NEXt generation Emergency Services

NEXES Approach

Democratic

NEXES delivers multiple IP-enabled communication channels between citizens and emergency services that enable the empowerment of citizens in the selection of their channel of choice to reach to emergency services.

Universal

NEXES supports Total Conversation (voice, real-time text, video and data) and rich emergency data exchange between citizens, PSAPs, EROs and FRs, contributing to enhance overall situational awareness and emergency services' interoperability.

Inclusive

NEXES provides IP communications channels that accommodate the needs of all citizens, including particular society groups, namely those experiencing physical disability or impairment and those with special needs, such as the elderly, early migrants and tourists.

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nexes

www.nexes.eu

The **NEXES** Research and Innovation Action aims to research, test and validate the promising integration of IP-based communication technologies and interoperability into the next generation emergency services, so that they attain increased effectiveness and performance.

Empowered by smartphones with cameras, messaging and internet-based applications connecting to social media, citizens expect emergency services to use the same technologies. However, this is not the case.

NEXES innovates the approach to the dynamics between emergency services and citizens, allowing (i) the use of total conversation capabilities in emergencies, including social media, to the benefit of citizens, including those with disability or special needs (ii) the exploitation of improved location information to rapidly and effectively identify and locate the caller and the incident site and (iii) the leverage of Internet-enabled connectivity to enhance interoperability and shared awareness among emergency services, to the benefit of a more secure society.

The **NEXES** Consortium gathers world-class European entities, well experienced in the research and development of innovative solutions for communications and emergency products and solutions. The **NEXES** Team presents extensive background knowledge and in-house solutions to adapt, test and validate in **NEXES**'s open Testing Regime and Validation Framework, ensuring solid results are achieved to produce relevant Recommendations and contributions to Europe's standardisation effort on emergency services. To leverage related dissemination and market exploitation activities, the **NEXES** System, Apps and its operational benefits are demonstrated in three realistic pilots to end- users and stakeholders. In fact, end-users' involvement, directly ensured by **NEXES** Partners and indirectly by invited Advisors, is a key contributor to guarantee **NEXES**'s operational validity as a reference implementation system for next generation emergency services.

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