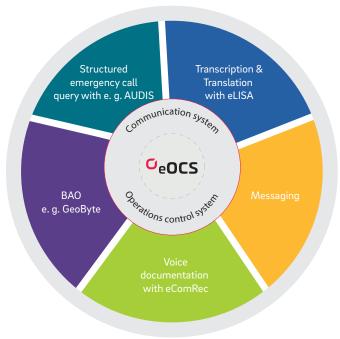
## ADDED VALUE OF THE SUITE EXPERIENCE

The Suite Experience creates a central platform that intelligently links all tasks and processes in the control centre. A uniform interface and consistent workflows reduce media breaks, save time, minimise errors and make the daily work of users noticeably easier.

eOCS is more than a technological product; it is a strategic approach to reducing the workload of control centres. The integration of central functions and intelligent enhancements creates a working environment that puts employees at the centre.

»Our mission is to to shorten response times in emergencies and save lives. With eOCS, we connect relevant products, optimise control centre processes and create the basis for fast, error-free decisions in a supportive working environment.«

Christoph SEIDL (Chief Product Officer)



## Intelligent operational support with text templates, teams & eRM

Efficiency, flexibility, clarity — the pillars of modern control centres. With the latest upgrades to eOCS and eRM, eurofunk delivers powerful tools to transform operational planning and resource management.

## TEXT TEMPLATES – MORE EFFICIENCY FOR YOUR CONTROL CENTRE

In the hectic rush of operations, every second counts. With the new **text templates** in the **eOCS>CAD** operations management system, control centres have a tool that transmits information faster, more accurately and in a standardised manner, with minimal effort for dispatchers. Your benefits at a glance:

- Fast communication: transmit operation-related data automatically or manually via email, pager, SDS, SMS or messenger.
- Standardised content: Uniform text modules ensure clarity and reduce sources of error.
- Efficient documentation: Notes and logs can be created directly from predefined templates with just a few clicks.
- Flexible & intelligent: Dynamic placeholders, if/then logic and text manipulation enable individual adjustments depending on the deployment situation.

## Technically sophisticated:

A dedicated microservice processes the text templates reliably and quickly, even for future connections to external systems.

## Easy to use:

- Intuitive entry mask in the admin module
- Preview function for quality assurance
- Placeholder search for quick configuration

Text templates not only make your control centre faster, but also smarter. Less manual input means more time for what matters: coordinating operations.

## CREWS – INTELLIGENT ALERTING FOR FIRE BRIGADES

When an alert sounds, every second counts. Fire brigades must quickly determine which vehicle can be deployed — a complex task when personnel availability and vehicle equipment vary. Smart solutions streamline planning and ensure rapid, effective response.

With the new "Teams as Alert Entities" feature, eOCS>CAD offers a flexible way to control alerts in a targeted and needs-based manner. Your added value:

- Flexibility in the AAO (alert and deployment order): Teams can be defined according to type, strength and responsibility and integrated tactically.
- Fair distribution of tasks: Alternating alerts for several teams per station.
- Dynamic dispatching: Alerts are triggered at the team level and vehicles are automatically assigned based on FMS (radio messaging system) feedback.
- Consider personnel availability: Forecasted personnel availability helps the control centre to plan realistically, even in the case of parallel operations.

With the introduction of teams as an alerting entity, operational planning for fire brigades becomes significantly more precise and efficient. A real step forward for your control centre.



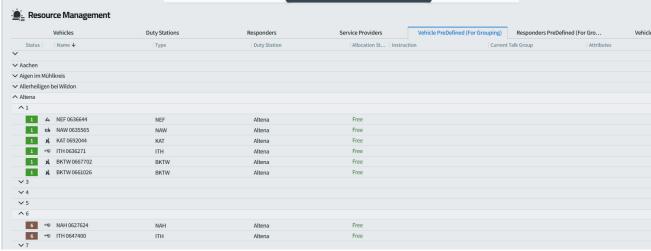


Harald VIEHAUSER Head of Department Suite Product Management & UX

## eRM – MORE OVERVIEW, MORE EFFICIENCY, MORE CONTROL

In dynamic operational situations, a quick overview of resources is crucial. Comments, statuses and availabilities must be displayed clearly and up to date, without lengthy searches.

The new functions in  $\mathbf{eRM}$  make resource management more powerful and intuitive.



Example: Grouped Resource Management

- Comments with validity: Time-limited notes directly on the resource, visible in eRM and the dispatch area.
- Resource attributes: Recurring statuses such as "only reachable via DME (digital message receiver)" or "partially operational" can be quickly recorded and clearly displayed.
- Automation: Attributes can be set manually or automatically (e.g. when the status changes).
- Predefined views: Quick access to filtered resources, e.g. all vehicles of a department in status 2.
- Grouping in lists: Structured display by department or area of responsibility.

