NEC

G-Cloud Service Definition
Stream

Crown
Commercial
Service
Supplier

Orchestrating a brighter world

G-Cloud Stream

Service Definition

This Service Definition is relevant to all UK Emergency Services, including Police, Fire, Ambulance and other Public Safety organisations, with a requirement for a control room solution.

The service is provided by NEC Software Solutions (NEC).

The Stream Standard G-Cloud Service is available as:

- Stream Software as a Service (SaaS).

Overview of G-Cloud Service

More eyes on the ground to optimise your emergency response

Police services today have had to adapt to do more with less. We understand the challenges and pressures you face in deploying the right resources, to the right locations, at the right time. Ensuring your frontline officers have all the information and intelligence they need to respond to incidents swiftly and successfully is vital. By having access to a front-line view of how and where incidents are unfolding, key witnesses and suspects, and what resources are needed, you can make more effective dispatch decisions and better protect the communities you serve. Our game-changing Stream solution provides unparalleled visibility by allowing anyone to livestream content from any location direct into your control room, giving you invaluable eyes on the ground so you can accurately assess the situation, act fast and ultimately save lives. With no app or software download required, it's a simple and seamless solution that can dramatically improve the effectiveness and speed of your emergency response.

Make the right call, fast

Stream gives you unprecedented access to incidents as they happen. You can quickly gather critical information from the scene that will support you in making confident, effective response decisions.

As well as having an extra pair of eyes and being able to see things from a witness-eye view, its built-in private chat feature enables you to securely and swiftly collect vital intelligence from key witnesses or frontline officers, giving you a complete account of the incident so you can adapt your response accordingly.

Why move to Stream?

No app, software or pre-existing account required for swift and seamless streaming

- Control room operators simply send a URL link via SMS or email to stream from any smartphone or device.
- Users only have to click the link to start streaming instantly – there's no need to sign in or switch screens.

Everything you need on one screen to enable a quick and confident response

- Access streamed footage direct from the scene and the online chat feature all on a single screen – making it easy to coordinate your decision-making.

Private chat function with in-built translator to speed up intelligence gathering

- Instantly chat with users to gather more details direct from the scene and optimise your response.

- Stream's automatic translation function means there's zero barriers to effective information gathering.

Key features

- Unlimited streaming for comprehensive visibility.

- In-built language translation within chat makes it easy to communicate with anyone on the scene.

- Chat feature enables you to speak to the witnesses at the scene and quickly gather information in real-time.

- Automatically records visual evidence to create a secure, hassle-free digital footprint.

Service Management

- NEC has been supporting mission critical systems for the Emergency Services for decades. As such we have developed extensive capability in, and experience of, the skills, competencies, processes and procedures required to deliver the service excellence required by such customers.

- Each of the packages provides access to the Support function during NEC normal support Hours. 09:00 to 17:00 Monday to Friday excluding Public Holidays.

- Detailed Service Level Agreements (SLAs) will be provided for each package, with an appropriate 'Service Code of Practice' created at the point of contract commandment. The SLA, Terms & Conditions and Service Code or Practice will form part of the agreed Order pack and Contract Call Off documentation.

On-boarding

NEC will work with customers to develop an on-boarding plan to meet your specific requirements based on which package is chosen.

This includes a dedicated team of experts assigned to the project including an Account Manager, Technical Consultant and Project Manager.

Ordering and Invoice Process

Customers are required to first contact frameworks@necsws.com for a requirements Scoping Meeting / Call to discuss their specific Control Room requirements from which a detailed proposal will be provided.

Technical Requirements

Stream is a true cloud based solution. Operators only require a modern browser to access the system. End users require a smartphone with internet access and 2-5mbps uplink and downlink for a good quality video.

Request a Demonstration

We will be pleased to demonstrate Stream to you. Please email frameworks@necsws.com to request a demonstration.

📞 07951 679680

✉ frameworks@necsws.com

🌐 necsws.com

🐦 @nec_sws

About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

1st Floor, Bizspace, iMex Centre, 575-599 Maxted Rd, Hemel Hempstead HP2 7DX - 01442 768445