



PRESS RELEASE

112 Improves in Hungary

8th May 2013, Budapest

The Integrated Emergency System will be completed by the end of this year in Hungary. At the press conference held today, members of the project consortium responsible for the realization of the new ICT system presented the most important milestones and the indicators of success related to the ongoing development. The implementation of the new system will enhance the efficiency of emergency response services and reform the role of the 112, the Single European Emergency Number in Hungary.

In 2010, in order to increase the speed of emergency response services and reduce the number of the so-called false calls, the decision to realize and implement a modern info-communication support system in Hungary was made.

The project consortium responsible for this large scale development is working on a major upgrade of the IT systems used at the Emergency Call Centers, while the modernization of info-communication tools (technologies, devices, systems) at the facilities of the Police and Disaster Management is also ongoing. The consortium is led by the Governmental IT Development Agency, further members working on the new system include the Ministry Of Interior Affairs, the Ministry Of National Development, the Ministry Of Human Resources, NISZ National Infocommunications Service Ltd. and the emergency response organizations, namely the National Police Headquarters, the National Directorate For Disaster Management and the Hungarian National Ambulance Emergency Service.

The construction of two new Emergency Call Centers in Miskolc and Szombathely was completed earlier this year, also in the frame of the project. These new call centers will reduce the workload of the county emergency response supervisors by forwarding calls which actually require immediate action. Rescue and emergency response services will be overseen by 425 trained and qualified operators at each call center, many of them fluent in foreign languages.

As defined by the National Info-communications Strategy, the integration of subsystems related to the new main system will be realized by NISZ National Infocommunications Service Ltd., using the Hungarian National Telecommunications Backbone Network completed last year. Simultaneously, the Police, the Disaster Management and the Ambulance will implement their own new emergency response systems. As the winning tenderer of the related public procurement procedure, M&S Informatikai Zrt. will deliver the new IT and telecommunication systems to be installed at the emergency call centers.

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The project is supported by the European Union and co-financed by the European Regional Development Fund.



The project will not only take care of the implementation of new devices and applications at the call centers, but will also provide police and disaster management vehicles and police patrols with mobile IT tools and applications. These mobile devices will greatly support and enhance the coordination between call operators and emergency action units.

While the EU-standard 112 emergency call number will function on a new level in Hungary after the new system is implemented, the national emergency call numbers 104, 105 and 107 will remain in use as before. The new system will ensure a smooth and efficient cooperation between the Emergency Response Organizations and in general, will increase the speed of rescue services.

The implementation of the new Integrated Emergency System (ESR) supporting the new function of the 112 emergency number is funded by the total of HUF 6 billion of EU subsidy and HUF 1,4 billion of national subsidy. It is of utmost importance that the 112 emergency number will be used responsibly, therefore, after the launch of the new system, a nationwide awareness campaign will be engaged.

Further information:

www.SOS112.hu

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