The new functions in eRM make the resource overview not only more informative, but also significantly more efficient. This is a real added value for any control centre that values clarity and speed.



With text templates, alerts for entire teams and extended functions in eRM, control centres can coordinate operations more efficiently. Resources are used optimally, decisions are accelerated – for greater operational efficiency and real confidence in action.

# resQnect Mobile for Apple CarPlay – secure, efficient and ready to use

Digitalisation is transforming the daily mobile operations of security and emergency organisations. Information needs to be available faster, communication more reliable, and operation more intuitive. With the integration of the resQnect Mobile app into Apple CarPlay, a new dimension opens for emergency services: mission data, navigation, and status messages can now be accessed and managed directly through the vehicle's built-in infotainment system — securely, efficiently, and without additional hardware.

## ACCESS TO ALL IMPORTANT OPERATIONAL INFORMATION

Every second counts during an operation. With CarPlay integration, all relevant data is immediately available to emergency services on the vehicle display: operation keyword, destination address, patient data, reporting or accompanying resources. This eliminates the need to operate the iPhone while driving, which means a significant gain in safety and efficiency.



Operation display via Apple CarPlay

## NAVIGATION WITHOUT DETOURS

A tap of the finger is all it takes to start navigation to the scene of the emergency. Depending on the navigation app used, **live traffic data** and congestion information are available so that the fastest route can always be selected. This direct integration speeds up the journey and helps to save valuable time.

## SEAMLESS COMMUNICATION WITH THE CONTROL CENTRE

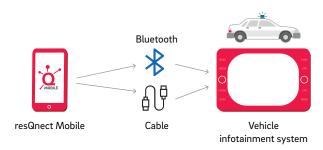
Status messages such as "On the way", "At the scene" or "Operation completed" can be transmitted directly to the control centre via the infotainment system. New information from the control centre can also be displayed immediately in the vehicle. This creates a continuous flow of information between emergency services and the control centre, keeping the entire operation transparent and up to date.

## **ROAD SAFETY**

Minimising distractions is crucial, especially in emergency situations. By operating the system via the CarPlay interface, the driver's attention remains on the road. The permanently installed vehicle display becomes the central access point for all relevant information – an important contribution to road safety when every second counts.



Daniel GAPPMAIER Head of Department Mobile Resource Services



Connection options for resQnect Mobile

## EFFICIENCY THROUGH USE OF EXISTING INFRASTRUCTURE

The solution is based on the vehicle's existing infotainment hardware. No additional installations such as displays, computers or cabling are necessary. Connection is straightforward via USB or Bluetooth. For emergency services, this means reduced costs, less installation work and easy integration into existing vehicle fleets.

## INTUITIVE OPERATION IN A FAMILIAR ENVIRONMENT

Many emergency personnel are already familiar with Apple CarPlay in their private lives. The familiar operating logic reduces the training time and enables fast, safe interaction with the app, even under stress.

## OUTLOOK FOR THE FUTURE – A STEP TOWARDS CONNECTED EMERGENCY VEHICLES

The integration of **resQnect Mobile** into **Apple CarPlay** marks a milestone in the use of mobile applications in the emergency services environment. But development continues: with upcoming technologies such as CarPlay Ultra, even more comprehensive vehicle functions can be integrated into control centre communication – from extended display use to more in-depth vehicle controls. This opens up new possibilities for even closer integration between the control centre, emergency vehicle and emergency services.

## ... REAL ADDED VALUE FOR EMERGENCY SERVICES

The CarPlay integration of resQnect Mobile shows how digital solutions can be integrated into the everyday work of emergency services in a practical and efficient way. It increases safety and speed during operations, simplifies communication and reduces investment and maintenance costs. This offers clear added value for decision-makers in the control centre environment: a futureproof, cost-efficient solution that reduces the workload on emergency services and supports the overall success of operations.

## ELDIS 3 – new features for greater efficiency, security and integration



Oliver SCHARMER
Product Manager
Command and Control

Operations control centres today must handle ever-more complex information — fast, precise, and without mistakes. Efficiency and accuracy have never been more critical.

ELDIS 3 is continuously evolving to meet these demands. In recent months, numerous new features have been introduced to streamline workflows, enhance security, and expand interface capabilities.

## MORE EFFICIENT PROCESSES FOR "REGISTERED WORK"

The "Registered Work" module is an important tool for avoiding false alerts during construction or maintenance work. The latest enhancements make recording significantly easier and more precise:

- Creation based on existing zones: Instead of entering data twice, registered work can be derived directly from existing areas such as smoke extraction, ELA or extinguishing areas.
- Detailed location information: Buildings, levels, rooms and objects can be selected in combination, which increases the accuracy of the assignment and creates traceability.

