Expanding public safety technology in Luxembourg

Grand Ducal Police upgrade CAD capabilities to better serve the public

While the Grand Duchy of Luxembourg is one of the smallest countries in the European Union (EU) at approximately 2,586 square kilometers, the 2,400 police officers and civilian employees of the Grand Ducal Police have a large job, serving and protecting the country's almost 1 million inhabitants.

As part of a government services improvement initiative, Luxembourg determined that while the police force's self-developed computer-aided dispatch (CAD) software was fully responsive to user requests, it needed to deliver more complete incident management capabilities backed by continuous support and a vendor service level agreement (SLA).

To better serve the public, improve incident management countrywide and meet its goals, the Grand Ducal Police selected Hexagon's industry-leading CAD system after auditing numerous other systems including the Hexagon CAD solution in use in Belgium.

Expanding dispatching and response to better serve the public

The Grand Ducal Police's self-developed system lacked specific features necessary for modern incident management. The police needed enhanced GIS capabilities, call-taking and radio integration functionalities and dispatch tracing through incident resolution and reporting. Dedicated support through a complete SLA supported by an Information Technology Infrastructure Library (ITIL) schema was also a key element for this project.

By implementing Hexagon's CAD system, the Grand Ducal Police now have a solution in place at its National Intervention Centre that integrates with its external systems and is customized to meet the agency's needs. Residents across Luxembourg dial 113 in emergencies. When a call is placed, an incident is created and distributed to a regional dispatcher and officers are quickly en route. Data is provided to officers in real time as they respond to the emergency, saving valuable time and ensuring critical details from the caller are known.

If the caller cannot speak, he or she can use the chat feature of the Grand Ducal Police's app and the operator can interact with the SMS113 application, which Hexagon developed and integrated with the CAD system.

The CAD system is fully integrated with communication tools to include statuses of responding officers, radio communications and more. Interventions are monitored until incidents are closed, and data is transmitted to a dedicated platform for official reporting and documentation.

A trusted partner, not just a software vendor

When evaluating new CAD systems, having a complete SLA and continuous upgrades and enhancements were important components for the Grand Ducal Police. The agency wanted to invest in a system from a software vendor that wouldn't walk away from the table after the sale. It needed a partner – a provider that backs up its technology with expertise, future development and support. If found that in Hexagon.

The SLA ensures incident and change management and GIS map upgrades. It also includes on-site user assistance and preventative maintenance, along with regular communication and collaboration with Hexagon experts to discuss development requests, product upgrades and extensions and integrating new interfaces and data sources into the CAD environment.

"We have an open and direct relationship and teams both here and at Hexagon who are totally dedicated to this project," said Vito de Michele, project manager operations control system for the Grand Ducal Police. "Hexagon's CAD system satisfies and even exceeds our operational needs, but the support we receive makes Hexagon a trusted partner and service provider – not just a software vendor."

Plans are for the CAD system to be expanded to integrate mobile capabilities and vehicle plate and identity documents recognition, and later, to connect with the systems used by Luxembourg's fire brigade and ambulance services to allow for the exchange of critical incident data among all emergency services.