

# Enabling first responders to save lives around the world

Providing remote connectivity solutions for disaster response



# Failsafe connectivity for first responders

Inmarsat supports first responder teams with reliable connectivity every step of the way, speeding up response times and therefore enabling aid agencies to save more lives.

Emergency response relies on the ability to communicate and co-ordinate within moments of arriving on the scene. Inmarsat's dependable satellite voice and broadband services meet the needs of humanitarian aid and government agencies so they can hit the ground running.

## **Mission-critical communications**

First responders prepare for the worst. That means reaching a man-made or natural disaster zone expecting local telecoms infrastructure to be knocked out, overloaded, or undeveloped. Without a reliable communications channel, first responders would ordinarily be unable to take control of those critical first hours when more lives can be saved. Co-ordinating search and rescue efforts by multiple agencies, and having access to the latest information to quickly make the right decisions can mean the difference between life and death.

Inmarsat understands that in their emergency backpacks, first responders need a portable satellite communications toolkit that they can set up in minutes and rely on for voice and data connectivity throughout the crisis period. From co-ordinating search and rescue efforts, to setting up medical centres and overseeing delivery of aid to survivors, satellite communications can be vital. As well as telecom operations centres, field workers can set up humanitarian services, so victims of a disaster can make a call to let family or friends know they are alive and get help.







## Expedite your aid mission

- Save lives with faster response times
- Stay safe while moving around
- Make quick and easy phone calls
- Raise awareness back home





# The communications toolkit

Providing the tools that empower first responder teams to deliver rapid, effective aid to areas afflicted by disaster.

Our broadband services such as BGAN and our high-speed Global Xpress service ensure that high volumes of critical data – be it voice, video, text or images – gets to where it's needed as quickly as possible.

Inmarsat's satellite broadband services are accessed through portable terminals that are robust and easy-to-use. Just one backpack-sized BGAN terminal is all that is required to set up a mobile office for up to 10 voice and data users simultaneously. First responders with no specialist training can establish secure VPN connections to corporate systems, so they can send HQ situational awareness reports and access updates and GIS data in real time. Thanks to the proven reliability of Inmarsat's satellite networks, humanitarian aid and government agencies can maintain the flow of information between the field and HQ without disruption.

When sending high volumes of critical data to ensure informed decisions can be made, time is of the essence. Global Xpress (GX), our next generation high-speed data via satellite service, is the only service to offer continuous, end-to-end high bandwidth, on a global scale. With GX you can ensure trusted and proven deployment of critical communications wherever you need it.

Another advantage of our high-speed, Global Xpress service is that you can easily and readily deploy the same service and equipment for communications across the total territory of your entire operation. There's one service and one consistent set of equipment, so you can benefit from streamlined training, support, purchasing and maintenance.

Whatever your communication requirements, we have Global Xpress services which will fulfil them. Alongside standard subscription packages, we also offer Global Xpress services which allow you to access Global Xpress services on demand, when and where you need them. This enables you to only be charged for your actual usage of the network which makes it ideal for first response communications.

Our latest handheld satellite phone, IsatPhone 2, is a tough phone for a tough world. Robust, reliable and affordable, it provides essential voice communications for emergency situations. Delivering eight hours of talk time and an unrivalled 160 hours on standby, network registration for IsatPhone 2 takes less than 45 seconds. Incoming call alerts can be received even with the antenna stowed, so important calls always get through. Furthermore, with the vehicle mounted antenna option, first responders can experience high-quality voice communications while on-the-move.



# Personnel safety in the field

Giving peace of mind to the people on the ground.

Despite being there to help others, humanitarian workers operating in dangerous and often hostile environments are vulnerable to attack, with reported incidents on the rise every year.

At Inmarsat, we can help to keep humanitarian workers safe. In addition to a reliable, stable voice connection and rugged handset designed to operate in the harshest environments and at extreme temperatures, our IsatPhone 2 satellite phone packs essential safety features. Its emergency assistance button sends GPS location data and a text message to a pre-set contact number, and a tracking capability transmits location information.

IsatPhone 2 customers on monthly plans benefit from free-of-charge worldwide emergency assistance from GEOS. Once configured, a single push of a button will send a message to GEOS' 24/7 emergency response centre who will then contact the user to get them the help they need.

For personnel on the ground, their employers and their families back home, that's invaluable reassurance.













# Smart device connectivity

Access to useful apps enabling email, internet and voice calls can provide first responders with a world of information and functionality at their fingertips.

Smart devices are now ubiquitous for business as well as personal use. However, there has been little point in first responders packing their own smartphone or tablet if they cannot rely on getting a connection.

Now, first responder teams can confidently include smart devices as part of their communications toolkit, thanks to IsatHub, our new smart device connectivity service. Field teams can use their own devices with our global satellite networks to talk, text, use apps and the internet, no matter where they are deployed.

Together, our voice and broadband data services ensure that humanitarian aid and governmental agencies tasked with responding to humanitarian crises have the reliable communications they need to save lives and begin the process of relief, reconstruction and recovery.



# Customised solutions

Certified Applications Partners.

Inmarsat allows qualified 3rd parties access to our network and APIs so we can certify their solution for use over our network through our Certified Applications Partner programme. For first responders, this means that our partners can now offer a selection of innovative tools to ensure that when they arrive on the scene, they can get the job done quickly and efficiently.

## Certified solutions for use over our network

**TRAKSAT**

Safety of field teams and fleet tracking

**INSUR**

Situational awareness solution

**GSatTrack**

Complete tracking and monitoring of remote mobile assets

Statistics from the United Nations Office for Disaster Risk Reduction and the Centre for Research on the Epidemiology of Disasters (CRED) in 2013 show the extent of the healthcare challenge:

- Between the years 2000 and 2012 disasters cost a combined total of 1.7 trillion USD, affected 2.9 billion people and killed 1.2 million people.
- Over the last decade, China, the United States, Indonesia, the Philippines and India constitute together the top 5 countries that are most frequently hit by natural disasters.

Satellite connectivity provided by Inmarsat can help first responders to save more lives.







# How to buy

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