

G-Cloud Service Definition

NEC ResponseEye

Crown
Commercial
Service
Supplier

G-Cloud NEC ResponseEye

Service Definition

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

Overview of G-Cloud Service

NEC ResponseEye is a secure live-streaming video and image service hosted in Microsoft Azure.

NEC ResponseEye has been designed to support wide-ranging uses across a range of public and private sector industries and is actively in use in:

- Police and Law Enforcement
- Fire and Rescue Services
- Ambulance and Emergency Medical Services
- Utilities
- Central & Local Government
- Housing.

NEC ResponseEye allows an operator to send a secure one time use SMS or email through to a caller which enables the recipient to stream live footage, images and location data back to the operator.

NEC ResponseEye is delivered as a Software as a Service (SaaS) solution that does not require the customer or caller to install any app or software into their environments. The NEC ResponseEye solution is integrated to a UK based SMS provider. As part of the application management activity, the performance of the SMS provider is monitored to ensure the SMS service achieves availability requirements.

NEC ResponseEye includes an API to allow integration with third party solutions. NECSWS' control room products, Vision and ControlWorks, support direct integration with ResponseEye where live streaming sessions can be launched directly from within the CAD.

Key Solution Benefits

- Real-time situational awareness to promote an effective response
- No app required and no 'footprint' left on caller's device
- Provides immediate, informative data to responders
- Media is securely stored and can be shared with internal and external resources
- Media is downloadable for use with other systems
- Provides dynamic location information with built-in mapping
- API available for easy integration.

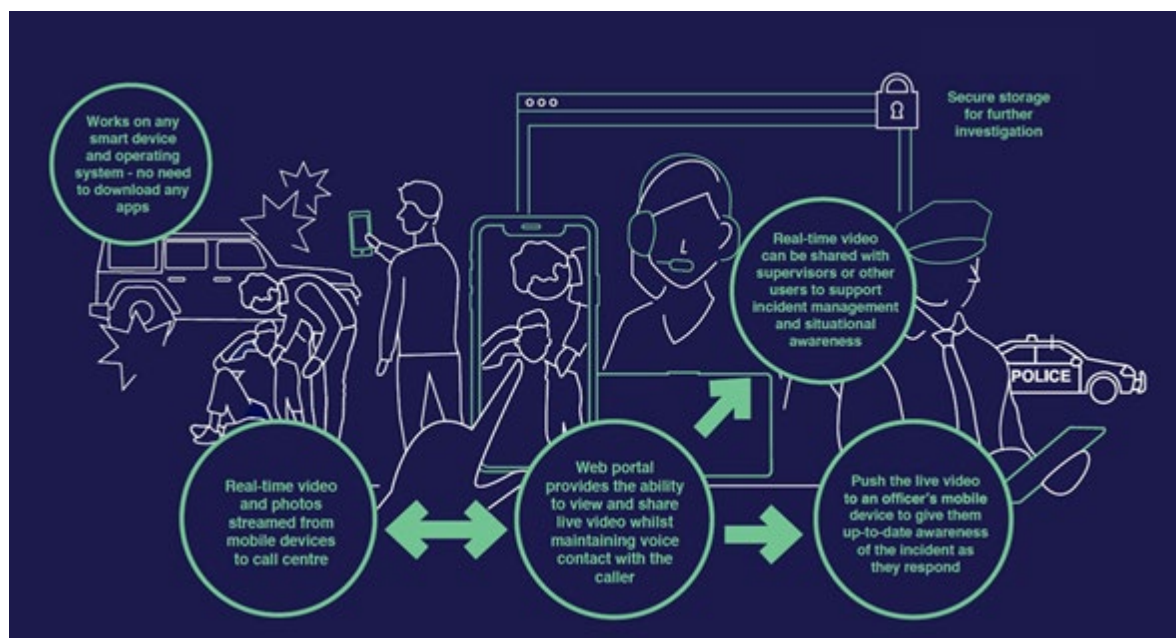


Figure 1: Using NEC ResponseEye

System Features

Through a simple, one-time use link live video, images or a standalone chat session can be initiated between a caller and an operator. Supported by dynamic location updates, the incoming media can be shared with responders in the field or with supervisors, either live or once the call has disconnected.

- No app required - works on any smart device and operating system.
- Confirms and maps dynamically updated caller location via GPS coordinates, to speed response.
- Secure, one-time-use link sent by SMS or email.
- Real-time live video stream viewable by dispatcher and shared with supervisors as appropriate.
- Maintains voice contact with caller while images are transmitted.
- Still images available in lower signal coverage.
- Two-way messaging available either alongside a call or as a standalone facility if the caller is unable to speak.
- Secure and accredited cloud-hosted service.

Supporting Services

NEC provides several supporting services to ensure an easy adoption of the service

- Onboarding – agreed implementation plan, branding and configuration, familiarisation and access to a digital User Guide.
- Mobilisation – ITIL accredited Service Management processes to support go-live and any ongoing support requirements.
- Training – remote, introductory demonstration of the key features and functionality together with supporting video and digital guides.
- Service Desk – dedicated telephone number for logging incidents and service requests.
- Support – fault investigation and remedies as required. Active 24/7/365 management of secure MS Azure environment.
- Updates – three scheduled updates per annum to include bug fixes and additional features and functionality according to the Solution Roadmap. Users have access to an 'Ideas Portal' for the submission of additional functionality for assessment.

Additional Services (may be chargeable)

To aid deployment and user adoption NEC can provide additional services to ensure the most is made of the investment in NEC ResponseEye, including:

- Additional user training.
- Regular reviews and reporting.
- Support to marketing and communications for internal use and, if required, for public use.

Request a Demonstration

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



✉ frameworks@necsws.com

🌐 necsws.com

🐦 [@nec_sws](https://twitter.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.

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