



Police Score with Hexagon's Major Event Management Software

Basel-Stadt Cantonal Police Switzerland

Basel, Switzerland, faced the great challenge of hosting the 2016 UEFA Europa League final, which attracted nearly 38,000 enthusiastic soccer fans to the city. Preparing for and coordinating public safety operations during such an event requires a large number of personnel, specialized equipment, and complex processes.

To ensure safety and smooth workflows before, during, and after the match and related festivities, Basel-Stadt Cantonal Police, Switzerland's second-largest cantonal police force, chose to upgrade its systems with major event management software from Hexagon's Safety & Infrastructure division. The application's comprehensive functionality for planning potential scenarios helped the cantonal police effectively manage the challenging event.

Deploying Resources

Hexagon's solution is scalable for distributed server infrastructures. Because it is browser-based on the clientside, it enables simple, organizationwide access with minimal hardware requirements, allowing the customer to exclusively oversee administration. The cantonal police force fully implemented the system from Hexagon less than six months later, including migrating from its previous system.

With the customizable solution, the cantonal police prepared for the event by taking into account different planning scenarios and anticipating various decisions and measures. This drastically simplified personnel and unit planning, alleviating the burden of operational leadership throughout the event. These specialized capabilities presented a pivotal benefit to the organization.

"Being able to prepare for an event by reviewing alternatives, anticipating decisions, and planning personnel and units accordingly greatly decreases the organizational workload for the head of operations during an event," said Chief Master Sergeant Richard Altermatt.

Viewing Details

The application provides the user with more than just linked information. Using action plans and checklists simplifies administration, while interactive organizational charts convey a comprehensive situational picture. Event clips optimize follow up of the event.

During the event, the cantonal police force visualized all relevant infrastructure elements, such as the arena, public screening areas, routes, and team hotels within the operational picture.

“The operational picture was monitored around the clock for three whole days,” explained Altermatt. “The time filter in the organizational chart provided the operational management with up-to-date information on all available personnel at any given time.”

Deployment during the 2016 UEFA Europa League final was a resounding success. It significantly decreased the workload for operational management during the event, while also revealing how the application could further optimize the organization’s resources for more efficient operations in the future.

Notably, Basel-Stadt Cantonal Police uses a Hexagon competitor’s dispatching solution, demonstrating how the major event management software suite can work independently of Hexagon’s industry-leading computer-aided dispatch system while delivering a flexible solution that fits within an organization’s operational and IT needs.

“Hexagon’s technology was an exceptional source of support for us and our processes throughout this major event,” Altermatt said. “We are beyond impressed with the possibilities this tool will offer us in the future in respect to event management and situational planning.”

Moving Forward

Since implementation, Basel-Stadt Cantonal Police has discovered great potential in visualizing processes and simplifying and centralizing management of all major events and special situations, including demonstrations and other sporting events. Because of this, the application is not only used by police, but also by other organizations, including civil protection, rescue, and crisis management services.

Further, since the investment in such a comprehensive, strategic tool constituted a sustainable, long-term IT decision, Basel-Stadt Cantonal Police is implementing additional processes within the software to unlock additional benefits (e.g., the consistent visualization of all relevant business processes associated with events). These processes not only include event planning, management, follow up, and evaluation, but also the availability of personnel and equipment throughout the entire event life cycle (i.e., timeline visualization). Due to the solution’s module-based setup, additional capabilities may be added as needed.

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Hexagon’s Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

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