

Case study:

Command



Building an operational Command & Control Center for nationwide security in Greece.



The client:

The Hellenic Red Cross was founded on 10 June 1877 by the initiative of Queen Olga and is the biggest non-governmental organization in Greece, tasked with a complex operation built on voluntary work and direct response to the needs of citizens.

The organisation is always actively aiming to alleviate human pain in times of war and peace, to support wounded, patients, refugees, elders, people facing economical difficulties and people from all

vulnerable parts of society. Its work requires constant alert, solidarity, and altruism - its name is synonymous to all the values and selflessness of giving without profiting.

Requirements & Challenges:

HRC is assisting thousands of people daily through its varied activities, including Nursing, Rescue, Samaritans, Lifeguards and Social Welfare. To mobilize these many missions, HRC urgently needed an advanced command and control center with the most recent technologies, based on Push To Talk over IP. It was also imperative to be in touch - in real time - with rescuers, volunteers and people who need assistance both in and out of the country. The ability to coordinate different assisting organizations under one command and control center in a case of emergency was crucial for saving lives





Our Solution: Command

Our unified Command & Control Platform for secure mission-critical communications in tactical operations.

An unbeatable secure ecosystem empowers users in the field, decision makers and admins with unique communication capabilities at the highest grade of security.



Command

Benefits & Features:

- ✓ Command, control & communications on smartphones and tablets
- ✓ Meets any level of communication needs that helps the organisations maximize operational effectiveness in minimum time
- ✓ Field officers can provide real time information to the decision makers in the operations center
- ✓ Centralized Emergency Management
- ✓ National & global operations
- ✓ Authorities communicate with their own teams and are co-administrators in joint operations
- ✓ Push-To-Talk-over-IP technology

Results & Achievements:

Hellenic Red Cross's valuable services and response capabilities have been significantly enhanced by its innovative, state-of-the-art Command & Operations Centre, which enables it to respond effectively to emergency situations such as fires, floods and earthquakes.

The Hellenic Red Cross can thus ensure the safety and well-being of society and people throughout Greece, as well as offering its services to other national organisations and international institutions.



"By adopting the most advanced Samsung SDS technologies, we have not only modernised our operations centre, but also provided more efficient services for faster rescue of people. Command is a solution used by many national and international organisations and governments. I would like to thank Samsung SDS for its contribution."

Dr. Antonios Avgerinos
President of Hellenic Red Cross

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