



## A Safe Choice for Switzerland

### Swiss Border Guard Switzerland

Counterfeit identity documents, drug and custom offenses, stolen vehicles, and illegal immigration are just some of the challenges facing the Swiss Border Guard, the largest national civil security agency in Switzerland. An armed and uniformed corps, the Border Guard protects national borders and enforces a multitude of laws, acts, and conventions to ensure the safety and security of the Swiss public.

As part of the Swiss Federal Customs Administration, the Swiss Border Guard fulfills an extensive range of tasks, including prevention, intervention, and suppression in customs and migrations matters. It works closely with the cantons of Switzerland and Frontex, the European border and coast guard agency, to provide vital support for Swiss and Schengen Area safety measures at national borders, airports, railway stations, and during international operations. On an average day, Border Guard officers discover up to 55 Swiss customs and/or VAT regulation violations, detect 40 offenses against immigration and asylum laws, apprehend 40 wanted persons, and seize seven pounds of drugs and five forged documents.

The Border Guard's operational environment has drastically changed in recent years, creating new demands that require a more closely linked operational structure to enable effective cooperation with partnering organizations.

The ability to coordinate responders over wide distances and deploy resources is increasingly important as emergency personnel become more mobile.

A study on behalf of the Swiss Federal Customs Administration predicted Border Guard operational efficiency could increase with a new IT system. As a result of these findings, the Swiss Border Guard selected an integrated suite of public safety solutions from Hexagon's Safety & Infrastructure division for its new command support and incident management system to improve coordination between personnel, better exploit digital information, and meet new and ever-increasing challenges.

### Closer Coordination for Better Response

The Swiss Border Guard implemented Hexagon's computer-aided dispatch (CAD) solution at its four command and control centers in three different linguistic and cultural regions. The CAD system enhances geographical flexibility during the strategic planning of patrols.

Used in 26 workstations by 100 users, the solution integrates with approximately 1,000 automated vehicle location devices and personnel trackers, 2,000 digital radio devices, and several hundred cameras. The four

command and control centers expect to create 50,000 events and perform 1 million data queries each year with the new system.

Border Guard command staff stay up to date on the current location of all available field personnel via a highly topical common operational picture provided by Hexagon's incident command system application, which promotes faster, better informed decision-making. During major incidents and events, the system also supports the centralized management of all available resources. With this comprehensive, integrated system, agencies can quickly share unified operational information to keep personnel updated at all times.



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**Jürg Noth**

Vice Director of the Swiss Federal Customs Administration & Head of the Swiss Border Guard

"Hexagon's solutions provide us with a common operational picture for the Border Guard's entire operational area," said Jürg Noth, vice director of the Swiss Federal Customs Administration and head of the Swiss Border Guard. "The four command and control centers in three linguistic

regions – German, French, Italian – can now optimally support the demanding tasks carried out by the Swiss Federal Customs Administration."

### **An Integrated System for Greater Efficiency**

Hexagon's software supports diverse aspects of the Swiss Border Guard's resource planning and command center cooperation. An example is the automated display of traffic cameras. If a wanted vehicle is caught on camera anywhere, it appears in the CAD system, allowing the operator to promptly create an event and manage resources in real time from a single interface. This procedure is similar for alarms triggered by other detection systems, and enables faster investigations and issuing of warrants.

The synchronized systems improve the management of incoming alerts, lower processing time, and free up resources for new operations. At the same time, the solution provides additional users, such as emergency services and supervisors, with an up-to-date operational picture via a web viewer.

Moving forward, more departments within the Swiss Federal Customs Administration will begin using the solution, which will improve planning processes across the federal agency. Integrating these teams will greatly enhance the command and control centers' ability to respond and boost the Swiss Border Guard's efficiency over time.

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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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