## IMPROVED CONTROL OF DETECTORS

The handling of detectors has also been optimised to reliably rule out operating errors. In future, control centre personnel will only see the control types that are supported by the respective system. In addition, two further functions have been introduced:

- Direct feedback: Each control is reported back immediately so that users can see the current status at a glance.
- Load management: To avoid overloading signalling systems, the number of parallel controls can be specifically limited.

## MORE SECURITY IN COMMUNICATION

The latest updates make ELDIS 3's internal communication even more secure:

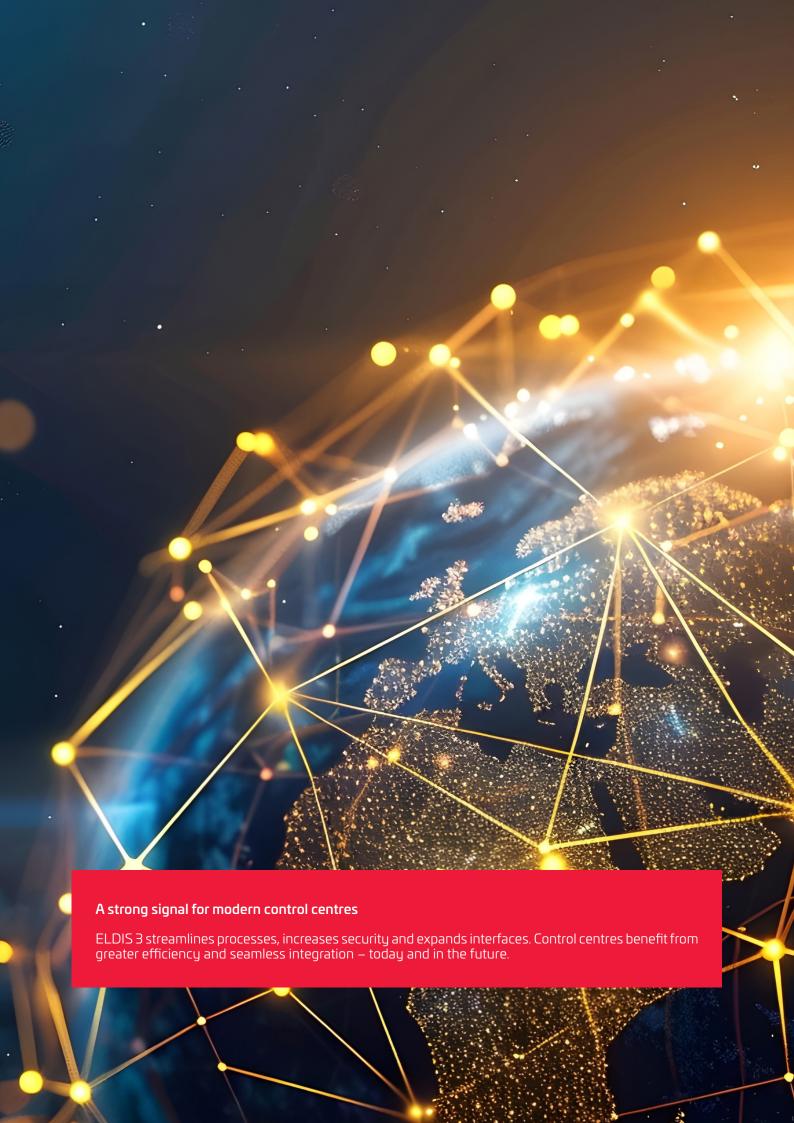
- TLS encryption in the XMS protocol: Communication between ELDIS applications can now be securely encrypted

   ensuring that sensitive data remains protected from unauthorised access.
- User authentication via Active Directory: Login is via the existing Windows AD. This allows accounts to be managed and locked centrally, while password policies are automatically enforced. Users no longer have to maintain their access data twice.

## **EXTENDED INTERFACES AND INTEGRATIONS**

A key advantage of ELDIS 3 is its high level of integration with existing systems. This has been further expanded in recent months:

- UCRI interface 1.1: In addition to version 1.0, ELDIS now supports the extended version 1.1 with additional data fields.
- Rescuetrack integration: Rescuetrack can now be used for routing calculations. This enables more accurate route guidance and better visualisation in GEO.
- MSD V3 in eCall: In addition to the previous format, ELDIS now also processes the latest data format for vehicle emergency calls.
- Automatic update of operational data via eDES: Only changes to alerted operations that are actually relevant are forwarded automatically – contributing to the quality of information.
- New AML parser for Austria: With the current parser, the availability of AML data remains guaranteed even after older LIS servers are shut down.



