

## NAVTEQ data gives Sweden's SOS Alarm call centres superb coverage



Consistently updated NAVTEQ data has given Carmenta ResQMap customer, SOS Alarm better geographic coverage for its emergency command and control centres in Sweden.

### Challenge

SOS Alarm, a public service enterprise responsible for handling emergency calls and coordinating rescue work in Sweden, needed decision-support tools that would improve the emergency response of its 18 call centres.

The organisation receives about 20 million calls a year, 4 million of which are emergency calls requiring actions within seconds. Its call centre operators need comprehensive, current digital maps with the best possible coverage enabling them to locate callers quickly and precisely, and find, dispatch and monitor the right resources.

### Solution

Global geospatial software technology company, Carmenta provided the solution – a multi-user map display system called ResQMap designed for organisations involved in emergency response in areas of public safety and national security.

To enhance SOS Alarm's geographic coverage and map presentation, Carmenta provided additional map layers and an address database based on NAVTEQ's comprehensive, consistently updated Navstreets data. The map layers complemented existing layers from other sources and a consistent look and feel was maintained to ensure clear, precise visualisation of real-time object overlays.

### THE CHALLENGE

- Provide decision support tools for emergency response
- Gain access to comprehensive and current map data with best possible coverage.

### THE SOLUTION

- Digital map layers and an address database from Carmenta, so dispatchers can locate callers and dispatch resources fast and efficiently
- Data based on NAVTEQ Navstreets, pre-rendered for maximum performance.

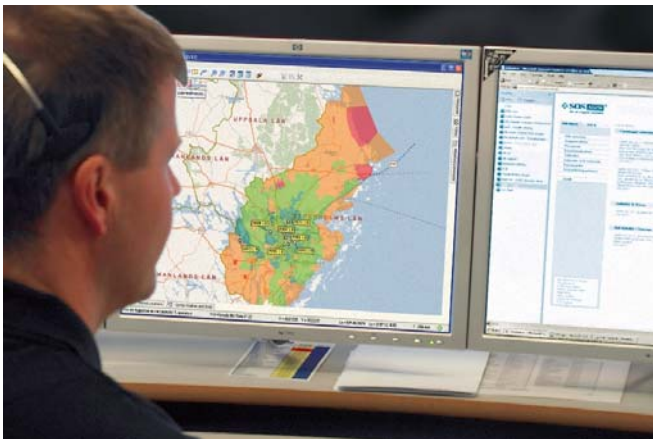
### THE BENEFITS

- Improved geographic coverage.
- Access to map data that's the most up to date.
- An excellent overview of incident and available resources.

## Benefits

NAVTEQ data has enabled SOS Alarm to gain better geographic coverage, especially in smaller villages, and by receiving twice yearly updates, it gained more current data than before and in a more streamlined format.

Ambulance dispatchers appreciate the NAVTEQ map layers because they're now given a good overview of incident and resource information when needed for background map presentation.



### How NAVTEQ helped?

NAVTEQ data is recognised for its quality and accuracy. Its street-level data is comprehensive, reliable and regularly updated maintained.

- For SOS Alarm, map layers were delivered pre-rendered for maximum performance.
- The consistent delivery format means the update process can be streamlined.

### About Carmenta

Carmenta AB provides geospatial information technology to customers building business/mission critical systems on a global market. It offers a full range of state-of-the-art software products and professional services to system/software integrators and developers in the Location Based Services (LBS), Security and Defence & Aerospace sectors. The company helps clients to accelerate their time-to-market and reduce their products life-cycle costs.

For more information, visit [www.carmenta.com](http://www.carmenta.com).

### About NAVTEQ

NAVTEQ is a leading provider of comprehensive digital map information for automotive navigation systems, mobile navigation devices, Internet-based mapping applications, and government and business solutions. NAVTEQ creates the digital maps and map content that power navigation and location-based services solutions around the world. The Chicago-based company was founded in 1985 and has over 3100 employees located in 167 offices in 31 countries. Its European headquarters are in Veldhoven, Netherlands.

For more information, visit [www.navteq.com](http://www.navteq.com).



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