

# Public Security and Safety Services

SHL Transerve™ Emergency Dispatch Services provide custom-designed solutions to maximize the accuracy, speed, efficiency and fault tolerance of safety agencies' command and control environments. We supply fully-integrated solutions combining such services as CAD, mapping, voice radio, mobile computing and ISDN telephone management. When integrated, these constitute a unique and seamless solution for our clients. Here is just one example.



The 911 operator automatically receives a caller's phone number and location without asking for it, and routes the emergency call to the appropriate police, fire, and emergency medical services.

En route to the scene, the computerized dispatch system instantly provides information to emergency personnel, including building floor plans and the quickest path to the location.

This technology helps emergency service agencies



more efficiently provide the law enforcement support, the fire fighting capability and the emergency medical assistance required to attack emergency situations.

The SHL Transerve services make a crucial difference in emergency situations. The technology is state-of-the-art. It's up and running.

For more information, call Rich Bohmer, Director of Strategic Alliances, International Public Safety Group, (609) 259-9400.

# The Technology Network

SHL TechNet is a global, mobile network of strategists, architects and specialists that brings the expertise needed to successfully align business and technology in delivering complex cooperative solutions, anywhere in the world.

The Architecture Services unit defines model architectures which serve as a baseline for SHL projects. World-class architects and scientists work with individual clients to define enterprise-wide architecture strategies addressing the "islands of automation" prevalent throughout the 1980's. Additional services include network and systems management, client/server architecture delivery, messaging/groupware and enterprise application of Microsoft technology.

The Data Warehousing unit specializes in building enterprise-wide, client/server-based solutions for data warehousing - providing businesses with information for critical decision making. Service areas include decision support tools, meta data repositories, multi-dimensional modeling and data warehouse design.

The Object Technology Centre's software factories deliver cutting-edge object solutions. Drawing on the continuously growing Object Repository, they assemble applications using proven architectures and delivery approaches, reusable objects and application frameworks.

The BPR Unit combines forces with the Object Technology Centre in a practice named Convergent Engineering. Working with customers, they design new processes in business object models leveraging object models and objectware developed in other units. To more accurately define cost savings and benefits and help customers experience the benefits of a solution, they develop simulations of the streamlined business process.

The Imaging Centre focuses on high volume data capture and optical character recognition. This unit delivers tax systems worldwide using a specialized software development environment and a reusable application framework.

For more information, contact Colin Dalzell, Vice President, Technology Network at (310) 403-4908.



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