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## **The Austrian federal state of Burgenland chooses FREQUENTIS software solution for video emergency calls**

- **Emergency calls are now also possible using real-time video telephony**
- **Frequentis' FlagMii EML software solution enables faster emergency communications**

The regional security centre of the Austrian federal state of Burgenland (Landessicherheitszentrale / LSZ) has opted for Frequentis' FlagMii EML multimedia solution to enable multimedia emergency calls – a decisive contribution to the modernisation and optimisation of the emergency rescue service. The software solution was developed by the Italian company Regola, a subsidiary of the Frequentis Group since 2022. The installation for LSZ Burgenland marks the first implementation of this system in Austria.

“The Frequentis Software-as-a-Service (SaaS) solution FlagMii EML for multimedia communications takes emergency call handling to a new level. For us, this is another important step towards increasing public safety with our solutions and creating new communication options between emergency call centres and the public,” says Frequentis CEO Norbert Haslacher.

FlagMii EML offers the possibility of supporting emergency calls with real-time video telephony. This gives both first responders and control centre staff a better overview of the situation at the scene of the accident and enables them to make more targeted decisions on how to assist – for example, by integrating medical staff directly into the emergency call. The multimedia session between caller and dispatcher can be started without installing an additional mobile application on the caller's smartphone. It is possible to share the caller's geo-location, which provides control centre staff with valuable information – up until and after the arrival of emergency services.

The software was successfully integrated into the LSZ's existing operations control system and enables dispatchers to easily trigger a FlagMii EML event directly from the existing system. The solution has also undergone extensive data protection checks, with particular emphasis on compliance with the highest data protection standards during development.

LSZ Burgenland operates a control centre with around 40 operators. It is available around the clock, 365 days a year. The central emergency numbers 122 (fire brigade), 144 (ambulance), 141 (medical emergency service) and 130 (provincial warning centre) all converge here. The control centre also dispatches ambulance transportation for the Red Cross (14844) and the Workers' Samaritan Federation (14841) as well as the health advice service under the number 1450.

## 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)

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