



Making Dubai a safe haven

Dubai Civil Defence -Pacific Controls National Life Safety system has won kudos for its efficiency and innovation

IN 2008, Dubai Civil Defence and Pacific Controls together embarked on a project to enhance the life safety and national security in Dubai by implementing the 24x7x365 National Life Safety systems through a 24x7 Command Control Centre (CCC). On completion of the project, every private and government building within Dubai will be monitored for fire, lift safety, and emergency alarms using state-of-the-art M2M technology.

The 24x7 National Life Safety System is an integral part of the major alarm monitoring network upgrade. This deployment has streamlined the fire alarm monitoring and the information transmission path to the Dubai Civil Defence dispatch centre, allowing the fire ser-

vice to focus more on fire prevention and timely emergency response. The system gives residents and visitors confidence in their daily safety with the support of Dubai Civil Defence.

The Pacific Controls 24x7 National Life Safety system supports real time monitoring of private and government buildings for fire, lift and emergency alarms providing a 21st century solution for this critical municipal responsibility. This innovative system allows all authorised persons to access relevant and up-to-date information at any time from almost any web-enabled device. It provides dispatchers with a detailed view of the location and readiness of all the emergency service vehicles at all times. Using state-of-the-art M2M technology, and a world-leading 24x7 CCC on a cloud computing platform.

Pacific Controls has implemented one of the leading state-of-the-art crisis management systems for life and safety alarm monitoring. The National Life and Safety solution (Operations Manager) from Pacific Controls is an integrated suite of tools for managing projects and people's performance, achieving an un-

paralleled level of visibility and accountability with its framework of goals, action plans and results. It has the most up-to-date Alarm Monitoring Software system worldwide, which handles all types of electronically generated signals and alarms including emergency, fire, technical and GPS positions.

The Operations Manager is tightly integrated with the Pacific Controls Fleet Management solution at the 24x7 CCC, which gives the dispatchers a better overview of what is happening than with older separate systems. An integrated map displays both the position of the incident and the status of the nearest emergency vehicles.

In Dubai, by implementing the 24x7 monitoring system for safety alarms, the Dubai Civil Defence Pacific Controls National Life Safety system has achieved accurate, timely and early notification of emergencies. It supports efficient coordination of emergency services, including fire brigade, police and medical services, to tackle safety situations and has reduced the number of fires by 25 per cent in the first three years of operation.