## NG eCall & RTT – real-time communication

As digitalisation advances, emergency call communication is undergoing a fundamental transformation. Two technologies are taking centre stage: Next Generation eCall (NG eCall) and Real-Time Text (RTT). Both innovations open new possibilities for control centres — enabling faster information transfer, greater availability, and barrier-free communication. This brings key questions into focus for decision-makers: What requirements will emerge? What opportunities will arise? And how can control centres be made future-proof for the long term?

## NG eCall – THE NEXT STEP IN AUTOMATIC EMERGENCY CALL SYSTEMS

The automatic emergency call system eCall has been mandatory for all new vehicle types in the EU since 2018. Until now, it was based on circuit-switched 2G and 3G technologies. With the introduction of **NG eCall**, transmission is now IP-based via LTE and 5G networks. For control centres, this means that data and voice connections are not only more stable, but also faster and of higher quality.

One key advantage is that the minimum data set (MSD), which includes information on the vehicle type, identification number and exact location, is already available at the control centre when the call comes in. This means that critical information is available immediately, even before the call is answered. The usual transmission time is eliminated, and voice communication and manual gueries can be carried out in parallel without delay.

At the same time, new infrastructure requirements arise:

- Control centres need SIP-based emergency lines and trunks for callbacks.
- An IP-enabled communication environment is becoming the standard.
- Transition phases must be taken into account, as classic eCalls from already approved vehicles will remain in use for a long time.

From 1 January 2026, all new cars coming onto the market in Europe must be equipped with eCall devices. From 2027, only new vehicles with NG eCall-enabled equipment may be delivered. This means that there will be a transition period during which both systems will have to be supported in parallel. This aspect must be taken into account in control centre planning.

## FOCUS ON INTEROPERABILITY – EXPERIENCES FROM THE NG eCALL PLUGTESTS

The Europe-wide introduction of NG eCall requires a high degree of standardisation and interoperability. Plug tests such as those conducted in Bonn in June 2025 demonstrate how essential cooperation between vehicle manufacturers, network operators and control centre providers is. More than 2,500 tests within four days highlighted the range of interface issues, particularly with regard to recall behaviour and manual MSD queries.

Such test series underscore that NG eCall is not only a technical challenge, but also an organisational one. Only when all parties involved – from the automotive industry to control centre infrastructure – work in harmony can the full benefits for citizens and emergency services be realised.



eurofunk participant certificate for the plug tests in Bonn



Andreas SCHRÖCKER Head of Department Product Management

## Real-Time Text (RTT) – BARRIER-FREE COMMUNICATION IN REAL TIME

Alongside NG eCall, Real-Time Text (RTT) is becoming increasingly important. The aim is to enable barrier-free emergency calls regardless of hearing or speech ability. RTT transmits text character by character in real time, embedded in the IP-based voice connection and based entirely on SIP standards.

This has several advantages for control centres:

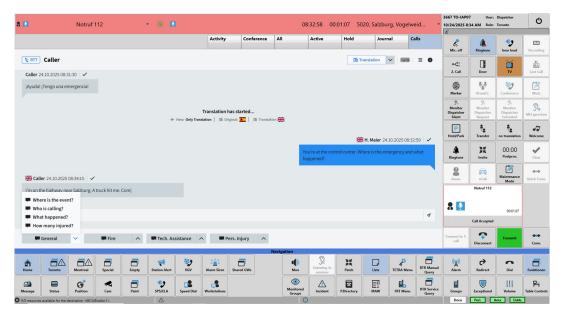
- Inclusion: Deaf, hard-of-hearing and speech-impaired people gain direct access to emergency services.
- Flexibility: Text and voice communication can be combined, for example in noisy environments or for silent emergency calls.
- Efficiency: Fax-based solutions are replaced, media breaks are avoided and GDPR-compliant communication is ensured.

Particularly relevant: citizens do not need special apps or thirdparty services. Access is provided via native operating system functions or web clients – quickly, easily and independently of commercial platforms.

From 2027, RTT support will be mandatory in control centres across the EU. The first platforms, including eurofunk's communication systems, will offer this function as early as 2026.

The introduction of RTT is also changing control centre processes. Text communication is being integrated into dispatcher interfaces, where predefined modules – for example, for W-questions – are available in addition to free text input. At the same time, communication is recorded and can be used for research and documentation purposes.

The ability to centrally document and evaluate text messages as well as voice communications makes the work of emergency services easier and creates additional transparency. Standardised interfaces also ensure that RTT can be seamlessly integrated into existing operations control systems.



