

CASE STUDY

BYNE



ECU911 GUAYAQUIL CALL CENTER

Inauguration of new operations center brings ControlONE's services to Guayaquil

- +55 11 2102-6920
- info@byne.com.br
- www.byne.com.br

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SIMPLIFYING COMMUNICATION THE NEW ECU 911 CALL CENTER IN GUAYAQUIL

Source: El Universo.

THE PROJECT

In October, the new operations center of CSCG (“Corporación para la Seguridad Ciudadana de Guayaquil” or Corporation for Citizen Security of Guayaquil) in Ecuador was inaugurated together with the ECU911 emergency call center. The project, which is part of our international expansion plan, includes the installation of 42 ControlONE dispatch consoles in the integrated public security service of the Ecuadorian municipality. Developed in partnership with Grupo Unión, from Colombia, and Hexagon Brasil, the initiative includes radio and telephony integration to cater to the different public security bodies of Guayaquil, such as the municipal and national police, the Armed Forces, firefighters, and the management of ports and traffic.

After implementation, the time between call reception and **team response is from 1min40s to one minute**. The emergency call center is equipped with state-of-the-art equipment used in megacities such as New York, London, and São Paulo. The center receives calls from any point in the city, which has more than **2 million inhabitants**.

The ECU911 Guayaquil is included in the second stage of the **“More Security”** program of the Government of Ecuador, initiated in August 2019, created to revitalize citizen protection services over the next ten years. Due to the provided resources, the call center is defined as a C5I system, which comprises the functions of command, control, coordination, communications, computing, and intelligence.

The integrated solution automated call reception, increased efficiency, and reduced emergency response time.

PROJECT DATA

2K Millions of inhabitant

5.700 Emergency calls per day

42 ControlONE dispatch consoles

HOW THE OPERATIONS CENTER WORKS

Each time the dispatch system is triggered by an operator, the ControlONE console automatically receives authentication and connects the work position to the user in a single action. When a security officer is called to attend an incident or emergency, a dynamic group is formed via radio. This enables quick and easy voice communication through the BYNE console or the **PTT pedal** and associates a voice recording with the occurrence.

BYNE technology also receives GPS positions from radio equipment and updates, in real-time, the various security agencies involved in the occurrence, including tracking vehicles in the field (cars, helicopters, and boats).

We were very pleased to participated in this project since it is fully aligned with our purpose of transforming complex tasks into simple operations. Our ControlONE console is the only product that offers the functions of critical communication and control in the same interface, with great integration capacity, which ultimately makes it ideal.



André Nazário - BYNE's Product Manager



Source: Images obtained from the El Universo transmission

Thanks to its simple-to-operate interface, the **ControlONE is easily adapted** to different workflows and significantly reduces the time and effort required to perform tasks that demand the least possible response time.

In addition to the ControlONE consoles, the operations center was equipped with Hexagon's HxGN OnCall, a complete portfolio of systems for computer-aided dispatch (CAD), analytics, planning, incident management, and mobility. The integrated use of solutions from BYNE and partner companies helps **streamline communication** throughout the life cycle of events. To ensure the **better use of equipment and systems**, teams involved in Guayaquil security operations participated in face-to-face training in September, provided by BYNE and Hexagon professionals.

INVESTMENT

The city of Guayaquil invested more than \$13 million in the project to coordinate emergency call operations and security agent response in the CSCG. City firefighters, the Ecuador Transit Commission, the Transit Authority of Ecuador, the National Police, and the Ministry of Public



Source: Inauguration of ECU 911 local operations center - Ecuador221

Health and Operational Command No. 2 all participate in city surveillance monitoring. With the inauguration, Guayaquil became the first Ecuadorian municipality to merge the ECU 911 call center with the CSCG and integrate central and local governments in a decentralized operations center with 900 employees in 32 reception stations. This structure made it possible to expand the operational capacity of surveillance systems in the city, which has more than 2 million inhabitants. Emergency services are provided in public safety, health management, traffic and mobility, risk management, and municipal services.

STATE-OF-THE-ART TECHNOLOGY

Faced with the complexity of receiving and managing approximately 5,700 emergency calls per day, it was critical to invest in state-of-the-art voice communication technology. The entire process must be completed in the shortest possible time and requires stability and integration with other communication systems.

The offered BYNE solutions, in partnership with Hexagon, include state-of-the-art tools that increase the efficiency of incident management and monitoring of large events.



Source: CSCG employees in operation - Images by José Beltrán | El Universo

LEARN MORE ABOUT THE PROJECT:

