

---

## **Hamburg fire brigade optimises storm response with FREQUENTIS technology for emergency call prioritisation**

- **Frequentis technology enables the Hamburg fire brigade to respond swiftly and effectively during severe weather events**
- **An innovative voice response system allows for efficient prioritisation of emergency calls, significantly reducing response times**

The Hamburg fire brigade is increasingly challenged by a temporary rise in emergency calls during extreme weather events. In total, the Hamburg fire brigade receives around one million calls per year. In crisis situations, such as severe weather conditions, the number of callers can rise significantly within a short period of time. With Frequentis' LifeX communication system, the organisation is better equipped to respond faster and more precisely during critical situations. This system is also used by the Hamburg police, functioning as the central communication platform in their control centres.

As part of the PERLE project (Police and Fire Control Room Renewal Project), the Hamburg fire brigade became one of the first fire departments in Germany to adopt Interactive Voice Response (IVR) technology. This innovative solution enables the prioritisation of emergency calls, dramatically improving response times for high priority calls, particularly during periods of high call volume. In practice, this means that callers can use touch commands or voice prompts to distinguish between urgent and less critical emergencies. For example, a call containing the keyword "help" is immediately routed to a prioritised line, while less urgent requests are handled by specially trained personnel.

“By using Frequentis technology, we are able to respond faster and more precisely to emergencies during storms,” says Eiko Hinrichs, Head of Division for Command and Control Center. “Prioritising calls in emergencies allows us to gain crucial seconds that can make a life-saving difference.”

“Given the increasing frequency of extreme weather events, we consider our collaboration with the Hamburg fire brigade to be groundbreaking,” says Marcel Haar, Managing Director of Frequentis Germany. “We are proud to contribute to a faster and more efficient emergency response in Hamburg with this innovative solution, ensuring the department is well-prepared for future operational needs.”

## About FREQUENTIS

Frequentis stands for a safer world. Our solutions are used in our customers' command and control centres and help them make the world safer.

Frequentis' reliable communication and information systems are used around the world by civil and military air traffic control organisations (Air Traffic Management segment) and the police, emergency rescue services, fire brigades, railways, coastguards, and port authorities (Public Safety & Transport segment).

The listed family business based in Vienna, Austria, drives innovative and sustainable solutions for safety and security in everyday life and communications in the safety-critical sector. Its air traffic optimisation solutions for air traffic control centres contribute to reducing emissions.

With a market share of 30%, this high-tech company is the world market leader in voice communication systems for civil air traffic control.

As a global player with more than 2,300 employees (full-time equivalents/FTE), Frequentis has a worldwide network of companies in over 50 countries. Its products, services, and solutions are used in around 150 countries. Shares in Frequentis are traded on the Vienna and Frankfurt stock exchanges; ISIN: ATFREQUENT09, WKN: A2PHG5. In 2023, revenues were EUR 427.5 million and EBIT was EUR 26.6 million.

For more information, please visit [www.frequentis.com](http://www.frequentis.com)

Barbara Fuerchtegott, Head of Communications/Company Spokesperson  
[barbara.fuerchtegott@frequentis.com](mailto:barbara.fuerchtegott@frequentis.com), +43 1 81150-4631

Stefan Marin, Head of Investor Relations  
[stefan.marin@frequentis.com](mailto:stefan.marin@frequentis.com), +43 1 81150-1074