Example of RTT user interface IDDS UCiP

## Successful market entry in Switzerland!

At the end of 2024, eurofunk succeeded in entering a new market: Switzerland. Following a tender process, Schutz & Rettung Zürich (SRZ) chose eurofunk as its partner. The contract was awarded to the LES project – Lifecycle Einsatzleit- & Sprachvermittlungs-system (Lifecycle Operations Management & Language Translation System), which will make SRZ the first organisation in Switzerland to be equipped with the eOCS>CAD and eOCS>COM systems.

The project workshops have kicked off successfully, featuring a partnership-driven, solution-focused approach. In an interview, Captain Reto Trottmann, head of the SRZ operations control centre, provides insights into the background and expectations.

## Mr Trottmann, how did SRZ become aware of eurofunk and what made eurofunk stand out in the tendering process?

As part of the tender process for the LES project, eurofunk presented its system solutions in several rounds of dialogue. The consistent, modern and future-proof system architecture, a product "from a single source", was particularly convincing. The eurofunk team also made a very positive impression with its professional competence. The final decision was made on the basis of clearly defined criteria – eurofunk was able to convince with its overall package.

## What challenges characterise everyday life in your control centre?

My everyday life is characterised by high dynamics, pressure to make decisions and a great deal of responsibility. Expectations regarding quality and speed in emergency call handling are constantly increasing, while at the same time the situations requiring intervention are becoming more complex. The biggest challenge remains the availability of qualified personnel: people who can make the right decisions under pressure and handle state-of-the-art systems. In addition, we need to integrate new technologies such as AI-supported prioritisation processes into our processes in a meaningful way without taking responsibility away from people.

## What motivates you personally in your daily work?

Quite clearly: the meaningfulness. Every correctly recorded and dispatched operation can save lives. What we do here is more than just logistics. It is a sensitive interplay of communication, expertise and teamwork. I am very proud of that.

## How does the eurofunk system support your work?

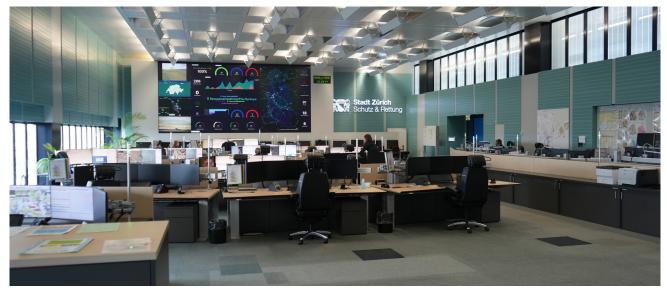
We try to rethink processes and translate tactical requirements into technical processes. The eurofunk product range already covers many requirements. As it is a standard product, we can benefit from the experience of other customers and create synergies. At the same time, we are developing content for the project that is not yet available on the market. In doing so, we are doing pioneering work that will also influence the way other control centres operate in the future.

## What added value does the new system bring you?

The new operations control and voice communication system comes from a single source and is seamlessly integrated, which avoids interface problems. eOCS is based on a modern architecture, allows the integration of existing environments and opens up many possibilities for the future. The user interface also offers advantages, such as access for partner organisations, which can update data independently or generate reports.



Christoph STEINER Project Manager



SRZ operations control centre © Schutz & Rettung Zürich

## How is the project structured and what are the next steps?

We work according to the proven HERMES project management method. Following the initiation phase, we are now in the conception phase. The project is divided into several subprojects – ICT & Infrastructure, Testing & Verification, Training, and Applications & Processes. Users are involved at an early stage so that they can familiarise themselves with the software before it goes live. The collaboration with eurofunk is very constructive and based on partnership.

## What impact does the project have on the organisation of SRZ?

We are trying to get everyone involved at an early stage. Some are already involved in workshops, and there is also a communication plan to keep internal and external stakeholders regularly informed. Changes in processes are inevitable. Some are already foreseeable, others will arise as the project progresses. It is important to communicate these openly and to involve those affected in good time.

## Can you give us an insight into the current status of the project?

We are currently moving from the conception phase to the implementation phase. In this step, requirements are being worked out in more detail and specified with use cases. Before the final commissioning version, there will be several preliminary releases that will enable us to carry out tests and ensure that we are on the right track.

## Finally, how is your control centre set up and what developments do you see for the future?

We have 50 workstations at two locations – including 22 fullfledged control centre workstations, 14 AAPs, nine redundancy stations and around five system workstations. A particularly important point for the future is the possibility of performing control centre work from home in certain scenarios, for example during storms or in the event of short-term additional demand. This reduces the workload on our on-site staff and increases safety at the same time.

