



NEXt generation Emergency Services



NEXES Innovations



Total Conversation

NEXES improves the accessibility features in emergency services, implementing a Total Conversation model that combines audio, real-time text and video to serve all citizens, including those experiencing disability and having special needs.



Improved Location

NEXES combines network operator's data, with device data and satellite-based data to establish more accurately the location of the caller. With the user's consent, this information is automatically incorporated in the emergency call and transmitted to PSAPs.



Interoperability

NEXES provides end-to-end connectivity to PSAPs, EROs, FRs and citizens bringing the added-value of IP-based communications and information technologies to promote PSAPs interaction, cross-agency interoperability and cross-border coordination.



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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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