

Steria enables India's Uttar Pradesh Police to respond quickly and effectively to emergency calls

In summary

India's Uttar Pradesh (UP) Police Department has selected Steria to help improve the efficiency of its Emergency Response System, which serves 3.5 million citizens in the [city of Kanpur](#). Steria will provide a variety of support, integration and IT services that will enable the police to make faster and smarter decisions on how it uses resources to respond to emergencies.

Paris, France – September 12, 2013 – Today Steria, a leading provider of IT-enabled business services, announces the signing of a major contract with India's UP (Uttar Pradesh) Police Department. Building from Steria's vast experience on [homeland security projects](#), the contract will enable the police to improve the speed and efficiency of its Emergency Response (Command and Control) System, responsible for addressing distress calls from the city of Kanpur's 3.5 million citizens.

Under the new contract, Steria will provide an integrated Computer Aided Dispatch platform that will handle inbound 'Dial-100' citizen distress calls. The GIS-based (Geographical Information System) platform will capture caller information and location coordinates and dispatch them to the nearest police patrolling vehicle for emergency handling. This new functionality will improve efficiency, reducing the time it takes to respond to calls and providing a better view of emergency situations for more efficient resource mobilisation and allocation.



The project includes a systems integration phase, followed by two years of application support. Steria will work on the installation of the application software, the setup of data centre infrastructure, the system's control room, network and connectivity.

Steria partnered with TCIL (Telecommunications Consultants India Ltd), a public sector telecommunications consultancy and engineering company that operates under the Ministry of Communications and IT, for the bid. Steria was selected over 13 other shortlisted companies, including some of India's key players in the homeland security domain. This contract win reinforces Steria's expertise as a reputed provider of IT solutions to India's homeland security and transportation sectors.

Francois Enaud, Steria Group CEO, comments: "The solution will provide the police force with a comprehensive real-time view of events across the city of Kanpur. With this crucial insight, emergency response teams will be able to better assess needs, prioritise and coordinate actions and proactively deploy assets to address and potentially prevent multiple, complex incidents within the city."

"The benefits of this solution are vast," he adds. "The system's unified view of incident data enables faster and smarter decision making with the ability to handle multiple situations simultaneously and reduce emergency response time substantially. It will also enable end-to-end coordination of emergency agencies and connect diverse first responder agencies with shared, interoperable equipment and protocols."

This project builds on Steria's extensive experience in homeland security including delivering a case management system for Norway's National Police and the ground-breaking 10-year transformational partnership with the Office of the Police and Crime Commissioner for Cleveland in the UK.

Steria has been present in India for more than two decades with a presence of 30% of its global headcount. Steria India counts close to 5,500 employees across delivery centres in Noida, Chennai and Pune.

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