# 40 years of the Styrian Provincial Warning Centre



Stefan HUTTER Sales Manager

## A pioneering success story throughout Austria.

On 1 October 1985, Austria's first Provincial Warning Centre began operations in Styria. It quickly became a model for the Federal Warning Centre, established in 1987, as well as for all other provincial warning centres. Its mission: to provide reliable alerts to both emergency services and the public in times of disaster and crisis.

Uniform siren warning signals were introduced as early as 1973, and the first test route with seventeen radio locations was set up in Styria. After a successful test phase, a nationwide siren alarm network was established by 1985. Today, a network of 1,300 sirens, centrally controlled by the provincial warning centre, ensures the safety of the population. Since 2024, the Austriawide population warning system AT-Alert has supplemented the network and enables centralised warnings via mobile phone in the event of acute dangers.

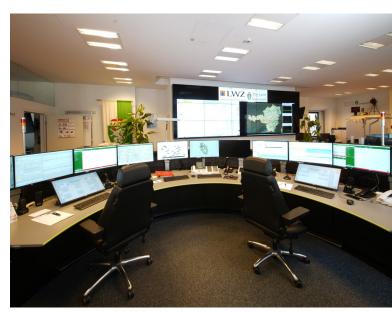
Over decades, the Provincial Warning Centre has established itself as a central institution for safety and crisis management. Its tasks include alerting mountain rescue and other special rescue services, coordinating between the police, the armed forces, district authorities, provincial offices and the office of the provincial governor, as well as various administrative activities. Requests for assistance from the armed forces, for example after floods or mudslides, as well as warnings to the population in the event of nuclear crises, are also handled by the Provincial Warning Centre.

»The core competence
of the state warning centre's
employees lies in connecting
people who need help with those
who can provide it. They are
optimally supported in this by the
eurofunk operations management
computer system.«

Günter Hohenberger Head of the Styrian Provincial Warning Centre The growing tasks of the Provincial Warning Centre led to an increase in staff from five to twelve control centre dispatchers and to the introduction of the eurofunk ELDIS operations management computer system over 25 years ago. ELDIS bundles all important technical systems, controls them centrally using alert plans, checklists and measures, and is continuously adapted to new requirements. The system is currently being expanded to include two workstations and additional functions from the latest software version.

The central task of the provincial warning centre is to connect people who need help with those who can provide it. Dispatchers are optimally supported in this task by the operations management system, explains Günter Hohenberger, head of the Styrian provincial warning centre.

eurofunk would like to express its sincere thanks to all the staff at the Styrian Provincial Warning Centre for their many years of trustful cooperation and wishes them all the best on their anniversary!



Styria State Warning Centre today

## NATO Summit 2025: Secure communication thanks to eurofunk



Michel HAAKSMAN Head of eurofunk Netherland

## Communication as a key factor for security.

On 24 and 25 June 2025, the **NATO** summit took place at the World Forum in The Hague. With around 9,000 participants, including numerous heads of state and government as well as 2,000 accredited journalists, it was an event of the **highest political and security significance**. Against the backdrop of international crises in Ukraine and the Middle East, security measures were stepped up accordingly. The Dutch police alone deployed 27,000 officers to ensure that the summit ran smoothly and safely.

One of the key requirements for such a major event is **stable and reliable communication**. In the Netherlands, the **C2000 system** forms the basis for this. As the primary nationwide communication system for the police, fire brigade, rescue services, coast guard and other organisations, it ensures that more than 80,000 emergency personnel can communicate reliably with each other and with control centres around the clock.

## **C2000 COMMUNICATION SYSTEM**

C2000 is a closed, highly secure network for voice communication (TETRA) and alerting (paging). It comprises three central components: T2000 for voice communication, P2000 for paging and the Radio Control System (RABS), which is used to operate the networks in the control centres. RABS is particularly important for dispatchers, as it enables the control and operation of communication channels.

eurofunk plays a key role in this system with RABS, which is based on the modules of the eOCS product family. It combines voice and alerting functions in a single platform, enabling efficient, stable and transparent operation under special operating conditions.

## PREPARATION AND SUPPORT FOR THE NATO SUMMIT

Preparations for the NATO summit began over a year in advance. Expected load scenarios were analysed in close consultation with those responsible and tested on test systems to ensure stable system performance even under high loads.

During the summit, eurofunk was on high alert: four teams on site, a backup team, a support team stationed in Austria, and management teams in the Netherlands and St. Johann ensured round-the-clock redundant support. A total of around 25 employees from various departments were involved.

The operational planning took various scenarios into account so that potential disruptions or peak loads could be identified and resolved at an early stage.

## STABILITY UNDER HIGH LOADS

The eOCS system demonstrated **stable** and **reliable performance** even with significantly increased communication volumes. Response times remained within defined parameters, and even during local peak loads, close coordination with those involved ensured smooth operation.

