

Serco Altaris is a highly flexible and extremely scaleable Command and Control System designed by and developed for users within the UK and Ireland Public Safety marketplace.

It is currently in operational use in two major UK Police Forces Hampshire Constabulary and Merseyside Police.

The capabilities of the Serco Altaris system are being utilised throughout both Forces to support the effective management of incidents and resources to meet the rigorous demands of their day-to-day operational needs.

### What is Serco Altaris?

The Serco Altaris Command and Control System offers increased control over incidents and resources and saves time when it matters most. It is able to process calls quickly and despatches operational units both efficiently and fully prepared for the incident they are attending.

Information is provided when and where needed to assist operational staff in making accurate, intelligence-led decisions.

### Features

**Highly Configurable** - Easy-to-use forms allow for flexible, dynamic configuration of functionality and data by users, without source code modification.

**Ease of Scalability** - Serco Altaris is designed to meet the needs of organisations of any size - from major metropolitan police forces to smaller county constabularies, and large combined-service control rooms to a single control room for a small public safety agency.

The system is capable of handling multiple force areas across geographical boundaries.

### Benefits

**Management Information** - Serco Altaris collects data on every transaction and produces a variety of management information reports. The system can also provide command and control information to external management systems and assist in the measurement of user and operational unit workload.

**Highly-Skilled Implementation Team** - Serco staff have a vast amount of Public Safety operational and project implementation experience. As a result, a key part of the implementation of any Serco Altaris project is to undertake a review, with the customer, of their business processes to understand how Serco Altaris can be best utilised to maximise performance, thereby providing value for money.

**Fully Supported** - Our fully trained, specialist team provide full support to the system 24 hours a day, 7 days a week, 365 days a year.

**Continuous Improvement** - Serco understands the need to invest in research and development in order to keep up with the ever changing demands of the marketplace and our customers increasing requirements. Thus we ensure part of our Command and Control team works towards the continuous improvement and technological advancement of the product.

### The Future

Serco Altaris is continually evolving to mirror the requirements of the UK emergency services market. The Serco Altaris product team is continually re-evaluating the fundamental design concepts of simplicity and flexibility. This is reflected by innovative application enhancements and the integration of new standards and technologies such as web browser functionality, Intranet integration, mobile solutions (BT Airwave), NSPIS product sets, call handling functionality and proactive data analysis tools.



## Serco Altaris Functionality Overview

### Functional

- Multi Agency / Multi Service
- Incident Entry / Management
- Resource Management / Duty Scheduling
- Resource Recommendations
- Incident / Resource status monitoring
- Asset Management
- Contingency Planning / Major Incidents
- Graphical Information System / Northgate Blue8
- Integral Gazetteer / Northgate Blue8 Compass Integration
- Vehicles / Persons of interest database
- Messaging
- Incident Tagging (to restrict access or to flag as 'of interest' to various parties)
- Abnormal Loads Management
- Extensive Query Facilities
- Secure system audit
- Management of Intruder/Personal Attack Alarms

### Technical

- Standards Based architecture
- Platform Independent - Windows 2000 / XP, Sun Solaris, Linux, Unix variants
- Database Independent - Oracle, SQL Server, SQL compliant variants
- Windows NT / 2000 / XP clients
- TCP/IP based network connectivity
- Scalable - Proven to provide performance in excess of 12,000 incidents per hour
- Highly Available - Provides 99.99% availability with a range of business continuity options
- Browser option to provide full application functionality
- Laptop / workstation standalone Serco Altaris system.

### Integration

- ICCS/SICCS
- CCTV
- Analogue/Digital radio (Airwave)
- PNC
- Mobile data
- AVLS/ARLS
- GSM / GPRS
- Resource Management systems
- ANPR
- Intelligence systems
- Firearms systems
- Crime Systems
- SOCO
- NMIS
- MIS Systems
- Data Warehouses
- Voice Recording
- E-mail / FAX
- HR applications
- Messaging systems
- Intranet
- QAS / Electoral Roll Database