

Swaziland Improves Emergency Response Times of Incidents

Integrated collaboration system improves incident response times and reduces the number of deaths and injuries in emergencies.

Customer Name: Swaziland National Fire and Emergency Services

Industry: Government

Location: Kingdom of Swaziland

Company Size: 500 + employees

Business Impact

- Nationwide emergency communication system reduces deaths and injuries
- Collaboration between agencies ensures rapid incident response
- Telecommunication and traveling costs decrease with collaboration on IP network



Case Study

Business Challenge

The Kingdom of Swaziland is a sovereign state in southern Africa and one of the smallest countries in Africa. The country spans 200 kilometres north to south and 130 kilometres east to west. Swaziland Fire and Emergency Services is a department in the Ministry of Housing and Urban Development. The department is one of the key role players in public safety in the country and also the first responders for any fire and emergencies. The department's headquarters are situated in the capital of the country, Mbabane. It has seven fire stations strategically located around the country.

Previously, the department's call center consisted of three analog lines, which had to field more than 500 calls a day from the public. After a member of the public reported an incident, the call center used a radio system to reach the nearest agency to respond to the call. This was time consuming and prone to human error because information often had to be relayed between a number of people. The department realized that it needed to improve its public safety communication system to enable efficient response to hazardous incidents to reduce deaths and injuries.

Solution and Results

Cisco® Certified Partner DataNet Swaziland designed a collaboration solution that provides the department with voice, video, and data over wired, wireless, and radio networks. Swaziland is now equipped with a national emergency communication system linking all fire stations, and thereby improving response times to incidents from a couple of hours to minutes. First responders can digitally direct a call to the nearest fire station, often preventing incidents before they occur. The system also determines the geographical position of an accident, which ensures rapid action.

Collaboration and information sharing between fire stations have improved. The department has implemented the Cisco IP Interoperability and Collaboration System, which allows personnel from different fire stations to join the same talk group using any radio system, cell phone, traditional phone, or laptop with appropriate software. For example, a moving ambulance can share information with medical facilities, often saving lives. Telecommunication costs have also decreased, because all calls run on an IP network and there is no cost to make a call from one fire station to another.



NybSys

Partner Profile

DataNet Swaziland, also trading as NybSys, used its ability to integrate a wide range of services to provide the first digital emergency response system in the country.

“With a nationwide emergency communication system, we allocate resources properly and ensure that the nearest fire station responds to an incident in minutes. Rapid deployment prevents death and injuries.”

Kubheka Bongani
Senior Technical Officer - Swaziland National Fire and Emergency Services

For more information:

- For more information on Cisco's collaboration solutions, visit <https://www.cisco.com/go/collaboration>
- To find out more about DataNet, please visit <http://www.dnet.co.sz> or <http://www.nybsys.com>