The 2025 NATO summit shows how crucial the availability and resilience of control centre and communication systems are for the security of complex large-scale situations. Reliable technical infrastructure is ensured above all when planning, monitoring and operational support are interlinked.

The combination of system stability, close coordination with the authorities and **forward-looking operational planning** contributed to the C2000 system being available without restriction even in this special situation, thus forming the basis for a safe and successful summit meeting.

# Covestro Control centre upgrade



Daniel LANNER Senior Bid Manager

Covestro relies on eurofunk systems for control centre upgrade.

## TECHNOLOGY FOR OPTIMAL OPERATIONAL COORDINATION

Covestro Deutschland AG is modernising its control centre in the Brunsbüttel industrial park. With the implementation of the proven eurofunk systems **ELDIS Industry Core** (operations control system) and IDDS UCiP (voice communication system), Covestro is setting new standards in operations coordination. These systems are complemented by a state-of-the-art DMR radio network for multi-site operation, the pioneering resQnect MOBILE app and the latest generation of eDESKc control centre desks. eurofunk offers all systems from a single source, implements them and guarantees 24/7 operation.



## NEW STANDARDS IN OPERATIONS COORDINATION

The control centre in Brunsbüttel plays a central role in coordinating the plant fire brigade and plant security, provides telephone support and performs monitoring and control functions. To meet increasing demands, Covestro relies on comprehensive solutions from eurofunk. The combination of ELDIS IC and IDDS UCiP achieves maximum efficiency in emergency call handling, alerting, dispatching and information transfer to emergency services.

## PROFESSIONAL COMMUNICATION: DMR RADIO NETWORK

A highlight of the modernisation is the new **Digital Mobile Radio (DMR) radio network**, which enables seamless communication across multiple locations. It offers:

- Digital voice quality:
  - Clear communication through digital voice coding and improved noise suppression
- Seamless connectivity:
   Unified network that bridges physical
- Efficient frequency utilisation:
   Optimisation of frequency utilisation and minimisation of interference
- Scalability:
   Easy expansion and integration of new locations

The connection to the **IDDS UCiP** communication system is established via eurofunk radio gateways (FuGa).

## resQnect MOBILE APP: SUPPORT FOR MOBILE EMERGENCY SERVICES

The resQnect MOBILE app, available for iOS and Android, is a central element of the modernisation. It enables emergency services to access digital services via smartphones or tablets via the cloud and is directly linked to the ELDIS IC operations control system. The app offers functions such as:

- Alerting and transmission or operational data
- Provision of relevant operational information
- FMS-compliant status messages
- Support during travel via routing
- Transmission of current GPS position
- Operation-related chat function
- Exchange of videos, images, texts and voice messages
- Push notifications for operations

## FUTURE-PROOF CONTROL CENTRE INFRASTRUCTURE

The integration of the DMR radio network and the resQnect MOBILE app creates a reliable communication solution. Covestro and eurofunk are shaping the future of control centre infrastructure with ongoing innovation.

We would like to thank Covestro for their trust in eurofunk and look forward to continuing our successful collaboration.

## Successful start: Focus customer day in Baden-Württemberg



Sarah GRATZ Marketing Specialist

What does it take to make control centres future-ready? How can IT security and AI shape emergency communications? The inaugural Customer Day in Baden-Württemberg provided insights, inspiration, and plenty of opportunities to connect — all within the special atmosphere of Steinbachhof in Vaihingen.

## **FOCUS ON PROFESSIONAL EXCHANGE**

On 10 July 2025, the Focus Customer Day in Baden-Württemberg took place at the picturesque Steinbachhof in Vaihingen. The event focused on professional exchange, networking and current developments in the field of control centre technology.

A total of 42 participants from 16 control centres accepted the invitation – a clear sign of the great interest in forward-looking topics and personal dialogue. The varied programme impressed with specialist presentations, discussion rounds and practical insights.

The Steinbachhof's current business practices and philosophy were also vividly conveyed. The tour offered an interesting insight into the processes and working methods of the winery.

The first Customer Day in Baden-Württemberg was considered a complete success by all involved. The positive response, the numerous stimulating discussions and the pleasant atmosphere on site underlined the relevance of such formats. A successful start that sets the stage for future events.

## **TOPICS AND GUEST SPEAKERS**

The focus was on topics such as:

- eOCS modern operations control systems for control centres
- IT security security in emergency communications
- Supraregional networking of control centres

The guest speakers provided particularly in-depth content:

- Mr Christian Scheuble, Head of the Integrated Control Centre in Waldshut, gave a vivid account of the findings from the pilot project "AI-supported language translation in emc2", an innovative translation function for control centre communication.
- Dr Eric Rietzke, Managing Director of Livereader, presented indepth insights into the use of artificial intelligence in the control centre world – a topic that aroused great interest.

