

A firefighter is shown from the chest up, sitting in a control room. He is wearing a dark jacket with yellow reflective stripes and is holding a black microphone to his mouth. He is looking upwards and to the right with a focused expression. The background shows the interior of a vehicle with a window and some equipment. A large red rectangular overlay is on the left side of the image, containing the title text.

# Next-generation Public Safety Services

Driven by the need to improve public safety outcomes, increase operational excellence and optimize costs, public safety agencies across North America are under increased pressure to look to their systems to bring about transformational change.

Within North America, the control room is the beating heart of emergency services. Staffed by dedicated experts tasked with delivering results under intense pressure, it's a place where instant access to critical data and systems is vital to high awareness of field situations. To meet the challenge of delivering more responsive police, fire and emergency medical services, the control room must evolve.

In the control room of the future, new digital solutions will help to enable the seamless and secure sharing of real-time information to tackle planned and unplanned events. Voice will no longer dominate communication, and alerts from connected devices in vehicles, buildings and wearables will be automatically logged, analyzed, transcribed, mapped and then directed to the best-placed first responders. Within

shaping tomorrow with you

**FUJITSU**

public safety there is significant potential to apply Internet of Things (IoT) as a growing range of equipment, buildings and civic infrastructure is fitted with IoT sensors capturing data in real-time and providing valuable new sources of insight.

## Deploying new technologies to protect the public, prevent crime, and save lives

While paper systems have been widely replaced by databases in public services, more often than not, these are designed around previous organizational structures and not current operational needs. Police, fire and medical services are therefore left facing incompatible systems not designed to enable essential data to be quickly, easily and securely shared across agencies.

Whatever the location, a speedy response is essential, and underperforming systems and tools can be hazardous to citizens' lives. The need for speed is fundamental in handling emergencies, and sharing information is critical for first responders needing to know the full scope and context of issues they are dealing with.

Within the police, fire and medical services, technologies such as Cloud computing, data management and analytics, AI and IoT will be gamechangers. Enabling better connection, collaboration and quick, easy, secure data sharing to better protect the public, prevent crime, and save lives.

---

### First responder solutions include:

- **Mobility** – enabling access to real-time information via a range of apps.
  - **Platforms** – enabling access to a vast array of information.
  - **Wearables** – enabling record tracking, biometric data and freedom of movement.
- 

### Managing data securely to maintain trust

Data is the lifeblood of the control room, and data collected from a wide range of connected devices can be analyzed using AI and machine learning, and the insight gained can be used to create more responsive services and identify problems before they arise. The ability to share information securely and at speed between colleagues, first responders and across agencies is critical, and Cloud can help transform how this is done.

However, when digitally transforming, public safety agencies must equally invest in cybersecurity. Today, data privacy concerns remain widespread, and securing access to sensitive personal data and aligning with compliance requirements is critical to maintaining citizen trust in public safety services.

The task of transforming while maintaining security and continuity of service is daunting, but attainable, by working with the right transformation partner.

## Fujitsu smart solutions – working to make North America safer

Within North America, Fujitsu is already working within the public safety sector, developing solutions to help enable the fire, police and medical services to transform. Our portfolio of public safety offerings incorporates a broad range of technologies from AI, machine learning, quantum-inspired computing, IoT, digital platforms, Big Data analytics, connected devices, wearables and Cloud capabilities.

### Fujitsu solutions for policing

Within policing, we know that every second counts and are helping to enable police departments to stay one step ahead of crime by co-creating bespoke digital technologies and connected solutions. Working with one police department, we implemented our GlobeRanger RFID solution to help improve processing efficiency and increase equipment visibility.

GlobeRanger has transformed how this police department operates, making it more effective and enabling visibility of every part of the inventory from uniforms and weapons to vehicles and other sensitive items. The efficiency improvements which have been realized by our RFID solution include checking patrol cars out 15 minutes faster, which across the force, is equivalent to one extra officer out patrolling the streets. In addition, GlobeRanger is also helping to track evidence and has enabled real-time visibility of items to help reduce the possibility of weapons or badges ending up in the wrong hands.

Also, within policing, our Sholark™ AI solution can help enable operational improvements in areas of crime prevention, detection,

investigation, and prosecution by compiling, processing and analyzing existing information. Sholark™ has the capability to understand, process and combine millions of data points to find relations between crimes and speed up investigations.

### Fujitsu solutions for medical

Within medical services, our Trusted Identity-as-a-Service™ can be used to create patient medical identities to help streamline patient admission experiences, improve patient communications and provide medical providers with digital access to scans, blood results, and medical condition - all of which can be directly uploaded into the patient's vault on the medical providers mobile phone. Delivered on an 'as-a-service' basis Trusted Identity-as-a-Service supports and secures the Internet of things and Machine-to-Machine communications through the establishment of identity for devices participating in the network.

### Fujitsu solutions for border control

Within border control, our Biometrics-as-a-Service™ supports voice, face and (on-device) fingerprint verification and ensures secure storage of biometric information for citizen identification. Our biometric screening solution collects and uses digital photographs and fingerprints to help enable border services officers to confirm the identity of temporary residents.

## Partnering with Fujitsu Americas

At Fujitsu Americas, we take a human-centric approach to innovation that puts people at the heart of our technology. As a world-leading IT services and solutions provider for the Public Sector, we deliver secure, efficient and reliable solutions that make the most of restricted government budgets.

We provide a complete portfolio of technology services, computing platforms, and industry solutions based on scalable, reliable and

high-performance server, storage, software, and mobile technologies. We also offer end-to-end digital transformation drawing on the right skills and technologies, whether that's consultancy, testing, infrastructure, delivery, security, or ongoing managed services.

Contact Robert Lai, Head of Public Sector for Fujitsu Americas at [robert.lai@fujitsu.com](mailto:robert.lai@fujitsu.com) to find out more about how we can help you to digitally transform your Public Safety organization.



Author: **Robert Lai**

Head of Public Sector, Fujitsu Americas  
Fujitsu Consulting (Canada) Inc.

For more information visit: <https://www.fujitsu.com/us/microsite/public-safety>

---

### Contact

FUJITSU AMERICA, INC.

Phone: 1-800-831-3183

[www.fujitsu.com/us](http://www.fujitsu.com/us)

Email: [AskFujitsu@us.fujitsu.com](mailto:AskFujitsu@us.fujitsu.com)

Fujitsu, the Fujitsu logo, and "shaping tomorrow with you" are trademarks or registered trademarks of Fujitsu Limited in the United States and other countries. Trusted Identity-as-a-Service and Biometrics-as-a-Service are trademarks of Fujitsu America, Inc. in the United States and other countries. All other trademarks referenced herein are the property of their respective owners.

Copyright ©2020 Fujitsu America, Inc.  
All rights reserved.  
19.1220.0900