Another highlight was the guided tour of the historic Steinbachhof winery. Winemaker Ulrich Eißler took the participants on an exciting journey through the history of the former domain of the royal house of Württemberg. In the impressive vaulted cellar, they learned how the Cistercian monks from Maulbronn revolutionised viticulture as early as the Middle Ages.





Steinbachhof in Vaihingen

32 COMPANY

## one team – one eurofunk Empowering people. Connecting teams. Shaping the future.

## **HEALTH**

At eurofunk, we are committed to a corporate culture that strengthens teamwork and puts people first. Our goal is to create a working atmosphere that promotes both mental and physical wellbeing – with a holistic approach. Initiatives such as HealthTalk provide practical ideas for everyday life, covering topics like health promotion, while our LeadersTalk programme strengthens managers in their roles — because those who understand their own role can best support their teams and achieve peak performance together. We also promote exchange and a sense of unity across locations. Events such as the location breakfast bring colleagues in our branches together — in line with the motto:

Healthy Minds, Strong Teams.



## **DIVERSITY**

This attitude is also reflected in our commitment to diversity. As a growing company with over 650 employees at several locations, diversity is an integral part of our corporate culture. Different perspectives, experiences and backgrounds enrich our teams and promote innovation.

At eurofunk, diversity is not only a lived reality, but also a strategic goal.



COMPANY 33





Birgit MACHATSCHEK Head of Human Resources and Talent Center

## **COOPERATION DISCUSSION**

Another expression of our culture of cooperation is the new cooperation discussion – the further development of our classic employee appraisal. The focus is on open, respectful exchange between managers and employees on an equal footing. The process is supported by funky, which provides helpful input. The discussion is conducted in our new HR tool, which we are gradually supplementing with additional modules in order to continuously optimise our processes.

## TALENT BOOST PROGRAMME

The spirit of cooperation at eurofunk also forms the basis for the Talent Boost Programme, through which we invest specifically in the further development of our future specialists and managers. Ten committed eurofunk employees are currently participating in the two-year programme, which combines practical workshops, training and personal development. The workshops cover topics such as moderation, intercultural cooperation and conflict management.

Here, too, it is clear that cooperation, team spirit and mutual support work – across locations and virtually.



Whether mental health, diversity, communication or talent development – all these initiatives show that **ONLY TOGETHER ARE WE STRONG.** Healthy Minds, Strong Teams is more than just a motto for us – it is our corporate culture in action.

34 COMPANY

## Top- Rating from EcoVadis once again



Melina SCHILCHEGGER
Quality Management
Consultant

Sustainability is not a goal, but a journey – and eurofunk is determined to follow it.

## **FOCUS ON RESPONSIBILITY**

Sustainability is more than just a mandatory task in the control centre environment. Regulatory requirements, rising expectations in procurement and operations, and social responsibility make it a decisive factor. eurofunk therefore underwent another assessment by EcoVadis in autumn 2025 – and was awarded bronze.



Bronze award

## **IN-DEPTH ASSESSMENT**

EcoVadis assesses sustainability in four areas: environment, labour and human rights, ethics, and sustainable procurement. Among other things, measures for  $CO_2$  reduction, resource conservation, fair supply chains, and diversity and inclusion are evaluated. The result confirms solid sustainability management and makes eurofunk's commitment transparent.



Christian Kappacher

"Even against the backdrop of the EU "Omnibus decision" our sustainability efforts remain visible and effective – thanks to our materiality analysis, we have identified our key issues and are continuing to work on them in a targeted manner. This is also reflected in the EcoVadis rating," says CEO Christian Kappacher.

## **GUIDANCE FOR PARTNERS**

The EcoVadis rating is a key tool for eurofunk in making sustainability measurable and transparent. Guided by the materiality analysis, we focus on key topics, uncover opportunities for optimisation, and build a credible image through dialogue with customers and partners. The combination of internal assessment and external feedback strengthens eurofunk's strategic orientation and commitment to sustainability.

## AWARD AS INCENTIVE

The bronze medal is an important milestone for eurofunk – and at the same time motivation to consistently continue on the path it has chosen. Sustainability is thus not understood as a snapshot, but as a continuous process that ensures future viability.

Together with partners, customers and employees, eurofunk is committed to the future – responsibly, transparently and innovatively.



Visit the EcoVadis website to learn more about the possibilities of sustainable corporate management. Together, we can shape an environmentally conscious future!



## **IMPRESSUM**

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